STATEWIDE AVERAGE PERFORMANCE SUMMARY FOR CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Aug 2002

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	97.14%	35	87.23%	47	-1.33	Yes	92.31%	26	96.15%	26	0.31	Yes	95%	20	85.71%	28	-0.91	Yes	92.31%	26	100%	28	1.19	Yes
CO	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	17.93	40	22.5	50	-1.26	Yes	18.76	29	24.76	33	-2.57	Yes	17.63	24	21.03	32	-1.61	Yes	15.97	29	15.69	29	0.08	Yes
CO	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	94.29%	35	100%	42	1.27	Yes	100%	27	90.91%	33	-1.22	Yes	92.59%	27	90.32%	31	-0.29	Yes	100%	43	93.10%	29	-1.13	Yes
CO	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	100%	27	90.91%	33	-1.22	N/A	96.30%	27	90.32%	31	-0.77	N/A	100%	43	93.10%	29	-1.13	N/A
CO	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	1	1	30.38	8	-1.03	Yes	10.5	2	30	1	.	N/A	17	1	8.5	4	0.24	Yes	24.33	3				N/A
CO	01-01	OP-6B	Delays for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A
CO	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	7.67	3				N/A	0	1				N/A						N/A	115	1				N/A
CO	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	1					N/A	0					N/A						N/A	0					N/A
CO	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	93.33%	15	88.24%	17	-0.45	Yes	100%	27	85.71%	28	-1.51	Yes	90%	10	63.16%	19	-1.42	Yes	84.62%	13	100%	16	1.31	Yes
CO	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:11	15	1:50	17	-1.22	Yes	1:24	27	2:37	28	-0.97	Yes	1:34	10	4:33	19	-0.75	Yes	1:49	13	1:21	16	1.45	Yes
CO	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	13.33%	15	11.76%	17	0.08	Yes	22.22%	27	21.43%	28	0.04	Yes	20%	10	15.79%	19	0.21	Yes	30.77%	13	6.25%	16	1.6	Yes
CO	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	26.32%	19	15%	20	0.82	N/A	40%	5	14.29%	14	1.05	N/A	28.57%	7	7.69%	13	1.09	N/A
CO	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0.01%	191073	0.01%	117439	-1.49	Yes	0.01%	193190	0.03%	112175	-1.85	Yes	0.01%	193166	0.02%	111846	-2.41	Yes	0.01%	196171	0.01%	112206	-1.71	Yes
CO	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0.01%	193190	0.02%	112175	-1.6	N/A	0%	193166	0.01%	111846	-2.36	N/A	0%	196171	0.01%	112206	-1.99	N/A
CO	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	44.44%	27	39.29%	28	0.36	N/A	12.90%	31	34.88%	43	-1.96	N/A	37.50%	16	24%	25	0.88	N/A	23.53%	17	23.81%	21	-0.02	N/A
CO	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0.02%	26302	0%	39554	.	Yes	0%	25078	0%	40226	.	Yes	0%	26182	0%	40154	51.36	Yes	0%	26302	0%	38834	-21.39	Yes
CO	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0%	12216	0.02%	116518	-7.53	Yes	0%	12384	0.01%	123934	-5.61	Yes	0%	11544	0.01%	124630	-4.81	Yes	0.04%	11472	0.02%	130743	12.39	Yes
CO	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0.03%	26422	0%	39554	.	N/A	0.01%	25366	0%	40226	.	N/A	0%	26182	0%	40154	51.36	Yes	0.01%	26494	0%	38834	727.94	N/A
CO	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	3.43%	13008	0.02%	116518	2475.2	N/A	2.08%	13416	0.01%	123934	1880.9	N/A	1.34%	12096	0.01%	124630	1280.7	N/A	0.16%	11664	0.02%	130743	78.24	N/A
CO	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	62	1				Yes	77	2				Yes	70.5	2				Yes	69.5	4				Yes
CO	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A	89	7				Yes						N/A	83.67	3				Yes
CO	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	122	2				Yes	82	2				Yes	99.5	2				Yes	108	1				Yes
CO	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	100%	1				Yes	100%	9				Yes	100%	2				Yes	100%	7				Yes
CO	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	100%	2				Yes	100%	3				Yes	100%	3				Yes	100%	1				Yes
CO	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	6	1				Yes	8	10				Yes	7.29	7				Yes	9.2	5				Yes
CO	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	100%	4				Yes	100%	10				Yes	100%	7				Yes	100%	19				Yes
CO	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	2.22	16760893	5.59	15947274	-394.9	Yes	2.32	13896016	6.19	16707100	-422.7	Yes	2.54	12488269	6.32	13293479	-365.5	Yes	2.29	13893502	5.92	17047446	-417.1	Yes
CO	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	99.93%	2441893				Yes	100%	3004213				Yes	100%	1964436				Yes	99.99%	1749510				Yes
CO	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	2.28	13436951	5.59	15947274	-366.4	N/A	2.39	11025563	6.19	16707100	-387.9	N/A	2.59	10209608	6.32	13293479	-341.2	N/A						N/A
CO	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	1.98	3323942	5.59	15947274	-245.7	N/A	2.03	2870453	6.19	16707100	-258.1	N/A	2.29	2278661	6.32	13293479	-213.8	N/A						N/A
CO	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	99.99%	16481				N/A	100%	16750				N/A	100%	15587				N/A	100%	16721				N/A
CO	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	98.59%	6506453	99.46%	119125612	296.52	No	99.88%	7288963	99.06%	133976532	-223.6	Yes	99.74%	7056031	99.01%	126728173	-190	Yes	99.67%	6813602	97.85%	126021981	-318.9	Yes
CO	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	97.91%	25357	99.35%	404101	27.65	No	97.40%	27337	99.33%	362849	37.62	No	97.79%	26076	99.25%	379997	26.17	No	97.85%	20965	98.86%	395239	13.49	No

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
CO	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	0	0					
CO	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
CO	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
CO	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
CO	01-01	OP-6B	Delays for Facility Reasons, LIS Trunk, Avg Days		P	0	0					
CO	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	0	0					
CO	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	0	0					
CO	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
CO	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					
CO	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
CO	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
CO	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0	0					
CO	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
CO	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
CO	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
CO	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
CO	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
CO	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
CO	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	0	0					
CO	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120	0	0					
CO	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	0	0					
CO	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	0	0					
CO	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
CO	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
CO	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
CO	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
CO	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	0	0					
CO	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
CO	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
CO	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
CO	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	1	1	27665047.7	99.49%	98.84%	0.65%	
CO	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	4	4	99735	97.73%	99.20%	-1.47%	

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
CO	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
CO	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
CO	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
CO	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
CO	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
CO	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
CO	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
CO	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
CO	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
CO	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
CO	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
CO	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
CO	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
CO	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
CO	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
CO	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
CO	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
CO	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
CO	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
CO	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
CO	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
CO	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
CO	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
CO	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
CO	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
CO	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
CO	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
CO	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
CO	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
CO	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
CO	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A
CO	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
CO	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
CO	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
CO	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
CO	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
CO	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
CO	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
CO	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
CO	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
CO	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
CO	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
CO	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
CO	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
CO	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
CO	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
CO	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
CO	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
CO	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
CO	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
CO	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
CO	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
CO	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
CO	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
CO	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
CO	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
CO	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
CO	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
CO	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
CO	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
CO	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
CO	02-01	OA-1	Order Accuracy %		NS	99.65%	10345				N/A	99.32%	10426				N/A						N/A						N/A
CO	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
CO	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
CO	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
CO	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
CO	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
CO	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
CO	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
CO	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
CO	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
CO	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
CO	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
CO	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
CO	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
CO	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	77.65%	5082				N/A	73.92%	5118				N/A	72.28%	5270				N/A	77.89%	6065				N/A
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	51.59%	1130				N/A	47.21%	985				N/A	46.62%	916				N/A	52.72%	1047				N/A
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	21.89%	370				N/A	26.35%	444				N/A	24.42%	389				N/A	29.24%	407				N/A
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	62.67%	1302				N/A	59.11%	1680				N/A	57.49%	1710				N/A	45.60%	1818				N/A
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	78.22%	1368				N/A	74.05%	1368				N/A	75.71%	1194				N/A	77.30%	1185				N/A
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	59.56%	3506				N/A	43.48%	3802				N/A	52.63%	3996				N/A	68.85%	4176				N/A
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	60.15%	7170				N/A	63.24%	5792				N/A	64.34%	5336				N/A	68.68%	5534				N/A
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	61.89%	677				N/A	60.86%	925				N/A	48.58%	1130				N/A	59.65%	902				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
CO	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
CO	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
CO	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
CO	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
CO	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
CO	02-01	OA-1	Order Accuracy %		NS	0	0					
CO	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
CO	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
CO	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
CO	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
CO	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
CO	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
CO	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
CO	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
CO	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
CO	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
CO	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
CO	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
CO	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
CO	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					
CO	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		90%	89.01%	91				No	90%	130				Yes	85.59%	111				Yes	88.15%	135				Yes
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		90%	96.55%	4086				Yes	95.43%	3964				Yes	94.47%	4031				Yes	95.01%	4972				Yes
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		70%	89.01%	655				Yes	90.29%	515				Yes	86.09%	496				Yes	86.12%	641				Yes
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		75%	86.62%	942				Yes	85.38%	1163				Yes	88.64%	1109				Yes	91.20%	909				Yes
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		75%	90.89%	461				Yes	87.69%	642				No	85.12%	645				Yes	81.64%	659				Yes
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		90%	93.88%	4594				Yes	96.55%	3794				Yes	98.06%	3501				Yes	98.57%	3856				Yes
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		90%	97.63%	1096				Yes	95.84%	1058				Yes	97.62%	926				Yes	97.03%	944				Yes
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		70%	94.61%	2207				Yes	88.54%	1867				Yes	89.80%	2342				Yes	94.92%	3029				Yes
CO	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	3:27	386				Yes	2:34	336				Yes	5:00	885				Yes	2:40	730				Yes
CO	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
CO	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	3:05	744				Yes	2:22	748				Yes	4:25	1223				Yes	2:57	1318				Yes
CO	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes
CO	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:01	10:40	76				Yes	11:13	99				Yes	14:25	128				Yes	14:44	111				Yes
CO	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
CO	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
CO	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
CO	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
CO	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	12.06%	630				N/A	10.96%	903				N/A	11.84%	1081				N/A	10.86%	1022				N/A
CO	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	99.96%	4712				Yes	99.94%	4721				Yes	98.95%	4746				Yes	99.82%	5444				Yes
CO	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	563				Yes	99.78%	448				Yes	100%	415				Yes	100%	528				Yes
CO	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	76				Yes	97.12%	104				Yes	100%	83				Yes	100%	111				Yes
CO	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	99.93%	1469				Yes	99.87%	1566				Yes	98.61%	1437				Yes	100%	1445				Yes
CO	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	1974				Yes	99.80%	1521				Yes	99.69%	1933				Yes	100%	2695				Yes
CO	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	100%	4062				Yes	100%	3459				Yes	99.97%	3227				Yes	99.83%	3562				Yes
CO	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	97.11%	1663				Yes	98.09%	2200				Yes	98.48%	2361				Yes	98.54%	2325				Yes
CO	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	99.08%	541				Yes	99.40%	504				Yes	99.59%	483				Yes	99.23%	518				Yes
CO	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	98.74%	239				Yes	99.63%	272				Yes	100%	225				Yes	99.55%	223				Yes
CO	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	99.74%	1558				Yes	99.95%	1996				Yes	97.90%	2806				Yes	99.79%	1899				Yes
CO	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	99.24%	2097				Yes	99.06%	2779				Yes	98.97%	2526				Yes	99.09%	1980				Yes
CO	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	2625				Yes	100%	1856				Yes	99.94%	1731				Yes	99.94%	1596				Yes
CO	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	99.25%	401				Yes	98.38%	493				Yes	99.12%	678				Yes	99.37%	630				Yes
CO	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	52				Yes	100%	61				Yes	100%	56				Yes	100%	31				Yes
CO	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	59				Yes	100%	213				Yes	98.36%	122				Yes	100%	99				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		90%	1	1	467	88.22%			
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		90%	0	0					
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		70%	0	0					
CO	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		75%	0	0					
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		75%	1	1	2407	85.96%			
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		90%	0	0	15745	96.60%			
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		90%	0	0					
CO	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		70%	0	0					
CO	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
CO	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
CO	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
CO	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
CO	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:01	0	0					
CO	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
CO	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
CO	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
CO	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
CO	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
CO	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
CO	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
CO	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
CO	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
CO	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
CO	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	0	0					
CO	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
CO	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
CO	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
CO	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
CO	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
CO	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
CO	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	0	0					
CO	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
CO	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY FOR CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Aug 2002

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	57				Yes	100%	54				Yes	100%	79				Yes	100%	65				Yes
CO	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0:52	7344				Yes	1:00	7637				Yes	0:25	7629				Yes	0:41	8419				Yes
CO	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	1:25	11187				Yes	0:45	9985				Yes	0:33	10975				Yes	1:06	10806				Yes
CO	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	97.65%	8666	98.44%	419572	5.92	No	97.57%	8460	98.09%	390798	3.49	No	98.23%	9682	97.47%	355969	-4.7	Yes	99%	8731	97.46%	391517	-9.06	Yes
CO	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			98.44%	419572		N/A			98.09%	390798		N/A			97.47%	355969		N/A			97.46%	391517		N/A
CO	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2.43	7	5.99	1185	1.64	Yes	3.85	20	5.7	993	1.32	Yes	3.14	14	6.08	934	1.81	No	3.38	8	6.47	1044	1.03	Yes
CO	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	4.89	55	5.99	1185	1.05	Yes	5.37	46	5.7	993	0.26	Yes	4.96	46	6.08	934	0.97	Yes	5.54	39	6.47	1044	0.54	Yes
CO	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P			14	1		N/A	0	1	3	1	.	N/A						N/A						N/A
CO	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	8.5	2	5.99	1185	-0.46	Yes	2.5	2	5.7	993	0.91	Yes	2	1	6.08	934	0.52	Yes	4.5	2	6.47	1044	-0.05	Yes
CO	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	22.22%	9	24.23%	1007	0.07	Yes	35.71%	14	22.80%	943	-1.14	Yes	21.43%	14	20.32%	1058	-0.1	Yes	10%	10	23.71%	1101	0.97	Yes
CO	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	16.13%	31	24.23%	1007	1.03	Yes	5.68%	88	22.80%	943	4.16	No	2.96%	135	20.32%	1058	5.58	No	6.14%	163	23.71%	1101	5.61	No
CO	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0%	1	25%	4	0.07	Yes			33.33%	3		N/A			0%	4		N/A	0%	4	0%	8	.	Yes
CO	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0%	4	24.23%	1007	0.99	Yes	12.50%	8	22.80%	943	0.6	Yes	0%	10	20.32%	1058	1.67	No	50%	4	23.71%	1101	-1.23	Yes
CO	02-01	PO-10	LSR Accountability, Product Aggr %		99%	100%	121000				Yes	100%	90991				Yes	100%	80035				Yes	100%	91474				Yes
CO	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.07	10764	0.03	76004	21.61	N/A	0.07	10508	0.03	68844	14.74	N/A	0.08	11335	0.07	63718	5.01	N/A	0.06	11752	0.04	66971	8.69	N/A
CO	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
CO	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
CO	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
CO	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
CO	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
CO	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
CO	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	98.52%	135	96.02%	21432	-1.48	Yes	99.17%	120	96.02%	19679	-1.76	Yes	96.27%	161	95.63%	18589	-0.4	Yes	97.04%	135	95.38%	20147	-0.91	Yes
CO	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	99.63%	1072	99.61%	36778	-0.08	Yes	99.50%	1400	99.57%	30314	0.4	Yes	99.69%	1964	99.34%	28843	-1.86	Yes	100%	1562	99.56%	29950	-2.57	Yes
CO	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	5.01	132	5.89	21473	-1.53	Yes	4.4	118	5.85	19726	-2.46	Yes	4.49	161	5.94	18809	-2.94	Yes	4.56	136	6.2	20286	-2.28	Yes
CO	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.68	65	3.53	27085	-4.18	Yes	3.8	89	3.66	21465	1.16	Yes	2.25	237	3.55	20089	-14.15	Yes	2.3	278	3.52	20892	-7.38	Yes
CO	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	93.63%	1365	84.40%	54159	-9.28	Yes	93.64%	1823	83.82%	48857	-11.17	Yes	95.14%	1912	84.22%	48960	-12.84	Yes	93%	1457	83.85%	47083	-9.34	Yes
CO	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	95.01%	1823	86.21%	48857	-10.69	N/A	96.03%	1912	86.69%	48960	-11.79	N/A	94.51%	1457	86.69%	47083	-8.66	N/A
CO	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	10.5	2	4.61	413	1.39	Yes			4.26	397		N/A	2.17	6	3.78	468	-0.64	Yes	1	3	7.06	444	-0.38	Yes
CO	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	2.75	4	4.78	138	-0.39	Yes	19.33	6	14.34	126	0.78	Yes	6.33	6	4.4	171	1.06	Yes			6.84	127		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					
CO	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
CO	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
CO	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	2	2	35539	98.12%	97.88%	0.24%	
CO	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
CO	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1	1	49	3.37	6.06	-2.69	
CO	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	0	0					
CO	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
CO	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
CO	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					
CO	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	3	3	417	5.76%	22.76%	-17.00%	
CO	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
CO	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	1	1	26	11.54%	22.76%	-11.22%	
CO	02-01	PO-10	LSR Accountability, Product Aggr %		99%	0	0					
CO	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
CO	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
CO	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
CO	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
CO	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
CO	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
CO	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
CO	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
CO	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
CO	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
CO	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
CO	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	0	0					
CO	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
CO	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
CO	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
CO	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P			11.8	457		N/A	11	1	12.89	407	-0.12	Yes			12.04	372		N/A	8	1	14.22	511	-0.28	Yes
CO	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	2	1	4	10	-0.84	Yes	13	1	6.09	11	1.1	Yes			6.41	17		N/A			38.73	11		N/A
CO	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	67.56	9	122.15	1725	-1.04	N/A	61	9	111.67	1691	-1.02	N/A	71	8	104.06	1706	-0.66	N/A	72.67	6	96.06	1689	-0.42	N/A
CO	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	1		534		-1.28	N/A	0		595		-2.2	N/A	1		589		-1.31	N/A	1		577		-0.9	N/A
CO	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	59	97.99%	4232	-1.09	Yes	95.24%	63	96.40%	5192	0.54	Yes	90.91%	55	96.70%	4873	2.02	No	96.36%	55	96.94%	4743	0.32	Yes
CO	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	98.25%	171	93.77%	23289	-2.41	Yes	94.79%	192	92.09%	24656	-1.38	Yes	99.29%	140	92.34%	21305	-3.08	Yes	95.86%	169	93%	20370	-1.45	Yes
CO	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	100%	203	98.69%	28931	-1.64	Yes	98.75%	240	97.90%	30569	-0.92	Yes	99.43%	174	98.14%	27221	-1.25	Yes	97.04%	203	98.23%	26671	1.22	Yes
CO	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	155	99.80%	8011	-0.55	Yes	100%	168	99.16%	9340	-1.18	Yes	100%	132	99.45%	9123	-0.85	Yes	100%	176	99.63%	9602	-0.81	Yes
CO	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	7:45	203	13:57	28931	-7.17	Yes	9:17	240	14:37	30569	-6.02	Yes	7:33	174	14:51	27221	-7.41	Yes	9:10	203	14:19	26671	-5.64	Yes
CO	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	2:17	155	6:07	8011	-5.88	Yes	3:40	168	7:11	9340	-4.45	Yes	3:59	132	6:17	9123	-1.86	Yes	2:13	176	5:33	9602	-5.26	Yes
CO	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	21.29%	155	14.47%	8012	2.28	No	13.69%	168	15.21%	9341	-0.54	Yes	21.97%	132	14.40%	9125	2.33	No	20.45%	176	13.70%	9602	2.45	No
CO	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	10.14%	207	13.88%	29917	-1.55	Yes	15.10%	245	15.25%	31402	-0.06	Yes	14.44%	180	15.54%	27952	-0.41	Yes	18.54%	205	13.86%	27357	1.87	No
CO	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	15.28%	216	15.03%	29613	0.12	N/A	14.29%	168	15.35%	26397	-0.38	N/A	18.42%	190	13.67%	25887	1.84	N/A
CO	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	12.90%	93	16.52%	4612	-0.93	N/A	17.07%	82	14.91%	4655	0.56	N/A	22.12%	113	14.73%	4514	2.08	N/A
CO	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	1.35%	26778	1.72%	2202383	-4.63	Yes	1.57%	26352	1.84%	2211433	-3.3	Yes	1.23%	25446	1.67%	2221697	-5.48	Yes	1.60%	23751	1.65%	2234958	-0.6	Yes
CO	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	1.17%	26352	1.55%	2211433	-4.9	N/A	0.98%	25446	1.40%	2221697	-5.61	N/A	1.28%	23751	1.36%	2234958	-1.12	N/A
CO	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	92.27%	207	95.84%	29917	2.33	No	88.57%	245	95.58%	31402	4.49	No	92.22%	180	95.86%	27952	2.22	No	94.63%	205	96.08%	27357	1.05	Yes
CO	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	155	98.81%	8012	-1.35	Yes	98.81%	168	98.22%	9341	-0.57	Yes	96.21%	132	98.49%	9125	1.84	No	95.45%	176	98.79%	9602	3.11	No
CO	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	32.46%	536	29.43%	53750	1.53	N/A	32.74%	614	28.81%	57234	2.13	N/A	29.09%	440	28.39%	51776	0.33	N/A	29.57%	541	28.74%	51867	0.43	N/A
CO	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	96.53%	202	86.21%	29	-1.51	Yes	94.88%	215	66.67%	30	-3.07	Yes	95.17%	207	91.30%	23	-0.62	Yes	90.78%	217	90%	20	-0.11	Yes
CO	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	99.21%	126	83.33%	6	-1.02	Yes	98.90%	91	87.50%	8	-0.93	Yes	97.56%	123	100%	11	0.24	Yes	96.80%	125	80%	5	-0.92	Yes
CO	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	4.64	126	4.5	6	0.15	Yes	4.01	91	0.88	8	3.72	No	4.63	120	1	11	3.72	No	4.57	116	3.2	5	3.72	No
CO	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	5.52	204	9.3	30	-1.42	Yes	5.44	216	11.77	31	-1.28	Yes	6.32	208	6.25	28	-0.38	Yes	6.11	218	3.24	21	1.85	No
CO	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	89.66%	319	44.74%	38	-5.26	Yes	82.76%	319	89.74%	39	1.1	Yes	84.87%	337	72.73%	33	-1.49	Yes	81.50%	346	70.37%	27	-1.22	Yes
CO	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A	87.46%	319	92.31%	39	0.84	N/A	88.43%	337	72.73%	33	-1.93	N/A	85.26%	346	74.07%	27	-1.28	N/A
CO	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	2.25	4	31.67	3	-18.5	Yes	2.14	7	20.6	10	-1	Yes	15.78	9	3	3	0.14	Yes	3.28	18	3.5	2	-0.42	Yes
CO	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	2	1	1	1	.	N/A	1	1	1	1	.	N/A	2	3				N/A	3.25	4	1	1	.	N/A
CO	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	9.67	3	34	2	.	N/A	11.5	4				N/A	6	1				N/A	1	2				N/A
CO	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A
CO	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	144.7	20	140.43	14	-0.09	N/A	242.08	36	111.85	13	2.88	N/A	200.09	45	88.13	16	2.65	N/A	159.12	66	128.06	16	1.08	N/A
CO	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	4		1		0.94	N/A	3		3		-1.08	N/A	5		3		-0.67	N/A	6		1		0.2	N/A
CO	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	100%	215	97.96%	49	-0.91	Yes	98.06%	258	100%	39	0.75	Yes	98.51%	202	85.42%	48	-2.31	Yes	99.25%	265	95.56%	45	-1.11	Yes
CO	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	97.73%	44	100%	10	0.09	Yes	98.15%	54	100%	15	0.16	Yes	100%	52	90%	10	-0.97	Yes	100%	59	100%	20	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
CO	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
CO	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
CO	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
CO	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	1	1	232	95.69%	96.96%	-1.28%	
CO	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					
CO	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
CO	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	0	0					
CO	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
CO	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
CO	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	3	3	631	19.17%	14.44%	4.74%	
CO	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	1	1	837	14.57%	14.64%	-0.07%	
CO	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
CO	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
CO	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
CO	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
CO	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	3	3	837	91.75%	95.83%	-4.08%	
CO	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	2	2	631	97.62%	98.57%	-0.95%	
CO	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
CO	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
CO	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
CO	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	3	3	453	4.49	2.03	2.46	
CO	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	1	1	846	5.85	8.06	-2.21	
CO	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
CO	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
CO	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
CO	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
CO	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
CO	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
CO	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
CO	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
CO	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
CO	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	100%	254	100%	55	.	Yes	99.67%	302	100%	48	-0.01	Yes	99.27%	274	92.42%	66	-1.89	Yes	99.10%	332	98.15%	54	-0.48	Yes
CO	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	100%	122	100%	22	.	Yes	99.25%	133	100%	27	0.06	Yes	100%	110	100%	29	.	Yes	100%	161	100%	35	.	Yes
CO	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	5:41	254	6:31	55	-0.79	Yes	0.29167	302	7:35	48	-0.53	Yes	6:38	274	13:21	66	-2.86	Yes	5:30	332	9:33	54	-2.42	Yes
CO	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	2:24	122	1:56	22	0.6	Yes	4:05	133	4:07	27	-0.03	Yes	2:44	110	4:53	29	-1.43	Yes	2:26	161	2:21	35	-0.03	Yes
CO	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	14.94%	261	9.09%	55	1.13	Yes	16.83%	309	8%	50	1.65	No	16.67%	282	13.64%	66	0.57	Yes	13.53%	340	8.77%	57	0.98	Yes
CO	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	14.75%	122	22.73%	22	-0.82	Yes	17.29%	133	11.11%	27	0.75	Yes	12.73%	110	13.79%	29	-0.15	Yes	18.01%	161	8.57%	35	1.38	Yes
CO	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A	16.32%	288	8.33%	48	1.44	N/A	15.35%	254	15%	60	0.03	N/A	13.44%	320	9.80%	51	0.68	N/A
CO	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A	17.28%	81	0%	11	1.57	N/A	11.67%	60	17.65%	17	-0.57	N/A	19.05%	84	4.35%	23	1.77	N/A
CO	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	1.13%	34035	0.41%	18844	12.37	No	1.23%	35893	0.40%	19108	14.6	No	1.02%	38474	0.50%	18957	8.26	No	1.27%	39298	0.48%	19295	13.18	No
CO	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A	1.03%	35893	0.31%	19108	14.48	N/A	0.82%	38474	0.41%	18957	7.26	N/A	1.03%	39298	0.38%	19295	11.86	N/A
CO	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	30.87%	554	35.83%	120	-1.03	N/A	28.36%	617	31.86%	113	-0.73	N/A	34.34%	597	29.63%	135	1.04	N/A	29.34%	709	34.75%	141	-1.23	N/A
CO	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	87.50%	8	86.93%	375	-0.05	Yes	100%	19	91.90%	321	-1.26	Yes	88.89%	18	92.86%	308	0.63	Yes	100%	12	90.99%	333	-1.07	Yes
CO	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	100%	16	99.36%	312	-0.31	Yes	98.91%	275	96.95%	164	-1.15	Yes	100%	113	99.66%	293	-0.53	Yes	97.18%	71	97.84%	185	0.3	Yes
CO	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	3	3	3.75	176	-0.75	Yes	3.22	78	3.29	121	-0.22	Yes	4.15	110	3.41	204	4.23	No	4.87	63	3.46	107	1.35	Yes
CO	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	6.56	9	7.4	376	-0.27	Yes	5.89	19	7.91	323	-0.78	Yes	6.11	18	8.3	318	-0.95	Yes	5	12	8.63	339	-1.14	Yes
CO	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	99.38%	160	69.39%	588	-7.3	Yes	93.90%	213	65.94%	549	-7.31	Yes	91.59%	107	63.73%	568	-5.5	Yes	94.55%	55	62.29%	525	-4.7	Yes
CO	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A	96.24%	213	72.68%	549	-6.55	N/A	93.46%	107	69.72%	568	-4.9	N/A	98.18%	55	71.24%	525	-4.2	N/A
CO	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P			8.5	2		N/A	12.33	3	3.8	5	2.03	No			4	1		N/A			10.25	4		N/A
CO	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	2.5	2	3.71	34	-0.41	Yes			2.61	18		N/A	6	1	4.33	12	0.83	Yes			5.7	23		N/A
CO	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			11.07	15		N/A			16.63	8		N/A	2	1	12.42	12	-1.31	Yes			13.88	8		N/A
CO	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P						N/A						N/A						N/A						N/A
CO	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			124.33	73		N/A			112.11	74		N/A	10	3	102.2	75	-1.54	N/A	5	3	93.42	77	-1.54	N/A
CO	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			11			N/A			13			N/A	0		16		-0.88	N/A	1		11		0.75	N/A
CO	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	100%	11	95.22%	607	-0.74	Yes	100%	21	93.78%	595	-1.16	Yes	100%	13	94.01%	534	-0.9	Yes	100%	15	96.16%	521	-0.76	Yes
CO	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	100%	6	98.16%	163	-0.33	Yes	100%	3	98.44%	192	-0.22	Yes	100%	9	93.55%	217	-0.77	Yes	100%	5	99.43%	175	-0.17	Yes
CO	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	100%	18	98.27%	751	-0.56	Yes	100%	21	98.12%	746	-0.63	Yes	100%	15	98.43%	702	-0.48	Yes	100%	18	98.71%	699	-0.48	Yes
CO	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	100%	19	100%	367	.	Yes	100%	20	99.53%	422	-0.3	Yes	100%	15	98.99%	396	-0.38	Yes	100%	8	100%	375	.	Yes
CO	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	6:02	18	9:54	751	-1.39	Yes	6:09	21	11:06	746	-1.74	Yes	5:18	15	10:16	702	-1.65	Yes	3:02	18	9:11	699	-2.44	Yes
CO	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	4:54	19	3:30	367	0.97	Yes	2:45	20	3:58	422	-0.76	Yes	3:34	15	4:25	396	-0.3	Yes	1:30	8	2:50	375	-0.76	Yes
CO	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	5.26%	19	14.79%	764	-1.16	Yes	33.33%	21	15.86%	763	1.96	No	13.33%	15	15.21%	723	-0.2	Yes	11.11%	18	11.87%	716	-0.1	Yes
CO	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	10.53%	19	14.17%	367	-0.44	Yes	10%	20	18.01%	422	-0.91	Yes	20%	15	12.12%	396	0.88	Yes	12.50%	8	17.07%	375	-0.34	Yes
CO	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A	33.33%	21	15.62%	698	1.99	N/A	15.38%	13	14.80%	669	0.11	N/A	13.33%	15	11.43%	665	0.28	N/A
CO	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A	0%	10	19.40%	232	-1.52	N/A	25%	8	12.66%	229	0.94	N/A	0%	2	16.99%	206	-0.64	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
CO	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
CO	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
CO	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
CO	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	1	1	1192	15.44%	10.09%	5.35%	
CO	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	0	0					
CO	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
CO	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
CO	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	4	4	147700	1.16%	0.45%	0.72%	
CO	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
CO	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
CO	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
CO	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
CO	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	1	1	254	4.03	3.49	0.54	
CO	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
CO	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
CO	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
CO	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	1	1	3	12.33	6.75	5.58	
CO	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
CO	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
CO	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
CO	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
CO	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
CO	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
CO	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
CO	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
CO	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
CO	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
CO	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
CO	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	1	1	73	16.44%	14.46%	1.97%	
CO	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0	0					
CO	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
CO	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0.90%	4246	0.80%	141287	0.68	Yes	0.96%	4261	0.83%	142422	0.92	Yes	0.72%	4150	0.78%	143092	-0.43	Yes	0.69%	3763	0.76%	143365	-0.49	Yes
CO	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0.73%	4261	0.65%	142422	0.6	N/A	0.51%	4150	0.63%	143092	-0.98	N/A	0.45%	3763	0.61%	143365	-1.21	N/A
CO	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	33.33%	57	30.36%	1624	0.49	Yes	39.71%	68	32.09%	1745	1.3	Yes	26.83%	41	30.06%	1600	-0.45	Yes	42.22%	45	30.60%	1572	1.63	Yes
CO	02-05	OP-3	Installation Commitments Met, EELs %		90%	82.90%	193				No	80.15%	136				No	87.34%	79				No	79.45%	73				No
CO	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	7.48	188				N/A	8.24	181				N/A	7.73	89				N/A	7.87	75				N/A
CO	02-05	OP-5	New Service Installation Quality, EELs %		NS	87.19%	203				N/A	86.81%	144				N/A	90.11%	91				N/A	86.08%	79				N/A
CO	02-05	OP-5*	New Service Installation Quality, EELs %		NS						N/A	90.97%	144				N/A	94.51%	91				N/A	91.14%	79				N/A
CO	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	5.52	33				N/A	8.28	36				N/A	5.5	12				N/A	7.67	18				N/A
CO	02-05	OP-6B	Delays for Facility Reasons, EELs, Avg Days		NS	6.86	7				N/A	9.5	2				N/A	2	1				N/A	21	1				N/A
CO	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	13.13	16				N/A	10.37	27				N/A	10.18	17				N/A	9.56	9				N/A
CO	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	15					N/A	5					N/A	4					N/A	3					N/A
CO	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	87.95%	83				N/A	94.44%	36				N/A	91.18%	34				N/A	100%	22				N/A
CO	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2:17	83				N/A	1:38	36				N/A	1:40	34				N/A	1:23	22				N/A
CO	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	48.19%	83				N/A	27.78%	36				N/A	38.24%	34				N/A	27.27%	22				N/A
CO	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS						N/A	29.17%	24				N/A	63.16%	19				N/A	31.25%	16				N/A
CO	02-05	MR-8	Trouble Rate, EELs %		NS	11.17%	743				N/A	6.53%	551				N/A	9.88%	344				N/A	8.70%	253				N/A
CO	02-05	MR-8*	Trouble Rate, EELs %		NS						N/A	4.36%	551				N/A	5.52%	344				N/A	6.32%	253				N/A
CO	04-01	OP-3	Installation Commitments Met, UBL Analog %	ND	90%						N/A						N/A						N/A	0%	1				No
CO	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A			95.63%	18589		N/A			95.38%	20147		N/A
CO	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	99.04%	5008	96.02%	21432	-9.86	Yes	98.79%	3958	96.02%	19679	-8.13	Yes	99%	4315	95.63%	18589	-9.77	Yes	98.74%	4206	95.38%	20147	-9.44	Yes
CO	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A	14	1				No
CO	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A			5.94	18809		N/A			6.2	20286		N/A
CO	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	4.79	2317	5.89	21473	-7.64	Yes	4.71	2465	5.85	19726	-8.34	Yes	4.71	2825	5.94	18809	-9.81	Yes	5.04	1480	6.2	20286	-5.14	Yes
CO	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	95.94%	4488	58.99%	20600	-45.61	Yes	95.46%	4138	58.98%	19268	-43.28	Yes	96.03%	4262	60.48%	19549	-43.02	Yes	95.55%	3906	61.20%	19591	-40.23	Yes
CO	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	96.86%	4138	65.05%	19268	-38.94	N/A	97.42%	4262	66.66%	19549	-38.59	N/A	97.52%	3906	68.01%	19591	-36.1	N/A
CO	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	8.44	48	4.61	413	1.94	No	7.95	41	4.26	397	2.37	No	4.97	35	3.78	468	1.11	Yes	6.38	50	7.06	444	-0.17	Yes
CO	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			3.78	468		N/A			7.06	444		N/A
CO	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						N/A						N/A	6	1				N/A
CO	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			12.04	372		N/A			14.22	511		N/A
CO	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						N/A						N/A						N/A
CO	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P			11.8	457		N/A	13.5	4	12.89	407	0.49	Yes	1	8	12.04	372	-2.23	Yes	1	3	14.22	511	-1.01	Yes
CO	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	4.82	22	102.38	792	-4.1	N/A	5.63	27	88.06	842	-4.13	N/A	19.5	8	81.88	866	-1.8	N/A	6.82	39	80.19	801	-4.77	N/A
CO	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	8		307		-0.23	N/A	2		380		-3.88	N/A	3		395		-0.46	N/A	23		333		2.12	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0	0					
CO	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
CO	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
CO	02-05	OP-3	Installation Commitments Met, EELs %		90%	4	4	481	82.33%			
CO	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	0	0					
CO	02-05	OP-5	New Service Installation Quality, EELs %		NS	0	0					
CO	02-05	OP-5*	New Service Installation Quality, EELs %		NS	0	0					
CO	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	0	0					
CO	02-05	OP-6B	Delays for Facility Reasons, EELs, Avg Days		NS	0	0					
CO	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	0	0					
CO	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	0	0					
CO	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	0	0					
CO	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	0	0					
CO	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	0	0					
CO	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS	0	0					
CO	02-05	MR-8	Trouble Rate, EELs %		NS	0	0					
CO	02-05	MR-8*	Trouble Rate, EELs %		NS	0	0					
CO	04-01	OP-3	Installation Commitments Met, UBL Analog %	ND	90%	1	1	1	0.00%			
CO	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
CO	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
CO	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	ND	6	1	1	1	14.00			
CO	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
CO	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
CO	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
CO	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
CO	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	2	2	174	7.03	4.94	2.10	
CO	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
CO	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	ND	P	0	0					
CO	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
CO	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	ND	P	0	0					
CO	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
CO	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
CO	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	100%	681	94.42%	27521	-6.27	Yes	100%	625	92.84%	29848	-6.87	Yes	100%	579	93.15%	26178	-6.46	Yes	100%	569	93.75%	25113	-6.09	Yes
CO	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	100%	728	98.93%	36942	-2.78	Yes	100%	675	98.19%	39909	-3.49	Yes	100%	612	98.47%	36344	-3.06	Yes	100%	579	98.60%	36273	-2.85	Yes
CO	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:22	728	12:15	36942	-22.15	Yes	2:57	675	12:53	39909	-19.23	Yes	2:41	612	12:42	36344	-17.89	Yes	2:14	579	0.5	36273	-18.58	Yes
CO	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	9.75%	728	14%	37929	-3.27	Yes	10.22%	675	15.24%	40743	-3.6	Yes	16.01%	612	15.26%	37077	0.51	Yes	13.47%	579	13.82%	36959	-0.24	Yes
CO	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	9.28%	431	15.23%	34225	-3.42	N/A	14.49%	428	15.28%	31052	-0.45	N/A	10.61%	358	13.83%	30401	-1.75	N/A
CO	04-01	MR-8	Trouble Rate, UBL Analog %		P	1.40%	52039	1.72%	2202383	-5.6	Yes	1.36%	49622	1.84%	2211433	-7.9	Yes	1.29%	47290	1.67%	2221697	-6.29	Yes	1.30%	44610	1.65%	2234958	-5.83	Yes
CO	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.87%	49622	1.55%	2211433	-12.12	N/A	0.91%	47290	1.40%	2221697	-9.03	N/A	0.80%	44610	1.36%	2234958	-10.07	N/A
CO	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	21.04%	922	29.43%	53750	-5.54	N/A	18.08%	824	28.81%	57234	-6.75	N/A	18.83%	754	28.39%	51776	-5.78	N/A	15.35%	684	28.74%	51867	-7.69	N/A
CO	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	99.35%	154	90.82%	316	-3.01	Yes	99.33%	149	90.03%	391	-3.22	Yes	99.28%	138	89.60%	346	-3.15	Yes	97.91%	191	93.24%	414	-2.13	Yes
CO	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	3.75	150	9.56	307	-7.93	Yes	3.86	133	14.37	394	-8.25	Yes	3.75	131	9.63	336	-7.26	Yes	3.66	126	12.04	393	-7.61	Yes
CO	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	98.18%	165	89.97%	369	-2.92	Yes	98.03%	152	84.07%	383	-3.98	Yes	97.74%	177	84.91%	391	-3.96	Yes	97.03%	202	90.14%	436	-2.72	Yes
CO	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	98.68%	152	90.08%	383	-3	N/A	98.31%	177	91.56%	391	-2.68	N/A	97.52%	202	95.18%	436	-1.28	N/A
CO	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	1	1	11.37	30	-1.02	Yes	16	1	10.43	44	0.7	Yes	1	1	10.4	40	-0.89	Yes	2	4	15.45	29	-1.53	Yes
CO	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P			6.2	5		N/A			34.5	2		N/A						N/A			53.5	2		N/A
CO	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	13.83	6	192.45	103	-2.69	N/A	5.75	4	164.88	117	-1.99	N/A	63.1	10	143.56	121	-1.61	N/A	107.4	5	137.13	120	-0.44	N/A
CO	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	5		16		3.42	N/A	0		11		-0.63	N/A	0		13		-1.05	N/A	0		13		-0.76	N/A
CO	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	29	98.84%	601	-0.57	Yes	100%	37	100%	527	.	Yes	100%	38	100%	470	.	Yes	100%	22	100%	473	.	Yes
CO	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	33	100%	608	.	Yes	100%	40	100%	538	.	Yes	100%	39	100%	476	.	Yes	100%	23	100%	476	.	Yes
CO	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	1:56	33	3:01	608	-1.39	Yes	3:17	40	2:14	538	2.2	No	2:43	39	1:51	476	1.81	No	3:16	23	2:04	476	1.6	Yes
CO	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	6.06%	33	25.99%	608	-2.54	Yes	12.50%	40	20.82%	538	-1.25	Yes	7.69%	39	22.69%	476	-2.15	Yes	0%	23	23.53%	476	-2.6	Yes
CO	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	14.29%	35	23.53%	306	-1.22	N/A	9.68%	31	27.97%	261	-2.15	N/A	0%	20	25.29%	257	-2.51	N/A
CO	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0.58%	5669	1.69%	35903	-6.03	Yes	0.70%	5679	1.49%	36112	-4.54	Yes	0.68%	5741	1.31%	36384	-3.91	Yes	0.39%	5896	1.30%	36691	-5.71	Yes
CO	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.62%	5679	0.85%	36112	-1.77	N/A	0.54%	5741	0.72%	36384	-1.48	N/A	0.34%	5896	0.70%	36691	-3.09	N/A
CO	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	29.79%	47	25.67%	818	0.63	N/A	6.98%	43	25.69%	724	-2.73	N/A	7.14%	42	25.04%	635	-2.59	N/A	11.54%	26	21.97%	610	-1.26	N/A
CO	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	100%	26	86.11%	1195	-2.03	Yes	100%	1	89.74%	1101	-0.34	Yes	100%	15	85.46%	942	-1.59	Yes	94.12%	17	89.35%	845	-0.63	Yes
CO	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	3.67	12	13.97	1301	-2.93	Yes	3	1	16.53	1299	-1.04	Yes	3.38	8	15.82	1142	-1.92	Yes	4	10	14.1	1010	-2.35	Yes
CO	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	85.71%	14	89.49%	1323	0.49	Yes	100%	8	88.60%	1237	-1.01	Yes	81.25%	16	89.03%	1094	0.95	Yes	94.44%	18	88.83%	1047	-0.75	Yes
CO	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A	100%	8	92.32%	1237	-0.81	N/A	87.50%	16	93.97%	1094	0.99	N/A	100%	18	92.74%	1047	-1.18	N/A
CO	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			16.11	179		N/A			16.63	186		N/A			22.39	187		N/A	12	1	23.06	125	-0.45	Yes
CO	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			15.67	21		N/A			30.54	13		N/A			15	9		N/A			43.75	4		N/A
CO	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	8	1	73.55	179	-0.58	N/A			77.89	167		N/A			75.77	175		N/A			66.89	203		N/A
CO	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0		88		-0.98	N/A			33			N/A			38			N/A			44			N/A
CO	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	100%	3	89.68%	1511	-0.59	Yes			90.69%	1514		N/A	100%	5	89.93%	1311	-0.75	Yes	100%	1	85.29%	1305	-0.42	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
CO	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
CO	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
CO	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					
CO	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
CO	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
CO	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
CO	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
CO	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
CO	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
CO	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
CO	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
CO	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
CO	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
CO	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
CO	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
CO	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
CO	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
CO	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	2	2	135	2:47	2:20	0:27	
CO	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
CO	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
CO	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0	0					
CO	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
CO	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
CO	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
CO	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
CO	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
CO	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
CO	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
CO	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
CO	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
CO	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
CO	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	1:34	3	2:04	1511	-0.37	Yes			1:58	1514		N/A	1:12	5	1:57	1311	-0.7	Yes	1:50	1	2:10	1305	-0.1	Yes
CO	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0%	3	28.86%	1511	-1.1	Yes			28.73%	1514		N/A	20%	5	34.48%	1311	-0.68	Yes	0%	1	29.35%	1305	-0.64	Yes
CO	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			30.38%	971		N/A	0%	2	36.56%	837	-1.07	N/A			30.07%	868		N/A
CO	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	3.85%	78	2.84%	53139	0.58	Yes	0%	54	2.87%	52839	-1.26	Yes	8.93%	56	2.47%	53107	2.45	No	2.08%	48	2.48%	52654	-0.18	Yes
CO	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A	0%	54	1.84%	52839	-1	N/A	3.57%	56	1.58%	53107	1.08	N/A	0%	48	1.65%	52654	-0.9	N/A
CO	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	25%	4	15.26%	1783	0.52	N/A			16.08%	1804		N/A	28.57%	7	17.08%	1581	0.77	N/A	0%	1	16.72%	1567	-0.45	N/A
CO	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	96.81%	94	86.11%	1195	-2.89	Yes	95.65%	92	89.74%	1101	-1.8	Yes	88.89%	72	85.46%	942	-0.8	Yes	91.46%	82	89.35%	845	-0.59	Yes
CO	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	8.47	131	13.97	1301	-4.95	Yes	8.32	119	16.53	1299	-6.62	Yes	8.56	96	15.82	1142	-3.74	Yes	7.95	83	14.1	1010	-3.98	Yes
CO	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	84.38%	128	89.49%	1323	1.71	No	83.93%	112	88.60%	1237	1.43	Yes	90.18%	112	89.03%	1094	-0.37	Yes	90.15%	132	88.83%	1047	-0.46	Yes
CO	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	85.71%	112	92.32%	1237	2.26	N/A	92.86%	112	93.97%	1094	0.49	N/A	91.67%	132	92.74%	1047	0.47	N/A
CO	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	8.75	4	16.11	179	-0.7	Yes	9.6	5	16.63	186	-0.76	Yes	7.55	11	22.39	187	-1.35	Yes	12	10	23.06	125	-1.37	Yes
CO	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	1	1	15.67	21	-0.78	Yes	3	1	30.54	13	-1.3	Yes	1	1	15	9	-1.63	Yes			43.75	4		N/A
CO	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	4	1	73.55	179	-0.62	N/A	4.6	5	77.89	167	-1.52	N/A	10.75	4	75.77	175	-1.33	N/A	5.55	11	66.89	203	-2.22	N/A
CO	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	1		88		0.68	N/A	1		33		0.05	N/A	1		38		0.17	N/A	2		44		-0.27	N/A
CO	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	91.43%	70	89.68%	1511	-0.47	Yes	88.71%	62	90.69%	1514	0.55	Yes	75%	56	89.93%	1311	3.12	No	72.73%	55	85.29%	1305	2.36	No
CO	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	2:21	70	2:04	1511	1.01	Yes	2:29	62	1:58	1514	1.75	No	3:36	56	1:57	1311	3.72	No	3:06	55	2:10	1305	1.63	Yes
CO	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	24.29%	70	28.86%	1511	-0.82	Yes	24.19%	62	28.73%	1514	-0.77	Yes	44.64%	56	34.48%	1311	1.54	Yes	41.82%	55	29.35%	1305	1.93	No
CO	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A	28.30%	53	30.38%	971	-0.32	N/A	46.51%	43	36.56%	837	1.3	N/A	44.19%	43	30.07%	868	1.9	N/A
CO	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	6.74%	1038	2.84%	53139	7.49	No	6.60%	940	2.87%	52839	6.8	No	6.76%	828	2.47%	53107	7.9	No	7.35%	748	2.48%	52654	8.51	No
CO	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	5.64%	940	1.84%	52839	8.6	N/A	5.19%	828	1.58%	53107	8.29	N/A	5.75%	748	1.65%	52654	8.74	N/A
CO	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	14.63%	82	15.26%	1783	-0.15	N/A	18.42%	76	16.08%	1804	0.56	N/A	8.20%	61	17.08%	1581	-1.81	N/A	12.70%	63	16.72%	1567	-0.84	N/A
CO	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	94.69%	113	90.82%	316	-1.22	Yes	96.90%	129	90.03%	391	-2.26	Yes	94.06%	101	89.60%	346	-1.29	Yes	95.68%	139	93.24%	414	-0.99	Yes
CO	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	4.2	110	9.56	307	-6.55	Yes	4.06	124	14.37	394	-7.87	Yes	4.41	99	9.63	336	-5.8	Yes	3.93	132	12.04	393	-7.5	Yes
CO	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	92.54%	134	89.97%	369	-0.85	Yes	93.75%	128	84.07%	383	-2.59	Yes	92.42%	132	84.91%	391	-2.09	Yes	94.04%	151	90.14%	436	-1.39	Yes
CO	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	94.53%	128	90.08%	383	-1.46	N/A	93.18%	132	91.56%	391	-0.58	N/A	96.03%	151	95.18%	436	-0.42	N/A
CO	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	3	6	11.37	30	-1.87	Yes	6.2	5	10.43	44	-0.89	Yes	8.67	6	10.4	40	-0.38	Yes	6.83	6	15.45	29	-1.17	Yes
CO	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	4.5	2	6.2	5	-0.44	Yes	9	1	34.5	2	-0.8	Yes	3	1				N/A	1	1	53.5	2	-0.59	Yes
CO	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			192.45	103		N/A	14	1	164.88	117	-0.96	N/A	11.8	5	143.56	121	-1.9	N/A	3.33	6	137.13	120	-2.15	N/A
CO	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS			16			N/A	0		11		-0.32	N/A	1		13		0.59	N/A	3		13		2.26	N/A
CO	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	98.39%	62	98.84%	601	0.33	Yes	100%	57	100%	527	.	Yes	98.65%	74	100%	470	1.57	Yes	100%	43	100%	473	.	Yes
CO	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	75	100%	608	.	Yes	100%	59	100%	538	.	Yes	100%	75	100%	476	.	Yes	100%	45	100%	476	.	Yes
CO	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	3:54	75	3:01	608	1.49	Yes	3:00	59	2:14	538	2.1	No	3:17	75	1:51	476	2.88	No	2:37	45	2:04	476	1.08	Yes
CO	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	24%	75	25.99%	608	-0.37	Yes	11.86%	59	20.82%	538	-1.61	Yes	20%	75	22.69%	476	-0.52	Yes	22.22%	45	23.53%	476	-0.2	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
CO	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
CO	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
CO	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	1	1	236	3.81%	2.67%	1.15%	
CO	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
CO	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
CO	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
CO	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
CO	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	1	1	484	87.19%	89.00%	-1.81%	
CO	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
CO	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
CO	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
CO	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
CO	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
CO	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	2	2	243	82.72%	88.99%	-6.28%	
CO	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	2	2	243	2:50	2:02	0:48	
CO	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	1	1	243	32.92%	30.24%	2.68%	
CO	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
CO	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	4	4	3554	6.84%	2.67%	4.17%	
CO	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
CO	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
CO	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
CO	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
CO	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	0	0					
CO	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
CO	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
CO	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
CO	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
CO	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
CO	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
CO	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
CO	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2	2	254	3:16	2:20	0:56	
CO	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A	11.54%	52	23.53%	306	-1.88	N/A	23.33%	60	27.97%	261	-0.72	N/A	23.53%	34	25.29%	257	-0.22	N/A
CO	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	2.26%	3312	1.69%	35903	2.44	No	1.78%	3311	1.49%	36112	1.33	Yes	2.29%	3275	1.31%	36384	4.72	No	1.37%	3277	1.30%	36691	0.37	Yes
CO	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	1.57%	3311	0.85%	36112	4.34	N/A	1.83%	3275	0.72%	36384	7.24	N/A	1.04%	3277	0.70%	36691	2.22	N/A
CO	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	2.60%	77	25.67%	818	-4.43	N/A	6.35%	63	25.69%	724	-3.37	N/A	1.32%	76	25.04%	635	-4.51	N/A	10%	50	21.97%	610	-1.96	N/A
CO	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%			96.39%	1828		N/A	100%	17	93.47%	2283	-1.09	Yes	100%	20	98.25%	1715	-0.59	Yes	100%	33	97.15%	1823	-0.98	Yes
CO	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6			5.29	1832		N/A	3.75	16	6.52	2287	-2.79	Yes	4.06	16	9.65	1715	-6.39	Yes	4.47	30	10.03	1825	-7.56	Yes
CO	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	100%	9	99.37%	2060	-0.24	Yes	100%	19	99.05%	2001	-0.42	Yes	100%	27	99.15%	1770	-0.48	Yes	100%	28	98.82%	1869	-0.57	Yes
CO	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A	100%	19	99.45%	2001	-0.32	N/A	100%	27	99.32%	1770	-0.43	N/A	100%	28	99.09%	1869	-0.5	N/A
CO	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			4.77	65		N/A			4.47	139		N/A			7.62	29		N/A			7.17	48		N/A
CO	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P			5	2		N/A			9.29	7		N/A			10	1		N/A			14.33	3		N/A
CO	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			94.10%	915		N/A			95.30%	744		N/A			95.51%	490		N/A			94.63%	615		N/A
CO	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			98.58%	917		N/A			98.39%	747		N/A			98.57%	491		N/A			98.21%	616		N/A
CO	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			6:43	917		N/A			7:14	747		N/A			9:05	491		N/A			7:33	616		N/A
CO	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			39.69%	917		N/A			29.85%	747		N/A			36.46%	491		N/A			33.12%	616		N/A
CO	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			29.97%	377		N/A			40.78%	282		N/A			31.72%	413		N/A
CO	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P			3.36%	27319		N/A			2.63%	28409		N/A			1.67%	29435		N/A			2.02%	30454		N/A
CO	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A			1.33%	28409		N/A			0.96%	29435		N/A			1.36%	30454		N/A
CO	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS			46.50%	1714		N/A			45.87%	1380		N/A			43.04%	862		N/A			39.67%	1021		N/A
CO	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			77.03%	74		N/A			91.23%	57		N/A			90.32%	31		N/A			77.19%	57		N/A
CO	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			23.81	98		N/A			14.1	79		N/A			18.13	72		N/A			24.13	97		N/A
CO	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			92.22%	90		N/A			100%	77		N/A			98.84%	86		N/A			100%	90		N/A
CO	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	77		N/A			100%	86		N/A			100%	90		N/A
CO	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P			27.26	27		N/A			25.73	11		N/A			24.14	7		N/A			46.89	19		N/A
CO	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A						N/A						N/A			7	1		N/A
CO	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			59.62	26		N/A			47.14	37		N/A			73.97	30		N/A			63.35	26		N/A
CO	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			16			N/A			6			N/A			7			N/A			4			N/A
CO	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			95.35%	43		N/A			88.24%	34		N/A			95.45%	22		N/A			89.66%	29		N/A
CO	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			1:31	43		N/A			1:47	34		N/A			2:00	22		N/A			2:16	29		N/A
CO	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			23.26%	43		N/A			11.76%	34		N/A			18.18%	22		N/A			34.48%	29		N/A
CO	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A			13.64%	22		N/A			18.18%	11		N/A			15.38%	13		N/A
CO	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			1.07%	4022		N/A			0.85%	4002		N/A			0.55%	3975		N/A			0.73%	3984		N/A
CO	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0.55%	4002		N/A			0.28%	3975		N/A			0.33%	3984		N/A
CO	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			23.21%	56		N/A			32%	50		N/A			29.03%	31		N/A			27.50%	40		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
CO	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	2	2	13175	1.93%	1.45%	0.48%	
CO	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
CO	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
CO	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
CO	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
CO	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
CO	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
CO	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
CO	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
CO	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
CO	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
CO	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
CO	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
CO	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
CO	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
CO	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
CO	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
CO	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
CO	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
CO	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
CO	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
CO	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
CO	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
CO	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
CO	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
CO	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
CO	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
CO	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
CO	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
CO	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
CO	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					
CO	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00	0:03	1132				Yes	0:03	1038				Yes	0:03	996				Yes	0:03	1356				Yes
CO	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00	0:05	1				Yes						N/A						N/A						N/A
CO	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	98.83%	426				Yes	99.78%	459				Yes	99.51%	405				Yes	99.48%	576				Yes
CO	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	97.40%	231				Yes	97.20%	214				Yes	96.35%	219				Yes	98.14%	269				Yes
CO	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0.47%	426				N/A	0.22%	459				N/A	0.25%	405				N/A	0.17%	576				N/A
CO	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0%	231				N/A	0%	214				N/A	0%	219				N/A	0%	269				N/A
CO	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	95.06%	243				Yes	89.37%	207				No	91.76%	182				Yes	93.48%	184				Yes
CO	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	7.68	238				Yes	5.3	206				Yes	5.05	177				Yes	4.73	171				Yes
CO	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	90%			96.02%	21432		N/A			96.02%	19679		N/A			95.63%	18589		N/A			95.38%	20147		N/A
CO	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	99.03%	310	99.61%	36778	1.43	Yes	99.43%	350	99.57%	30314	0.47	Yes	98.76%	323	99.34%	28843	1.21	Yes	99.04%	312	99.56%	29950	1.25	Yes
CO	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			5.89	21473		N/A			5.85	19726		N/A			5.94	18809		N/A			6.2	20286		N/A
CO	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	3.01	302	3.53	27085	-5.43	Yes	3.02	323	3.66	21465	-2.63	Yes	3.07	298	3.55	20089	-5.83	Yes	2.98	275	3.52	20892	-3.25	Yes
CO	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	95.09%	530	84.40%	54159	-6.75	Yes	95.10%	510	83.82%	48857	-6.88	Yes	94.81%	482	84.22%	48960	-6.35	Yes	96.41%	473	83.85%	47083	-7.38	Yes
CO	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	97.84%	510	86.21%	48857	-7.58	N/A	96.68%	482	86.69%	48960	-6.43	N/A	97.67%	473	86.69%	47083	-7	N/A
CO	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.61	413		N/A	2.43	7	4.26	397	-0.73	Yes	1	4	3.78	468	-0.9	Yes	2.75	4	7.06	444	-0.31	Yes
CO	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	2	1	4.78	138	-0.27	Yes	4	4	14.34	126	-0.39	Yes	3.25	4	4.4	171	-0.46	Yes	2.67	3	6.84	127	-0.25	Yes
CO	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	5	3	11.8	457	-0.72	N/A	7.75	4	12.89	407	-0.63	N/A	14	1	12.04	372	0.57	N/A	2	1	14.22	511	-0.54	N/A
CO	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	5.22	9	4	10	0.85	N/A	5.57	7	6.09	11	-0.25	N/A	7.11	9	6.41	17	0.31	N/A	8.67	6	38.73	11	-0.6	N/A
CO	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	3.57	63				N/A	12.17	29				N/A	24.89	9				N/A	17.38	13				N/A
CO	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	61					N/A	28					N/A	7					N/A	9					N/A
CO	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	90.48%	21	93.77%	23289	0.64	Yes	46.15%	13	92.09%	24656	4.25	No	88.89%	9	92.34%	21305	0.44	Yes	66.67%	6	93%	20370	1.84	No
CO	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	96.43%	28	97.99%	4232	0.6	Yes	88.89%	18	96.40%	5192	1.41	Yes	62.50%	8	96.70%	4873	3.14	No	0%	2	96.94%	4743	3.33	No
CO	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	100%	21	98.69%	28931	-0.53	Yes	73.08%	26	97.90%	30569	4.94	No	96.30%	27	98.14%	27221	0.69	Yes	95.45%	22	98.23%	26671	0.87	Yes
CO	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	96.43%	28	99.80%	8011	1.91	No	100%	32	99.16%	9340	-0.52	Yes	100%	30	99.45%	9123	-0.41	Yes	100%	33	99.63%	9602	-0.35	Yes
CO	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	11:43	21	13:57	28931	-0.83	Yes	1:03:32	26	14:37	30569	3.09	No	19:46	27	14:51	27221	1.83	No	16:04	22	14:19	26671	0.82	Yes
CO	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	8:24	28	6:07	8011	1.29	Yes	8:18	32	7:11	9340	0.73	Yes	9:53	30	6:17	9123	1.67	No	7:24	33	5:33	9602	1.22	Yes
CO	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	P	19.05%	21	48.86%	219	-2.61	Yes	57.69%	26	35.61%	205	2.13	No	39.29%	28	47.16%	176	-0.78	Yes	36.36%	22	41.18%	170	-0.43	Yes
CO	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	P	32.14%	28	36.82%	698	-0.5	Yes	28.13%	32	27.68%	542	0.07	Yes	33.33%	30	30.48%	315	0.33	Yes	36.36%	33	30.04%	446	0.76	Yes
CO	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A	55%	20	34.62%	104	1.68	N/A	31.82%	22	55.91%	93	-2.05	N/A	42.11%	19	42.05%	88	-0.01	N/A
CO	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A	40%	15	28.21%	273	0.96	N/A	25%	12	33.33%	189	-0.59	N/A	11.11%	9	28.92%	325	-1.16	N/A
CO	04-10	MR-8	Trouble Rate, Line Sharing %		P	0.95%	5138	1.72%	2202383	-4.23	Yes	1.19%	4894	1.84%	2211433	-3.42	Yes	1.25%	4630	1.67%	2221697	-2.21	Yes	1.28%	4305	1.65%	2234958	-1.93	Yes
CO	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	0.72%	4894	1.55%	2211433	-4.71	N/A	0.73%	4630	1.40%	2221697	-3.84	N/A	0.65%	4305	1.36%	2234958	-4.02	N/A
CO	04-11	OP-3	Installation Commitments Met, Sub-Loops %	D	90%						N/A						N/A						N/A	100%	13				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00	0	0					
CO	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00	0	0					
CO	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
CO	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	0	0					
CO	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					
CO	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
CO	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	1	1	816	92.52%			
CO	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
CO	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	90%	0	0					
CO	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
CO	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
CO	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
CO	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
CO	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
CO	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
CO	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
CO	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
CO	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
CO	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	0	0					
CO	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	0	0					
CO	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	2	2	49	75.51%	92.79%	-17.28%	
CO	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	2	2	56	85.72%	96.96%	-11.25%	
CO	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	1	1	96	90.63%	98.24%	-7.61%	
CO	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	1	1	123	99.19%	99.50%	-0.31%	
CO	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	2	2	96	19:15	14:25	4:49	
CO	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	1	1	123	8:28	6:17	2:11	
CO	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	P	1	1	97	39.18%	43.25%	-4.07%	
CO	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	P	0	0					
CO	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
CO	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
CO	04-10	MR-8	Trouble Rate, Line Sharing %		P	0	0					
CO	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
CO	04-11	OP-3	Installation Commitments Met, Sub-Loops %	D	90%	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	04-11	OP-3	Installation Commitments Met, Sub-Loops %	ND	90%						N/A						N/A						N/A						N/A
CO	04-11	OP-4	Installation Interv, Sub-Loops, Avg Days	D	NS						N/A						N/A						N/A	1.69	13				N/A
CO	04-11	OP-4	Installation Interv, Sub-Loops, Avg Days	ND	NS						N/A						N/A						N/A						N/A
CO	04-11	OP-5	New Service Installation Quality, Sub-Loops %		NS						N/A						N/A	100%	7				N/A	100%	8				N/A
CO	04-11	OP-5*	New Service Installation Quality, Sub-Loops %		NS						N/A						N/A	100%	7				N/A	100%	8				N/A
CO	04-11	OP-6A	Delays for Non-Facility Reasons, Sub-Loops, Avg Days	D	NS						N/A						N/A						N/A						N/A
CO	04-11	OP-15A	Interv for Pending Orders Delayed, Sub-Loops, Avg Days		NS						N/A						N/A						N/A	10	1				N/A
CO	04-11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loops %		NS						N/A						N/A						N/A	0					N/A
CO	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0%	3				N/A	0%	3				N/A	0%	3				N/A	0%	5				N/A
CO	04-12	MR-8*	Trouble Rate, Dark Fiber - Loop %		NS						N/A	0%	3				N/A	0%	3				N/A	0%	5				N/A
CO	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	100%	4	86.11%	1195	-0.8	Yes	100%	3	89.74%	1101	-0.58	Yes			85.46%	942		N/A			89.35%	845		N/A
CO	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	8	5	13.97	1301	-1.1	Yes	7.33	3	16.53	1299	-1.23	Yes			15.82	1142		N/A	10	1	14.1	1010	-0.3	Yes
CO	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	100%	4	89.49%	1323	-0.68	Yes	50%	2	88.60%	1237	1.21	Yes	100%	1	89.03%	1094	-0.35	Yes	100%	1	88.83%	1047	-0.35	Yes
CO	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A	100%	2	92.32%	1237	-0.41	N/A	100%	1	93.97%	1094	-0.25	N/A	100%	1	92.74%	1047	-0.28	N/A
CO	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			16.11	179		N/A			16.63	186		N/A			22.39	187		N/A			23.06	125		N/A
CO	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			15.67	21		N/A			30.54	13		N/A			15	9		N/A			43.75	4		N/A
CO	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	323	1	73.55	179	1.87	N/A	230	2	77.89	167	1.62	N/A	208	2	75.77	175	1.53	N/A	188	2	66.89	203	1.45	N/A
CO	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0		88		-0.98	N/A	0		33		-0.7	N/A	0		38		-0.74	N/A	0		44		-0.74	N/A
CO	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P			89.68%	1511		N/A	100%	2	90.69%	1514	-0.45	Yes			89.93%	1311		N/A	100%	2	85.29%	1305	-0.59	Yes
CO	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:04	1511		N/A	0:05	2	1:58	1514	-1.24	Yes			1:57	1311		N/A	0:27	2	2:10	1305	-0.7	Yes
CO	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P			28.86%	1511		N/A	0%	2	28.73%	1514	-0.9	Yes			34.48%	1311		N/A	0%	2	29.35%	1305	-0.91	Yes
CO	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A			30.38%	971		N/A			36.56%	837		N/A	0%	1	30.07%	868	-0.66	N/A
CO	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0%	102	2.84%	53139	-1.73	Yes	2.02%	99	2.87%	52839	-0.5	Yes	0%	94	2.47%	53107	-1.54	Yes	2.13%	94	2.48%	52654	-0.22	Yes
CO	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0%	99	1.84%	52839	-1.36	N/A	0%	94	1.58%	53107	-1.23	N/A	1.06%	94	1.65%	52654	-0.44	N/A
CO	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS			15.26%	1783		N/A	50%	4	16.08%	1804	1.49	N/A			17.08%	1581		N/A	0%	2	16.72%	1567	-0.63	N/A
CO	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	100%	1	77.03%	74	-0.54	Yes	0%	2	91.23%	57	2.62	No			90.32%	31		N/A	100%	2	77.19%	57	-0.76	Yes
CO	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	12	1	23.81	98	-0.52	Yes	21.67	3	14.1	79	0.92	Yes	12	2	18.13	72	-0.56	Yes	9.4	5	24.13	97	-1.15	Yes
CO	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	100%	2	92.22%	90	-0.41	Yes	100%	3	100%	77	.	Yes	100%	4	98.84%	86	-0.21	Yes	100%	4	100%	90	.	Yes
CO	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A	100%	3	100%	77	.	Yes	100%	4	100%	86	.	Yes	100%	4	100%	90	.	Yes
CO	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P			27.26	27		N/A	11.5	2	25.73	11	-0.68	Yes			24.14	7		N/A			46.89	19		N/A
CO	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A						N/A						N/A			7	1		N/A
CO	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			59.62	26		N/A			47.14	37		N/A			73.97	30		N/A			63.35	26		N/A
CO	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			16			N/A			6			N/A			7			N/A			4			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	04-11	OP-3	Installation Commitments Met, Sub-Loops %	ND	90%	0	0					
CO	04-11	OP-4	Installation Interv, Sub-Loops, Avg Days	D	NS	0	0					
CO	04-11	OP-4	Installation Interv, Sub-Loops, Avg Days	ND	NS	0	0					
CO	04-11	OP-5	New Service Installation Quality, Sub-Loops %		NS	0	0					
CO	04-11	OP-5*	New Service Installation Quality, Sub-Loops %		NS	0	0					
CO	04-11	OP-6A	Delays for Non-Facility Reasons, Sub-Loops, Avg Days	D	NS	0	0					
CO	04-11	OP-15A	Interv for Pending Orders Delayed, Sub-Loops, Avg Days		NS	0	0					
CO	04-11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loops %		NS	0	0					
CO	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0	0					
CO	04-12	MR-8*	Trouble Rate, Dark Fiber - Loop %		NS	0	0					
CO	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
CO	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
CO	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
CO	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
CO	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
CO	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
CO	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
CO	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
CO	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
CO	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
CO	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
CO	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
CO	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0	0					
CO	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
CO	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
CO	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	1	1	5	60.00%	82.65%	-22.65%	
CO	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
CO	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
CO	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
CO	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
CO	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
CO	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
CO	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	100%	1	95.35%	43	-0.22	Yes	0%	1	88.24%	34	1.52	Yes	50%	2	95.45%	22	1.44	Yes	100%	1	89.66%	29	-0.33	Yes
CO	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	2:35	1	1:31	43	0.93	Yes	5:31	1	1:47	34	1.68	No	3:36	2	2:00	22	1.32	Yes	3:22	1	2:16	29	1.18	Yes
CO	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0%	1	23.26%	43	-0.54	Yes	0%	1	11.76%	34	-0.36	Yes	0%	2	18.18%	22	-0.64	Yes	100%	1	34.48%	29	0.92	Yes
CO	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A	0%	1	13.64%	22	-0.39	N/A	0%	2	18.18%	11	-0.61	N/A	100%	1	15.38%	13	1.3	N/A
CO	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0.45%	223	1.07%	4022	-0.88	Yes	0.45%	222	0.85%	4002	-0.63	Yes	0.92%	218	0.55%	3975	0.7	Yes	0.47%	215	0.73%	3984	-0.44	Yes
CO	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0.45%	222	0.55%	4002	-0.19	N/A	0.92%	218	0.28%	3975	1.4	N/A	0.47%	215	0.33%	3984	0.38	N/A
CO	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0%	1	23.21%	56	-0.54	N/A	66.67%	3	32%	50	1.07	N/A	33.33%	3	29.03%	31	0.1	N/A	66.67%	3	27.50%	40	1.23	N/A
CO	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	2:45	197154				N/A	4:02	196854				N/A	5:15	200369				N/A	3:12	167654				N/A
CO	07-01	OP-3	Installation Commitments Met, E911 %		P						N/A			0%	1		N/A						N/A						N/A
CO	07-01	OP-4	Installation Interv, E911, Avg Days		P						N/A			18	1		N/A						N/A						N/A
CO	07-01	OP-5	New Service Installation Quality, E911 %		P	100%	1	100%	3	.	Yes	100%	4	100%	3	.	Yes	100%	7	100%	3	.	Yes	100%	3	100%	3	.	Yes
CO	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A	100%	4	100%	3	.	Yes	100%	7	100%	3	.	Yes	100%	3	100%	3	.	Yes
CO	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P						N/A			10	1		N/A						N/A						N/A
CO	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A						N/A						N/A						N/A
CO	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS						N/A						N/A						N/A						N/A
CO	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P			40%	5		N/A	100%	2	66.67%	3	-0.77	Yes	100%	1	100%	3	.	Yes			100%	2		N/A
CO	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			3:50	5		N/A	0:02	2	5:13	3	-1.01	Yes	1:02	1	1:08	3	-0.05	Yes			0:50	2		N/A
CO	07-01	MR-7	Repair Repeat Report Rate, E911 %		P			0%	5		N/A	0%	2	0%	3	.	Yes	0%	1	33.33%	3	-0.61	Yes			0%	2		N/A
CO	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A			0%	3		N/A	0%	1	50%	2	-0.82	N/A			0%	2		N/A
CO	07-01	MR-8	Trouble Rate, E911 %		P	0%	665	0.27%	1821	-1.16	Yes	0.30%	664	0.17%	1807	0.73	Yes	0.15%	662	0.17%	1793	-0.09	Yes	0%	654	0.11%	1782	-0.73	Yes
CO	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	664	0.17%	1807	-0.9	N/A	0.15%	662	0.11%	1793	0.26	N/A	0%	654	0.11%	1782	-0.73	N/A
CO	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS			16.67%	6		N/A	33.33%	3	40%	5	-0.19	N/A	0%	1	0%	3	.	Yes			50%	4		N/A
CO	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.36	.		N/A			8.77	.		N/A			8.54	.		N/A			7.95	.		N/A
CO	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.92	.		N/A			9.86	.		N/A			9.26	.		N/A			9.42	.		N/A
CO	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	197043				N/A	0.11	194342				N/A	0.09	171326				N/A	0.1	181383				N/A
CO	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	94.19%	195172				N/A	94.57%	192525				N/A	94.21%	169472				N/A	95.05%	179425				N/A
CO	09-01	NP-1A	NXX Code Activation, All %		P						N/A	100%	2				N/A			100%	1		N/A						N/A
CO	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS						N/A	0%	2				N/A			0%	1		N/A						N/A
CO	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
CO	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	99.32%	1031				Yes	100%	899				Yes	99.89%	935				Yes	99.33%	1341				Yes
CO	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	99.61%	10700				Yes	99.75%	9890				Yes	99.33%	8791				Yes	99.31%	8496				Yes
CO	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	100%	12036				Yes	99.99%	11527				Yes	99.96%	9933				Yes	99.97%	9955				Yes
CO	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	12036				N/A	100%	11527				N/A	100%	9933				N/A	100%	9955				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
CO	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	1	1	5	3:44	1:50	1:53	
CO	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
CO	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
CO	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0	0					
CO	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
CO	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
CO	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
CO	07-01	OP-3	Installation Commitments Met, E911 %		P	0	0					
CO	07-01	OP-4	Installation Interv, E911, Avg Days		P	0	0					
CO	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
CO	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
CO	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P	0	0					
CO	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	0	0					
CO	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS	0	0					
CO	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					
CO	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
CO	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
CO	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
CO	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
CO	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
CO	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
CO	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
CO	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
CO	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
CO	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
CO	09-01	NP-1A	NXX Code Activation, All %		P	0	0					
CO	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0	0					
CO	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
CO	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
CO	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
CO	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
CO	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			52.39%	4232		N/A			48.71%	5192		N/A	50%	2	53.29%	4873	0.08	N/A			56.61%	4743		N/A
CO	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	100%	1	99.80%	8011	-0.04	Yes	100%	2	99.16%	9340	-0.13	Yes	66.67%	3	99.45%	9123	2.4	No			99.63%	9602		N/A
CO	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	162112.4				Yes	100%	149737.5				Yes	100%	162524.7				Yes	100%	281932.1				Yes
CO	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	162112.4				Yes	100%	149737.5				Yes	100%	162524.7				Yes	100%	281932.1				Yes
CO	14-01	OP-3	Installation Commitments Met, Residence %	D	P	98.54%	480	96.31%	17293	-2.56	Yes	97.20%	464	96.32%	15823	-0.99	Yes	98.49%	465	96.01%	14836	-2.7	Yes	98.44%	257	96.10%	15963	-1.92	Yes
CO	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	99.87%	2289	99.65%	35869	-1.7	Yes	99.95%	1966	99.59%	29309	-2.4	Yes	99.66%	2385	99.39%	27850	-1.65	Yes	99.97%	3422	99.60%	28840	-3.26	Yes
CO	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	2.88	480	5.92	17318	-10.49	Yes	3.29	464	5.89	15849	-9.05	Yes	3.48	465	6	14956	-8.75	Yes	3.04	257	6.16	16044	-6.26	Yes
CO	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	1.7	1776	3.53	26487	-48.01	Yes	1.76	1435	3.62	20795	-24.76	Yes	1.83	1695	3.55	19457	-50.73	Yes	1.84	1429	3.5	20160	-44.43	Yes
CO	14-01	OP-5	New Service Installation Quality, Residence %		P	92.50%	2600	84.54%	49183	-10.94	Yes	93.30%	2641	83.92%	43990	-12.74	Yes	92.83%	3265	84.33%	43857	-12.9	Yes	96.80%	3153	84.21%	41801	-18.69	Yes
CO	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	94.21%	2641	86.26%	43990	-11.53	N/A	93.66%	3265	86.75%	43857	-11.24	N/A	97.37%	3153	86.94%	41801	-16.76	N/A
CO	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	2.33	3	3.8	257	-0.47	Yes	2.5	6	3.94	272	-0.57	Yes	10	2	2.8	315	2.33	No	2.75	4	6.24	273	-0.26	Yes
CO	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	21.67	3	4.28	120	1.84	No	14	1	9.59	113	1.39	Yes	3	6	4.16	153	-0.61	Yes	1	2	4.1	109	-0.55	Yes
CO	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	5	4	11.52	391	-0.86	Yes	9.14	7	12.14	319	-0.5	Yes	5.2	5	11.46	291	-1.13	Yes			14.5	363		N/A
CO	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			3.89	9		N/A			6.09	11		N/A	1.5	2	6.75	16	-0.61	Yes			9.44	9		N/A
CO	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	90.17	24	126.89	1170	-1.08	N/A	125.82	17	114.28	1163	0.42	N/A	58.76	37	103.84	1210	-1.85	N/A	129.95	21	95.91	1183	1.08	N/A
CO	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	2		354		-2.31	N/A	2		429		-2.13	N/A	6		428		-2.4	N/A	1		425		-2.95	N/A
CO	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	99.10%	332	93.59%	20714	-4.06	Yes	99.41%	341	91.88%	21994	-5.06	Yes	99.71%	348	92.06%	18950	-5.23	Yes	99.20%	250	92.72%	17861	-3.92	Yes
CO	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	41	98.09%	3718	-0.89	Yes	100%	56	96.31%	4582	-1.46	Yes	100%	70	96.89%	4217	-1.49	Yes	100%	41	96.66%	4076	-1.18	Yes
CO	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	100%	380	98.68%	25798	-2.24	Yes	100%	380	97.84%	27378	-2.88	Yes	99.75%	406	98.05%	24251	-2.46	Yes	99.36%	311	98.20%	23444	-1.52	Yes
CO	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	92	99.78%	6911	-0.44	Yes	100%	119	99.20%	8025	-0.97	Yes	100%	146	99.46%	7822	-0.88	Yes	100%	98	99.58%	8128	-0.64	Yes
CO	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	8:59	380	14:24	25798	-8.5	Yes	8:42	380	15:02	27378	-8.93	Yes	8:17	406	15:19	24251	-10.82	Yes	7:43	311	14:50	23444	-9.55	Yes
CO	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	2:30	92	6:29	6911	-4.64	Yes	4:15	119	7:33	8025	-3.59	Yes	4:19	146	6:35	7822	-1.84	Yes	3:25	98	5:57	8128	-2.91	Yes
CO	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	9.90%	384	13.94%	26703	-2.27	Yes	9.66%	383	15.28%	28129	-3.04	Yes	9.38%	416	15.52%	24897	-3.43	Yes	12.58%	318	13.94%	24049	-0.7	Yes
CO	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	13.04%	92	14.53%	6912	-0.4	Yes	15.97%	119	15.34%	8026	0.21	Yes	7.53%	146	14.48%	7824	-2.36	Yes	9.18%	98	13.58%	8128	-1.26	Yes
CO	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	9.65%	373	15.10%	26577	-2.92	N/A	8.73%	401	15.29%	23565	-3.62	N/A	12.70%	307	13.72%	22793	-0.52	N/A
CO	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	21.31%	61	16.69%	3864	0.96	N/A	2.82%	71	15.32%	3897	-2.9	N/A	9.62%	52	14.43%	3667	-0.98	N/A
CO	14-01	MR-8	Trouble Rate, Residence %		P	1.68%	28376	1.95%	1728046	-3.24	Yes	1.76%	28474	2.08%	1736403	-3.74	Yes	1.99%	28304	1.88%	1745154	1.36	Yes	1.57%	26493	1.83%	1756352	-3.15	Yes
CO	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	1.52%	28474	1.75%	1736403	-2.92	N/A	1.67%	28304	1.57%	1745154	1.26	N/A	1.36%	26493	1.51%	1756352	-2.01	N/A
CO	14-01	MR-9	Repair Appointments Met, Residence %	D	P	99.74%	384	96.24%	26703	-3.58	Yes	99.48%	383	95.94%	28129	-3.48	Yes	99.76%	416	96.46%	24897	-3.61	Yes	99.37%	318	96.64%	24049	-2.68	Yes
CO	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	92	98.94%	6912	-0.98	Yes	99.16%	119	98.48%	8026	-0.6	Yes	99.32%	146	98.84%	7824	-0.53	Yes	98.98%	98	98.92%	8128	-0.06	Yes
CO	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	33.80%	719	29.14%	47441	2.73	N/A	35.31%	776	28.38%	50485	4.25	N/A	31.21%	817	27.93%	45403	2.07	N/A	31.47%	607	28.60%	45063	1.55	N/A
CO	14-02	OP-3	Installation Commitments Met, Business %	D	P	94.12%	17	94.78%	4139	0.21	Yes	86.36%	22	94.79%	3856	1.53	Yes	100%	21	94.11%	3753	-1.14	Yes	91.67%	12	92.61%	4184	0.21	Yes
CO	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	48	97.91%	909	-0.99	Yes	100%	59	98.91%	1005	-0.79	Yes	100%	77	98.09%	993	-1.18	Yes	98.37%	123	98.47%	1110	0.14	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
CO	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	1	1	6	83.34%	99.50%	-16.17%	
CO	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
CO	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
CO	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
CO	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
CO	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
CO	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
CO	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
CO	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
CO	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	1	1	15	3.53	4.15	-0.62	
CO	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	1	1	12	8.25	5.42	2.84	
CO	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
CO	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
CO	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
CO	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					
CO	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
CO	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	0	0					
CO	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
CO	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
CO	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
CO	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
CO	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
CO	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
CO	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
CO	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
CO	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
CO	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
CO	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
CO	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
CO	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
CO	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
CO	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	3.41	17	5.74	4155	-1.23	Yes	3.64	22	5.69	3877	-1.29	Yes	3.14	21	5.7	3853	-1.76	Yes	4.33	12	6.35	4242	-0.71	Yes
CO	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	1.76	38	3.67	598	-2.92	Yes	2.55	42	4.74	670	-0.72	Yes	1.73	60	3.58	632	-4.8	Yes	1.79	96	3.9	732	-1.53	Yes
CO	14-02	OP-5	New Service Installation Quality, Business %		P	89.04%	73	83%	4976	-1.36	Yes	86.67%	90	82.93%	4867	-0.93	Yes	92.31%	117	83.31%	5104	-2.58	Yes	92.25%	129	81.07%	5282	-3.2	Yes
CO	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	87.78%	90	85.84%	4867	-0.52	N/A	94.02%	117	86.19%	5104	-2.43	N/A	94.57%	129	84.68%	5282	-3.08	N/A
CO	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	6	1	5.94	156	0.86	Yes	1	2	4.98	125	-0.73	Yes			5.78	153		N/A			8.36	171		N/A
CO	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P			8.17	18		N/A			55.62	13		N/A			6.5	18		N/A	1.5	2	23.44	18	-0.41	Yes
CO	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			13.47	66		N/A	5	1	15.6	88	-0.56	Yes			14.12	81		N/A	7	1	13.51	148	-0.49	Yes
CO	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P			5	1		N/A						N/A			1	1		N/A			170.5	2		N/A
CO	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			112.18	555		N/A			105.92	528		N/A	10.5	2	104.6	496	-1	N/A	0	1	96.43	506	-0.75	N/A
CO	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS			180			N/A			166			N/A	1		161		0.44	N/A	0		152		-0.65	N/A
CO	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	100%	23	95.18%	2575	-1.07	Yes	94.12%	34	93.88%	2662	-0.06	Yes	100%	22	94.52%	2355	-1.12	Yes	100%	21	95.06%	2509	-1.04	Yes
CO	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P			97.28%	514		N/A	100%	3	97.05%	610	-0.3	Yes	100%	4	95.43%	656	-0.44	Yes	100%	8	98.65%	667	-0.33	Yes
CO	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	100%	27	98.72%	3133	-0.59	Yes	100%	40	98.40%	3191	-0.8	Yes	100%	27	98.89%	2970	-0.55	Yes	100%	31	98.45%	3227	-0.7	Yes
CO	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	7	99.91%	1100	-0.08	Yes	100%	12	98.94%	1315	-0.36	Yes	100%	19	99.39%	1301	-0.34	Yes	100%	20	99.86%	1474	-0.16	Yes
CO	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	6:50	27	10:16	3133	-1.62	Yes	7:54	40	11:01	3191	-1.58	Yes	4:58	27	11:01	2970	-2.64	Yes	6:27	31	10:31	3227	-1.92	Yes
CO	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0:45	7	3:45	1100	-1.21	Yes	3:12	12	4:55	1315	-0.54	Yes	1:49	19	4:31	1301	-1.25	Yes	2:45	20	3:19	1474	-0.4	Yes
CO	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	7.14%	28	13.38%	3214	-0.97	Yes	9.76%	41	14.94%	3273	-0.93	Yes	14.81%	27	15.74%	3055	-0.13	Yes	19.35%	31	13.27%	3308	0.98	Yes
CO	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	28.57%	7	14.09%	1100	1	Yes	0%	12	14.45%	1315	-1.42	Yes	10.53%	19	13.91%	1301	-0.42	Yes	5%	20	14.31%	1474	-1.18	Yes
CO	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	10.26%	39	14.39%	3036	-0.73	N/A	14.81%	27	15.82%	2832	-0.14	N/A	17.86%	28	13.32%	3094	0.72	N/A
CO	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A	0%	7	15.64%	748	-1.13	N/A	0%	10	12.80%	758	-1.2	N/A	0%	9	16.06%	847	-1.31	N/A
CO	14-02	MR-8	Trouble Rate, Business %		P	0.67%	5230	0.91%	474337	-1.82	Yes	0.98%	5407	0.97%	475030	0.11	Yes	0.83%	5521	0.91%	476543	-0.63	Yes	0.89%	5711	1%	478606	-0.8	Yes
CO	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.85%	5407	0.80%	475030	0.45	N/A	0.67%	5521	0.75%	476543	-0.71	N/A	0.65%	5711	0.82%	478606	-1.46	N/A
CO	14-02	MR-9	Repair Appointments Met, Business %	D	P	96.43%	28	92.50%	3214	-0.79	Yes	97.56%	41	92.48%	3273	-1.23	Yes	96.30%	27	90.97%	3055	-0.96	Yes	100%	31	91.99%	3308	-1.64	Yes
CO	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	7	98%	1100	-0.38	Yes	100%	12	96.65%	1315	-0.64	Yes	100%	19	96.39%	1301	-0.84	Yes	100%	20	98.10%	1474	-0.62	Yes
CO	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	28.57%	49	31.62%	6309	-0.46	N/A	31.17%	77	32.02%	6749	-0.16	N/A	31.34%	67	31.65%	6373	-0.05	N/A	32.89%	76	29.72%	6804	0.61	N/A
CO	14-03	OP-3	Installation Commitments Met, Centrex %	D	P			86.21%	29		N/A			66.67%	30		N/A			91.30%	23		N/A			90%	20		N/A
CO	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P			83.33%	6		N/A			87.50%	8		N/A			100%	11		N/A			80%	5		N/A
CO	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P			9.3	30		N/A			11.77	31		N/A			6.25	28		N/A			3.24	21		N/A
CO	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P			4.5	6		N/A			0.88	8		N/A			1	11		N/A			3.2	5		N/A
CO	14-03	OP-5	New Service Installation Quality, Centrex %		P			44.74%	38		N/A			89.74%	39		N/A			72.73%	33		N/A			70.37%	27		N/A
CO	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A			92.31%	39		N/A			72.73%	33		N/A			74.07%	27		N/A
CO	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P			31.67	3		N/A			20.6	10		N/A			3	3		N/A			3.5	2		N/A
CO	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P			1	1		N/A			1	1		N/A						N/A			1	1		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
CO	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					
CO	14-02	OP-5	New Service Installation Quality, Business %		P	0	0					
CO	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
CO	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
CO	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
CO	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
CO	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
CO	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
CO	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
CO	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
CO	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
CO	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
CO	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
CO	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0	0					
CO	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					
CO	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
CO	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
CO	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
CO	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
CO	14-02	MR-8	Trouble Rate, Business %		P	0	0					
CO	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
CO	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					
CO	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
CO	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
CO	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
CO	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
CO	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
CO	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
CO	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
CO	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
CO	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
CO	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P			34	2		N/A						N/A						N/A						N/A
CO	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			140.43	14		N/A			111.85	13		N/A			88.13	16		N/A			128.06	16		N/A
CO	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			1			N/A			3			N/A			3			N/A			1			N/A
CO	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	100%	1	97.96%	49	-0.14	Yes	100%	1	100%	39	.	Yes	100%	2	85.42%	48	-0.57	Yes	100%	1	95.56%	45	-0.21	Yes
CO	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P			100%	10		N/A			100%	15		N/A			90%	10		N/A			100%	20		N/A
CO	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	100%	2	100%	55	.	Yes	100%	2	100%	48	.	Yes	100%	2	92.42%	66	-0.4	Yes	100%	1	98.15%	54	-0.14	Yes
CO	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P			100%	22		N/A			100%	27		N/A	100%	1	100%	29	.	Yes			100%	35		N/A
CO	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	2:58	2	6:31	55	-0.69	Yes	11:59	2	7:35	48	0.69	Yes	3:18	2	13:21	66	-0.82	Yes	2:25	1	9:33	54	-0.62	Yes
CO	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			1:56	22		N/A			4:07	27		N/A	12:28	1	4:53	29	1.24	Yes			2:21	35		N/A
CO	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0%	2	9.09%	55	-0.44	Yes	0%	2	8%	50	-0.41	Yes	0%	2	13.64%	66	-0.55	Yes	0%	1	8.77%	57	-0.31	Yes
CO	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			22.73%	22		N/A			11.11%	27		N/A	0%	1	13.79%	29	-0.39	Yes			8.57%	35		N/A
CO	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A	0%	2	8.33%	48	-0.42	N/A	0%	2	15%	60	-0.58	N/A	0%	1	9.80%	51	-0.33	N/A
CO	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A			0%	11		N/A	0%	1	17.65%	17	-0.45	N/A			4.35%	23		N/A
CO	14-03	MR-8	Trouble Rate, Centrex %		P	0.50%	403	0.41%	18844	0.34	Yes	0.48%	416	0.40%	19108	0.32	Yes	0.61%	490	0.50%	18957	0.4	Yes	0.20%	488	0.48%	19295	-0.86	Yes
CO	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A	0.48%	416	0.31%	19108	0.65	N/A	0.61%	490	0.41%	18957	0.73	N/A	0.20%	488	0.38%	19295	-0.63	N/A
CO	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	100%	2	81.63%	49	-0.66	Yes	100%	2	79.55%	44	-0.7	Yes	100%	2	74.24%	66	-0.82	Yes	100%	1	64%	50	-0.74	Yes
CO	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P			94.44%	18		N/A			95.65%	23		N/A	100%	1	92.59%	27	-0.28	Yes			91.43%	35		N/A
CO	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0%	2	35.83%	120	-1.05	N/A	33.33%	3	31.86%	113	0.05	N/A	25%	4	29.63%	135	-0.2	N/A	66.67%	3	34.75%	141	1	N/A
CO	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	100%	3	86.93%	375	-0.67	Yes	100%	2	91.90%	321	-0.42	Yes	100%	5	92.86%	308	-0.62	Yes	100%	2	90.99%	333	-0.44	Yes
CO	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	100%	35	99.36%	312	-0.45	Yes	100%	8	96.95%	164	-0.49	Yes	100%	21	99.66%	293	-0.26	Yes	100%	28	97.84%	185	-0.73	Yes
CO	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	2.4	5	3.75	176	-1.73	Yes	3.2	5	3.29	121	-0.09	Yes	4.76	21	3.41	204	3.09	No	4.75	24	3.46	107	1	Yes
CO	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	6	3	7.4	376	-0.26	Yes	5	2	7.91	323	-0.37	Yes	9	5	8.3	318	0.37	Yes	12	2	8.63	339	0.65	Yes
CO	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	83.33%	24	69.39%	588	-1.45	Yes	77.78%	18	65.94%	549	-1.04	Yes	92.86%	28	63.73%	568	-3.13	Yes	89.47%	19	62.29%	525	-2.4	Yes
CO	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	83.33%	18	72.68%	549	-1	N/A	92.86%	28	69.72%	568	-2.6	N/A	94.74%	19	71.24%	525	-2.22	N/A
CO	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P			3.71	34		N/A			2.61	18		N/A			4.33	12		N/A			5.7	23		N/A
CO	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			8.5	2		N/A			3.8	5		N/A			4	1		N/A			10.25	4		N/A
CO	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P			11.07	15		N/A			16.63	8		N/A			12.42	12		N/A			13.88	8		N/A
CO	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A						N/A
CO	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			124.33	73		N/A			112.11	74		N/A			102.2	75		N/A			93.42	77		N/A
CO	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			11			N/A			13			N/A			16			N/A			11			N/A
CO	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P			95.22%	607		N/A	100%	6	93.78%	595	-0.63	Yes	100%	4	94.01%	534	-0.5	Yes	100%	1	96.16%	521	-0.2	Yes
CO	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	100%	2	98.16%	163	-0.19	Yes			98.44%	192		N/A			93.55%	217		N/A	100%	2	99.43%	175	-0.11	Yes
CO	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	100%	2	98.27%	751	-0.19	Yes	100%	6	98.12%	746	-0.34	Yes	100%	5	98.43%	702	-0.28	Yes	100%	2	98.71%	699	-0.16	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
CO	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
CO	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					
CO	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
CO	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
CO	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
CO	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					
CO	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
CO	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
CO	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
CO	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
CO	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
CO	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
CO	14-03	MR-8	Trouble Rate, Centrex %		P	0	0					
CO	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
CO	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					
CO	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
CO	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
CO	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
CO	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
CO	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	1	1	55	4.40	3.49	0.91	
CO	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
CO	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
CO	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
CO	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
CO	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
CO	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
CO	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
CO	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
CO	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
CO	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
CO	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
CO	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	100%	6	100%	367	.	Yes	100%	4	99.53%	422	-0.14	Yes	100%	3	98.99%	396	-0.17	Yes	100%	7	100%	375	.	Yes
CO	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	3:14	2	9:54	751	-0.81	Yes	3:11	6	11:06	746	-1.5	Yes	3:09	5	10:16	702	-1.37	Yes	9:57	2	9:11	699	0.13	Yes
CO	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	6:35	6	3:30	367	1.31	Yes	2:41	4	3:58	422	-0.36	Yes	0:45	3	4:25	396	-0.58	Yes	3:56	7	2:50	375	0.74	Yes
CO	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	50%	6	14.17%	367	2.02	No	0%	4	18.01%	422	-0.93	Yes	33.33%	3	12.12%	396	0.9	Yes	14.29%	7	17.07%	375	-0.19	Yes
CO	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0%	2	14.79%	764	-0.59	Yes	16.67%	6	15.86%	763	0.12	Yes	20%	5	15.21%	723	0.33	Yes	50%	2	11.87%	716	1.18	Yes
CO	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A	16.67%	6	15.62%	698	0.13	N/A	20%	5	14.80%	669	0.35	N/A	50%	2	11.43%	665	1.21	N/A
CO	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A	0%	1	19.40%	232	-0.49	N/A	33.33%	3	12.66%	229	0.87	N/A	33.33%	3	16.99%	206	0.65	N/A
CO	14-04	MR-8	Trouble Rate, Centrex 21 %		P	1.04%	766	0.80%	141287	0.76	Yes	1.31%	762	0.83%	142422	1.46	Yes	1.06%	755	0.78%	143092	0.86	Yes	0.91%	986	0.76%	143365	0.55	Yes
CO	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0.92%	762	0.65%	142422	0.91	N/A	1.06%	755	0.63%	143092	1.5	N/A	0.51%	986	0.61%	143365	-0.4	N/A
CO	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	83.33%	6	95.91%	367	1.15	Yes	75%	4	97.87%	422	1.7	No	100%	3	95.71%	396	-0.37	Yes	100%	7	95.73%	375	-0.55	Yes
CO	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	100%	2	88.87%	764	-0.5	Yes	100%	6	91.09%	763	-0.76	Yes	100%	5	89.07%	723	-0.78	Yes	100%	2	90.22%	716	-0.46	Yes
CO	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	20%	10	30.36%	1624	-0.71	N/A	9.09%	11	32.09%	1745	-1.63	N/A	20%	10	30.06%	1600	-0.69	N/A	30.77%	13	30.60%	1572	0.04	N/A
CO	14-05	OP-3	Installation Commitments Met, PBX %	D	P			75.86%	29		N/A			88.24%	34		N/A			85.29%	34		N/A			85.71%	28		N/A
CO	14-05	OP-3	Installation Commitments Met, PBX %	ND	P			100%	7		N/A			100%	4		N/A	100%	1	100%	7	.	Yes			90.91%	11		N/A
CO	14-05	OP-3	Installation Commitments Met, PBX %		P	100%	1	78.33%	60	-0.52	Yes			77.78%	18		N/A	0%	1	85.25%	61	1.44	Yes	0%	1	75.86%	29	1.14	Yes
CO	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			9.73	30		N/A			6.17	35		N/A	9	1	5.47	36	1.13	Yes			10.54	28		N/A
CO	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P			1.86	7		N/A			1.25	4		N/A	3	1	2	6	-0.01	Yes			4.33	9		N/A
CO	14-05	OP-4	Installation Interv, PBX, Avg Days		P	11.67	3	14.64	107	-0.44	Yes			18.86	72		N/A	2	1	16.36	107	-0.89	Yes	14.5	2	19.11	71	-0.36	Yes
CO	14-05	OP-5	New Service Installation Quality, PBX %		P	100%	2	88.41%	138	-0.51	Yes	100%	2	86.33%	139	-0.56	Yes	100%	3	85.11%	141	-0.72	Yes	100%	3	75.63%	119	-0.97	Yes
CO	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A	100%	2	90.65%	139	-0.45	N/A	100%	3	87.94%	141	-0.63	N/A	100%	3	84.87%	119	-0.72	N/A
CO	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P			3.2	5		N/A			2	5		N/A			6.25	4		N/A			3.5	4		N/A
CO	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A			24	1		N/A			15	1		N/A
CO	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	10	1	15.78	32	-0.39	Yes			20.77	31		N/A	1	1	23.56	27	-0.83	Yes	3	2	19.16	32	-1.38	Yes
CO	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P			8	2		N/A						N/A			30	1		N/A						N/A
CO	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P						N/A						N/A						N/A						N/A
CO	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			90.59	29		N/A			69.69	35		N/A			97.17	24		N/A			85.58	26		N/A
CO	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS			9			N/A			2			N/A			1			N/A			4			N/A
CO	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P			95.74%	94		N/A			92.24%	116		N/A	100%	4	96.84%	95	-0.35	Yes	100%	1	98.73%	79	-0.11	Yes
CO	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	100%	5	99.04%	208	-0.22	Yes	100%	4	99.57%	230	-0.13	Yes	100%	8	99.44%	180	-0.21	Yes	100%	3	100%	200	.	Yes
CO	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P			98.08%	104		N/A			95.45%	132		N/A	100%	4	96.30%	108	-0.39	Yes	100%	1	98.97%	97	-0.1	Yes
CO	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	100%	7	99.56%	225	-0.17	Yes	100%	5	100%	248	.	Yes	100%	8	100%	197	.	Yes	100%	3	100%	225	.	Yes
CO	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			9:39	104		N/A			11:49	132		N/A	3:06	4	8:37	108	-0.81	Yes	5:59	1	7:48	97	-0.19	Yes
CO	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:36	7	2:07	225	-0.18	Yes	1:27	5	1:19	248	0.71	Yes	2:06	8	2:02	197	0.53	Yes	0.04167	3	1:16	225	-0.18	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
CO	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
CO	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
CO	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	1	1	20	25.00%	15.39%	9.62%	
CO	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					
CO	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
CO	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
CO	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0	0					
CO	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
CO	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	1	1	20	90.00%	96.35%	-6.35%	
CO	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
CO	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
CO	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
CO	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
CO	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
CO	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
CO	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					
CO	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
CO	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
CO	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
CO	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
CO	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
CO	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
CO	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
CO	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P	0	0					
CO	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
CO	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
CO	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
CO	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
CO	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
CO	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
CO	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
CO	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			16.19%	105		N/A			13.97%	136		N/A	0%	4	11.71%	111	-0.72	Yes	0%	1	13.27%	98	-0.39	Yes
CO	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	14.29%	7	17.33%	225	-0.21	Yes	20%	5	22.18%	248	-0.12	Yes	37.50%	8	18.78%	197	1.21	Yes	0%	3	16.44%	225	-0.76	Yes
CO	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A			11.86%	118		N/A	0%	4	11%	100	-0.69	N/A	0%	1	14.46%	83	-0.41	N/A
CO	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A	0%	2	22.31%	121	-0.75	N/A	40%	5	23.30%	103	0.79	N/A	0%	1	14.17%	120	-0.4	N/A
CO	14-05	MR-8	Trouble Rate, PBX %		P	0.19%	3768	0.26%	125894	-0.9	Yes	0.13%	3737	0.30%	126830	-1.85	Yes	0.31%	3834	0.24%	127960	0.9	Yes	0.10%	3907	0.25%	127767	-1.84	Yes
CO	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0.05%	3737	0.19%	126830	-1.87	N/A	0.23%	3834	0.16%	127960	1.17	N/A	0.05%	3907	0.16%	127767	-1.66	N/A
CO	14-05	MR-9	Repair Appointments Met, PBX %	D	P			87.88%	66		N/A			74.71%	87		N/A	100%	1	80.70%	57	-0.48	Yes	0%	1	78.79%	66	1.24	Yes
CO	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	100%	4	93.94%	33	-0.48	Yes	100%	1	100%	33	.	Yes	100%	1	95.35%	43	-0.22	Yes			97.87%	47		N/A
CO	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0%	7	28.88%	464	-1.67	N/A	50%	10	28.89%	540	1.37	N/A	14.29%	14	27.53%	425	-1.09	N/A	0%	4	29.78%	460	-1.3	N/A
CO	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P			81.82%	11		N/A			90.91%	11		N/A			94.44%	36		N/A			100%	23		N/A
CO	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	100%	7	100%	1	.	Yes			100%	5		N/A			33.33%	3		N/A			100%	7		N/A
CO	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			91.12%	304		N/A			89.87%	375		N/A	100%	1	89.58%	307	-0.34	Yes	100%	1	92.71%	384	-0.28	Yes
CO	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P			3.45	11		N/A			2.64	11		N/A			6.44	36		N/A			4.57	23		N/A
CO	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	3.43	7	1	1	.	N/A			0.5	4		N/A						N/A						N/A
CO	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			9.82	295		N/A			14.86	379		N/A	4	1	10.02	300	-0.78	Yes	5	1	12.51	370	-0.7	Yes
CO	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	100%	4	89.97%	369	-0.66	Yes	100%	1	84.07%	383	-0.43	Yes	100%	1	84.91%	391	-0.42	Yes	100%	1	90.14%	436	-0.33	Yes
CO	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A	100%	1	90.08%	383	-0.33	N/A	100%	1	91.56%	391	-0.3	N/A	100%	1	95.18%	436	-0.22	N/A
CO	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P			2.5	2		N/A			1	1		N/A			12.5	2		N/A						N/A
CO	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A			15.5	2		N/A						N/A
CO	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			12	28		N/A			10.65	43		N/A			10	36		N/A			15.45	29		N/A
CO	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P			6.2	5		N/A			34.5	2		N/A						N/A			53.5	2		N/A
CO	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			192.45	103		N/A			164.88	117		N/A			143.56	121		N/A			137.13	120		N/A
CO	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			16			N/A			11			N/A			13			N/A			13			N/A
CO	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			97.74%	265		N/A			100%	255		N/A			100%	179		N/A	100%	2	100%	197	.	Yes
CO	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			99.70%	336		N/A			100%	272		N/A			100%	291		N/A	100%	1	100%	276	.	Yes
CO	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	265		N/A			100%	259		N/A			100%	179		N/A	100%	2	100%	199	.	Yes
CO	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	343		N/A			100%	279		N/A			100%	297		N/A	100%	1	100%	277	.	Yes
CO	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:46	265		N/A			3:16	259		N/A			3:21	179		N/A	2:14	2	3:38	199	-0.5	Yes
CO	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:41	343		N/A			1:17	279		N/A			0:57	297		N/A	0:14	1	0:57	277	-0.44	Yes
CO	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			29.06%	265		N/A			21.62%	259		N/A			21.79%	179		N/A	50%	2	20.60%	199	0.81	Yes
CO	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			23.62%	343		N/A			20.07%	279		N/A			23.23%	297		N/A	100%	1	25.63%	277	1.14	Yes
CO	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			22.28%	202		N/A			23.18%	151		N/A	0%	1	20.86%	163	-0.51	N/A
CO	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			25.96%	104		N/A			34.55%	110		N/A			32.98%	94		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
CO	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0	0					
CO	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
CO	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					
CO	14-05	MR-8	Trouble Rate, PBX %		P	0	0					
CO	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
CO	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
CO	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
CO	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
CO	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
CO	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
CO	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
CO	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
CO	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
CO	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
CO	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
CO	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
CO	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
CO	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	0	0					
CO	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
CO	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
CO	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
CO	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
CO	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
CO	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
CO	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
CO	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
CO	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
CO	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
CO	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
CO	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
CO	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
CO	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	78	1.69%	35903	-1.16	Yes	0%	79	1.49%	36112	-1.09	Yes	0%	83	1.31%	36384	-1.05	Yes	3.61%	83	1.30%	36691	1.58	Yes
CO	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	79	0.85%	36112	-0.82	N/A	0%	83	0.72%	36384	-0.77	N/A	1.20%	83	0.70%	36691	0.58	N/A
CO	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P			100%	4		N/A			66.67%	6		N/A			100%	5		N/A			100%	5		N/A
CO	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P			100%	6		N/A			100%	12		N/A			100%	9		N/A			100%	1		N/A
CO	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			25.67%	818		N/A			25.69%	724		N/A			25.04%	635		N/A	0%	3	21.97%	610	-0.92	N/A
CO	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	100%	52	99.64%	5323	-0.43	Yes	100%	53	99.33%	6442	-0.59	Yes	100%	30	99.75%	4790	-0.27	Yes	95.45%	22	99.61%	4669	1.72	No
CO	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	100%	1	96.38%	1824	-0.19	Yes	100%	3	93.47%	2282	-0.46	Yes	100%	3	98.24%	1708	-0.23	Yes			97.13%	1814		N/A
CO	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			92.59%	27		N/A			91.18%	34		N/A	100%	1	92.86%	56	-0.27	Yes	100%	1	88.52%	61	-0.36	Yes
CO	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	8	1	5.29	1828	1.94	No	5	3	6.52	2286	-0.66	Yes	7	3	9.67	1708	-1.33	Yes			10.06	1816		N/A
CO	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	4.89	46	4.89	4188	0.19	Yes	3.9	41	4.87	3656	-9.71	Yes	6.25	20	9.31	3309	-7.51	Yes	4.77	13	9.6	3351	-11.01	Yes
CO	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P			5.28	25		N/A			3.9	31		N/A	5	1	5.93	56	-0.16	Yes			9.06	63		N/A
CO	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	100%	55	99.84%	7971	-0.3	Yes	95.56%	45	99.75%	7658	2.77	No	100%	29	99.77%	6552	-0.26	Yes	100%	16	99.68%	6947	-0.23	Yes
CO	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A	97.78%	45	99.86%	7658	1.84	N/A	100%	29	99.82%	6552	-0.23	N/A	100%	16	99.76%	6947	-0.2	N/A
CO	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4.77	65		N/A			4.47	139		N/A			7.62	29		N/A			7.17	48		N/A
CO	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			5.45	20		N/A			3.92	24		N/A			17.33	12		N/A	2	1	5.18	17	-0.51	Yes
CO	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P			1.5	2		N/A			4.67	3		N/A			8	4		N/A			22.64	11		N/A
CO	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P			5	2		N/A			9.29	7		N/A			10	1		N/A			14.33	3		N/A
CO	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A						N/A
CO	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			94.10%	915		N/A	100%	3	95.30%	744	-0.38	Yes			95.51%	490		N/A			94.63%	615		N/A
CO	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			98.58%	917		N/A	100%	3	98.39%	747	-0.22	Yes			98.57%	491		N/A			98.21%	616		N/A
CO	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			6:43	917		N/A	0.125	3	7:14	747	-0.62	Yes			9:05	491		N/A			7:33	616		N/A
CO	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			39.69%	917		N/A	33.33%	3	29.85%	747	0.15	Yes			36.46%	491		N/A			33.12%	616		N/A
CO	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A	0%	1	29.97%	377	-0.65	N/A			40.78%	282		N/A			31.72%	413		N/A
CO	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	19	3.36%	27319	-0.81	Yes	16.67%	18	2.63%	28409	2.52	No	0%	18	1.67%	29435	-0.55	Yes	0%	18	2.02%	30454	-0.61	Yes
CO	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	5.56%	18	1.33%	28409	1.18	N/A	0%	18	0.96%	29435	-0.42	N/A	0%	18	1.36%	30454	-0.5	N/A
CO	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			46.50%	1714		N/A	0%	3	45.87%	1380	-1.59	N/A			43.04%	862		N/A			39.67%	1021		N/A
CO	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P			100%	1		N/A						N/A			100%	2		N/A			100%	1		N/A
CO	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P			100%	5		N/A			100%	3		N/A			80%	5		N/A			100%	8		N/A
CO	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	100%	1	65.29%	170	-0.73	Yes			55.95%	84		N/A	100%	1	65.26%	190	-0.73	Yes	100%	2	65.52%	87	-1.01	Yes
CO	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P			7	1		N/A						N/A			2.5	2		N/A			3	1		N/A
CO	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P			3.4	5		N/A			24	3		N/A			16.8	10		N/A			8	11		N/A
CO	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	6	1	33.61	268	-0.5	Yes			20.33	222		N/A	8	1	27.33	329	-0.81	Yes	8.5	2	18.12	192	-1.08	Yes
CO	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	100%	1	97.80%	318	-0.15	Yes	100%	1	97.83%	368	-0.15	Yes	100%	2	96.47%	340	-0.27	Yes	50%	2	95.48%	221	1.68	No

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
CO	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
CO	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P	0	0					
CO	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
CO	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
CO	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	1	1	157	99.36%	99.56%	-0.20%	
CO	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
CO	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
CO	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	1	1	7	6.29	7.77	-1.49	
CO	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					
CO	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
CO	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	1	1	145	98.62%	99.76%	-1.14%	
CO	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
CO	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
CO	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
CO	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
CO	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
CO	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
CO	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
CO	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
CO	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
CO	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
CO	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
CO	14-07	MR-8	Trouble Rate, Qwest DSL %		P	1	1	73	4.11%	2.40%	1.71%	
CO	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
CO	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
CO	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P	0	0					
CO	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P	0	0					
CO	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
CO	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
CO	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
CO	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
CO	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	1	1	6	83.33%	97.04%	-13.70%	

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A	100%	1	99.18%	368	-0.09	N/A	100%	2	97.35%	340	-0.23	N/A	50%	2	97.29%	221	1.9	N/A
CO	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A
CO	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A			18.4	5		N/A			62	2		N/A
CO	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P			57.28	102		N/A			20.01	109		N/A			30.39	150		N/A			18.76	85		N/A
CO	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A
CO	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P			38.44	9		N/A						N/A						N/A			50	1		N/A
CO	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			213.2	147		N/A			174.2	218		N/A			128.19	255		N/A			120.86	254		N/A
CO	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			14			N/A			6			N/A			11			N/A			6			N/A
CO	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	100%	1	80.25%	81	-0.49	Yes	100%	1	91.43%	70	-0.3	Yes	100%	1	96.67%	90	-0.18	Yes	100%	2	97.70%	87	-0.21	Yes
CO	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:46	1	2:29	81	-0.51	Yes	3:52	1	1:39	70	1.26	Yes	0:09	1	1:18	90	-0.67	Yes	0:50	2	0:54	87	-0.09	Yes
CO	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0%	1	19.75%	81	-0.49	Yes	0%	1	24.29%	70	-0.56	Yes	0%	1	20%	90	-0.5	Yes	50%	2	12.64%	87	1.12	Yes
CO	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A	0%	1	21.21%	33	-0.51	N/A			23.08%	52		N/A	100%	1	14.29%	49	1.44	N/A
CO	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0.13%	783	0.07%	120927	0.65	Yes	0.13%	759	0.06%	117662	0.81	Yes	0.14%	725	0.08%	116727	0.59	Yes	0.27%	748	0.08%	112780	1.87	No
CO	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A	0.13%	759	0.03%	117662	1.7	N/A	0%	725	0.04%	116727	-0.57	N/A	0.13%	748	0.04%	112780	1.18	N/A
CO	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0%	1	22.86%	105	-0.54	N/A	0%	1	25.53%	94	-0.58	N/A	0%	1	27.42%	124	-0.61	N/A	0%	2	25.64%	117	-0.82	N/A
CO	14-09	OP-3	Installation Commitments Met, DS0 %	D	P						N/A			100%	2		N/A			85.71%	7		N/A	100%	1	88.89%	9	-0.34	Yes
CO	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P						N/A			100%	1		N/A	100%	1	100%	4	.	Yes	100%	2	100%	1	.	Yes
CO	14-09	OP-3	Installation Commitments Met, DS0 %		0.9	96.55%	29	92.16%	51	-0.7	Yes	94.44%	18	80.77%	78	-1.33	Yes	92%	25	77.19%	57	-1.47	Yes	73.08%	52	78.85%	52	0.57	Yes
CO	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P						N/A			3	2		N/A			9.1	10		N/A	5	1	4.83	12	-0.44	Yes
CO	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P						N/A			0	1		N/A	4	1	3.4	5	-0.51	Yes	4	2	55.67	3	-0.73	Yes
CO	14-09	OP-4	Installation Interv, DS0, Avg Days		P	5.47	15	6.53	60	-0.92	Yes	5.73	15	13.62	82	-1.13	Yes	5.1	10	10.48	61	-0.99	Yes	15.26	27	16.09	54	-0.13	Yes
CO	14-09	OP-5	New Service Installation Quality, DS0 %		P	81.48%	27	46.84%	79	-3.11	Yes	56%	25	63.04%	92	0.63	Yes	75.61%	41	70.59%	85	-0.58	Yes	96.43%	56	47.14%	70	-5.51	Yes
CO	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A	92%	25	80.43%	92	-1.29	N/A	82.93%	41	82.35%	85	-0.08	N/A	96.43%	56	62.86%	70	-3.88	N/A
CO	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A			14	2		N/A			2	1		N/A
CO	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A			95	1		N/A			78	2		N/A
CO	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	12	1	13.25	8	-0.12	Yes	4.5	2	28.8	25	-0.98	Yes	6.5	2	13.24	25	-0.45	Yes	18.86	14	23.41	22	-0.42	Yes
CO	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A						N/A
CO	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			249.32	44		N/A			273.95	37		N/A			225.48	42		N/A			213.24	42		N/A
CO	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS			14			N/A			7			N/A			10			N/A			7			N/A
CO	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	85.71%	28	84.83%	870	-0.13	Yes	96.67%	30	84.49%	1064	-1.82	Yes	95.83%	24	86.76%	861	-1.29	Yes	100%	17	87.46%	845	-1.55	Yes
CO	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:55	28	2:39	870	-0.76	Yes	1:06	30	2:27	1064	-2.28	Yes	1:35	24	2:26	861	-0.53	Yes	1:17	17	2:01	845	-1	Yes
CO	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	14.29%	28	22.53%	870	-1.03	Yes	20%	30	18.61%	1064	0.23	Yes	20.83%	24	23.23%	861	-0.27	Yes	17.65%	17	24.02%	845	-0.61	Yes
CO	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A	0%	8	18.69%	701	-1.35	N/A	8.33%	12	22.70%	586	-1.18	N/A	0%	6	22.52%	524	-1.31	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
CO	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	0	0					
CO	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	0	0					
CO	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
CO	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days	D	P	0	0					
CO	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P	0	0					
CO	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
CO	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
CO	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
CO	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
CO	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
CO	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
CO	14-08	MR-8	Trouble Rate, ISDN Primary %		P	1	1	3015	0.17%	0.07%	0.09%	
CO	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					
CO	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
CO	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
CO	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
CO	14-09	OP-3	Installation Commitments Met, DS0 %		0.9	0	0					
CO	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
CO	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					
CO	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
CO	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
CO	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
CO	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	0	0					
CO	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P	0	0					
CO	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
CO	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P	0	0					
CO	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
CO	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
CO	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	0	0					
CO	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0	0					
CO	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
CO	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-09	MR-8	Trouble Rate, DS0 %		P	1.64%	1705	0.84%	103056	3.57	No	1.77%	1697	1.03%	103515	3	No	1.43%	1683	0.83%	103450	2.66	No	1.02%	1674	0.82%	103664	0.9	Yes
CO	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0.47%	1697	0.68%	103515	-1.03	N/A	0.71%	1683	0.57%	103450	0.79	N/A	0.36%	1674	0.51%	103664	-0.84	N/A
CO	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	6.67%	30	30.40%	1250	-2.79	N/A	21.05%	38	28.40%	1486	-0.99	N/A	29.41%	34	31.88%	1264	-0.31	N/A	19.05%	21	31.91%	1241	-1.25	N/A
CO	14-10	OP-3	Installation Commitments Met, DS1 %		P			86.11%	1195		N/A	0%	1	89.74%	1101	1.64	Yes			85.46%	942		N/A	100%	2	89.35%	845	-0.49	Yes
CO	14-10	OP-4	Installation Interv, DS1, Avg Days		P	24	1	13.97	1301	1.3	Yes			16.53	1299		N/A			15.82	1142		N/A	12.33	3	14.1	1010	-0.23	Yes
CO	14-10	OP-5	New Service Installation Quality, DS1 %		P	0%	2	89.49%	1323	2.56	No	0%	1	88.60%	1237	1.59	Yes	0%	2	89.03%	1094	2.53	No	0%	3	88.83%	1047	3.23	No
CO	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A	0%	1	92.32%	1237	1.78	N/A	0%	2	93.97%	1094	2.93	N/A	0%	3	92.74%	1047	3.58	N/A
CO	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			16.11	179		N/A	23	1	16.63	186	0.81	Yes			22.39	187		N/A			23.06	125		N/A
CO	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			15.67	21		N/A			30.54	13		N/A			15	9		N/A			43.75	4		N/A
CO	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			73.55	179		N/A			77.89	167		N/A	9	1	75.77	175	-0.69	N/A			66.89	203		N/A
CO	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			88			N/A			33			N/A	0		38		-0.53	N/A			44			N/A
CO	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	83.33%	12	89.68%	1511	0.71	Yes	90.91%	11	90.69%	1514	-0.03	Yes	100%	20	89.93%	1311	-1.49	Yes	100%	16	85.29%	1305	-1.65	Yes
CO	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	2:56	12	2:04	1511	1.21	Yes	3:09	11	1:58	1514	1.7	No	0:55	20	1:57	1311	-1.93	Yes	0:56	16	2:10	1305	-1.43	Yes
CO	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	33.33%	12	28.86%	1511	0.36	Yes	45.45%	11	28.73%	1514	1.16	Yes	45%	20	34.48%	1311	0.97	Yes	31.25%	16	29.35%	1305	0.19	Yes
CO	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A	50%	6	30.38%	971	0.97	N/A	28.57%	7	36.56%	837	-0.44	N/A	33.33%	6	30.07%	868	0.19	N/A
CO	14-10	MR-8	Trouble Rate, DS1 %		P	3.16%	380	2.84%	53139	0.4	Yes	2.95%	373	2.87%	52839	0.14	Yes	4.99%	401	2.47%	53107	2.88	No	4.41%	363	2.48%	52654	2.16	No
CO	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	1.61%	373	1.84%	52839	-0.33	N/A	1.75%	401	1.58%	53107	0.32	N/A	1.65%	363	1.65%	52654	0.07	N/A
CO	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	20%	15	15.26%	1783	0.53	N/A	26.67%	15	16.08%	1804	1.06	N/A	31.03%	29	17.08%	1581	1.84	N/A	11.11%	18	16.72%	1567	-0.63	N/A
CO	14-11	OP-3	Installation Commitments Met, DS3 %		P			77.03%	74		N/A			91.23%	57		N/A			90.32%	31		N/A			77.19%	57		N/A
CO	14-11	OP-4	Installation Interv, DS3, Avg Days		P			23.81	98		N/A			14.1	79		N/A			18.13	72		N/A			24.13	97		N/A
CO	14-11	OP-5	New Service Installation Quality, DS3 %		P			92.22%	90		N/A			100%	77		N/A			98.84%	86		N/A	100%	1	100%	90	.	Yes
CO	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	77		N/A			100%	86		N/A	100%	1	100%	90	.	Yes
CO	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P			27.26	27		N/A			25.73	11		N/A			24.14	7		N/A			46.89	19		N/A
CO	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A			7	1		N/A
CO	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			59.62	26		N/A			47.14	37		N/A			73.97	30		N/A			63.35	26		N/A
CO	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			16			N/A			6			N/A			7			N/A			4			N/A
CO	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			95.35%	43		N/A			88.24%	34		N/A			95.45%	22		N/A			89.66%	29		N/A
CO	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:31	43		N/A			1:47	34		N/A			2:00	22		N/A			2:16	29		N/A
CO	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			23.26%	43		N/A			11.76%	34		N/A			18.18%	22		N/A			34.48%	29		N/A
CO	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A			13.64%	22		N/A			18.18%	11		N/A			15.38%	13		N/A
CO	14-11	MR-8	Trouble Rate, DS3 %		P	0%	9	1.07%	4022	-0.31	Yes	0%	4	0.85%	4002	-0.19	Yes	0%	6	0.55%	3975	-0.18	Yes	0%	5	0.73%	3984	-0.19	Yes
CO	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A	0%	4	0.55%	4002	-0.15	N/A	0%	6	0.28%	3975	-0.13	N/A	0%	5	0.33%	3984	-0.13	N/A
CO	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			23.21%	56		N/A			32%	50		N/A			29.03%	31		N/A			27.50%	40		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-09	MR-8	Trouble Rate, DS0 %		P	3	3	6759	1.47%	0.88%	0.59%	
CO	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
CO	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
CO	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
CO	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
CO	14-10	OP-5	New Service Installation Quality, DS1 %		P	3	3	8	0.00%	89.00%	-89.00%	
CO	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
CO	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					
CO	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
CO	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
CO	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
CO	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
CO	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1	1	59	1:44	2:02	-0:18	
CO	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	0	0					
CO	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
CO	14-10	MR-8	Trouble Rate, DS1 %		P	2	2	1517	3.89%	2.67%	1.23%	
CO	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
CO	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
CO	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
CO	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
CO	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					
CO	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
CO	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
CO	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
CO	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
CO	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
CO	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
CO	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
CO	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
CO	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
CO	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
CO	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
CO	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
CO	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			71.64%	201		N/A			73.97%	219		N/A			77.29%	207		N/A			79%	219		N/A
CO	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P			21	4		N/A			10.25	4		N/A			10.78	9		N/A			11.56	9		N/A
CO	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			93.56%	233		N/A			94.26%	244		N/A			90.76%	249		N/A			93.83%	227		N/A
CO	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			96.31%	244		N/A			94.38%	249		N/A			96.04%	227		N/A
CO	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			16.41	63		N/A			16.48	66		N/A			16.68	50		N/A			22.02	56		N/A
CO	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P			8.5	6		N/A			21.5	2		N/A			20.67	3		N/A			23	1		N/A
CO	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			60.25	52		N/A			60.26	53		N/A			55.15	61		N/A			62.67	52		N/A
CO	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			27			N/A			11			N/A			13			N/A			16			N/A
CO	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			89.02%	328		N/A			87.36%	356		N/A			86.71%	346		N/A			84.88%	258		N/A
CO	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:09	328		N/A			2:03	356		N/A			2:04	346		N/A			2:06	258		N/A
CO	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			27.44%	328		N/A			25%	356		N/A			24.86%	346		N/A			25.19%	258		N/A
CO	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			25.89%	224		N/A			28.57%	210		N/A			25.88%	170		N/A
CO	14-12	MR-8	Trouble Rate, Frame Relay %		P	0%	2	2.62%	12523	-0.23	Yes	0%	3	2.86%	12467	-0.3	Yes	0%	3	2.72%	12723	-0.29	Yes	0%	3	2.03%	12735	-0.25	Yes
CO	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A	0%	3	1.80%	12467	-0.23	N/A	0%	3	1.65%	12723	-0.22	N/A	0%	3	1.33%	12735	-0.2	N/A
CO	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			15.25%	387		N/A			18.91%	439		N/A			17.42%	419		N/A			18.35%	316		N/A
IA	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	100%	18	85.71%	28	-1.35	Yes	90.91%	11	87.50%	16	-0.26	Yes	100%	6	70%	30	-1.46	Yes	100%	6	96.55%	29	-0.42	Yes
IA	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	14.16	19	27.07	29	-2.4	Yes	14.08	13	24	20	-1.91	Yes	21.33	9	22	37	-0.26	Yes	12.33	9	18.47	30	-5.31	Yes
IA	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	16	96%	25	-0.64	Yes	72.73%	11	93.10%	29	1.55	Yes	100%	9	94.12%	34	-0.67	Yes	100%	11	100%	23	.	Yes
IA	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	72.73%	11	93.10%	29	1.55	N/A	100%	9	94.12%	34	-0.67	N/A	100%	11	100%	23	.	Yes
IA	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P			21	3		N/A	22	2	24	3	-0.1	Yes			7.92	13		N/A			1	1		N/A
IA	01-01	OP-6B	Delays for Facility Reasons, LIS Trunk, Avg Days		P			19	1		N/A						N/A						N/A						N/A
IA	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	21	1				N/A						N/A						N/A						N/A
IA	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	0					N/A						N/A						N/A						N/A
IA	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	100%	3	88.89%	9	-0.53	Yes	100%	8	100%	15	.	Yes	100%	1	90%	10	-0.32	Yes	100%	9	100%	7	.	Yes
IA	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	2:14	3	2:00	9	0.2	Yes	1:41	8	1:19	15	1.09	Yes	0:49	1	1:31	10	-0.53	Yes	0:53	9	0:44	7	0.18	Yes
IA	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	33.33%	3	33.33%	9	0	Yes	25%	8	26.67%	15	-0.09	Yes	0%	1	30%	10	-0.62	Yes	22.22%	9	14.29%	7	0.21	Yes
IA	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	40%	5	16.67%	12	0.89	N/A			42.86%	7		N/A	33.33%	6	16.67%	6	0.34	N/A
IA	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0.01%	31900	0.01%	79351	-0.27	Yes	0.03%	30652	0.02%	77825	0.73	Yes	0%	31036	0.01%	80080	-1.24	Yes	0.03%	30776	0.01%	80954	3.31	No
IA	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0.02%	30652	0.02%	77825	0.11	N/A	0%	31036	0.01%	80080	-1.4	N/A	0.02%	30776	0.01%	80954	2.1	N/A
IA	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	25%	4	47.06%	17	-0.8	N/A	11.11%	9	28.57%	21	-0.97	N/A	66.67%	3	47.37%	19	0.49	N/A	25%	12	41.67%	12	-0.83	N/A
IA	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0%	4246	0%	14256	.	Yes	0%	4246	0%	14256	.	Yes	0.09%	4608	0%	14256	.	Yes	0.04%	3600	0%	14256	.	Yes
IA	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0.01%	6766	0%	13675	83.36	Yes	0%	5950	0%	13675	-2.91	Yes	0%	6526	0%	13675	-2.33	Yes	0.01%	6838	0.01%	13723	1.2	Yes
IA	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0%	4246	0%	14256	.	Yes	0%	4246	0%	14256	.	Yes	0.23%	4656	0%	14256	.	N/A	1.12%	4536	0%	14256	.	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
CO	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
CO	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
CO	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
CO	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
CO	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
CO	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
CO	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
CO	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					
CO	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
CO	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
CO	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
CO	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
CO	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
CO	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
CO	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
IA	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
IA	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	0	0					
IA	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
IA	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
IA	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
IA	01-01	OP-6B	Delays for Facility Reasons, LIS Trunk, Avg Days		P	0	0					
IA	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	0	0					
IA	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	0	0					
IA	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
IA	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					
IA	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
IA	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
IA	01-01	MR-8	Trouble Rate, LIS Trunk %		P	1	1	124364	0.02%	0.01%	0.00%	
IA	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
IA	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
IA	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
IA	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
IA	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0.01%	6766	0%	13675	83.36	N/A	0.34%	6430	0%	13675	783.14	N/A	0.28%	6958	0%	13675	616.43	N/A	0.01%	6838	0.01%	13723	1.2	N/A
IA	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A	51.5	4				Yes						N/A
IA	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120	92	1				Yes						N/A	63	1				Yes						N/A
IA	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A	119	1				Yes	106	1				Yes						N/A
IA	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	100%	1				Yes						N/A	100%	5				Yes						N/A
IA	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%						N/A	100%	1				Yes	100%	2				Yes						N/A
IA	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	10	1				Yes						N/A	6.5	2				Yes	9.33	3				Yes
IA	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	100%	1				Yes						N/A	100%	2				Yes	100%	5				Yes
IA	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	1.66	1064228	4.93	3844614	-372.5	Yes	1.85	987708	5.51	3931372	-375.1	Yes	1.71	810119	4.91	3095791	-318.8	Yes	1.78	946631	5.21	4034823	-183.2	Yes
IA	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	100%	475290				Yes	100%	531169				Yes	91.09%	392394				No	99.54%	454826				Yes
IA	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	1.45	601451	4.93	3844614	-312.8	N/A	1.61	556058	5.51	3931372	-314	N/A	1.53	464585	4.91	3095791	-266.5	N/A						N/A
IA	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	1.93	462777	4.93	3844614	-240.7	N/A	2.16	431650	5.51	3931372	-241	N/A	1.94	345534	4.91	3095791	-205.8	N/A						N/A
IA	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	5351				N/A	100%	5426				N/A	100%	5424				N/A	100%	5513				N/A
IA	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	93.91%	3744795	99.36%	34817433.7	1256.4	No	99.71%	3996350	99.58%	40607605.7	-37.54	Yes	99.28%	3965328	99.32%	38535885.3	10.29	No	99.29%	4144701	97.77%	39351718	-199.4	Yes
IA	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	97.29%	15077	98.07%	144501	6.63	No	95.63%	11251	97.36%	128974	11.02	No	88.52%	10873	88.79%	123949	0.86	Yes	95.89%	9053	96.14%	130341	1.18	Yes
IA	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
IA	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
IA	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
IA	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
IA	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
IA	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
IA	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
IA	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
IA	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
IA	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
IA	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
IA	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
IA	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
IA	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
IA	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
IA	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
IA	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
IA	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
IA	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	0	0					
IA	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120	0	0					
IA	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	0	0					
IA	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	0	0					
IA	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
IA	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
IA	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
IA	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
IA	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	1	1	1853679	98.00%			
IA	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
IA	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
IA	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
IA	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	2	2	15851174.8	98.12%	99.00%	-0.88%	
IA	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	2	2	46254	94.55%	95.24%	-0.69%	
IA	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
IA	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
IA	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
IA	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
IA	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
IA	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
IA	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
IA	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
IA	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
IA	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
IA	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
IA	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
IA	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
IA	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
IA	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
IA	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
IA	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
IA	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
IA	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
IA	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
IA	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
IA	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
IA	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
IA	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
IA	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
IA	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
IA	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
IA	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A
IA	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
IA	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
IA	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
IA	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
IA	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
IA	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
IA	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
IA	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
IA	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
IA	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
IA	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
IA	02-01	OA-1	Order Accuracy %		NS	99.62%	8053				N/A	99.35%	5721				N/A						N/A						N/A
IA	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
IA	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
IA	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
IA	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
IA	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
IA	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
IA	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
IA	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
IA	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
IA	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
IA	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
IA	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
IA	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
IA	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
IA	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
IA	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
IA	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
IA	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
IA	02-01	OA-1	Order Accuracy %		NS	0	0					
IA	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
IA	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
IA	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
IA	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
IA	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
IA	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
IA	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
IA	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
IA	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
IA	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
IA	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
IA	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
IA	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	82.18%	1577				N/A	87.64%	3059				N/A	80.98%	1619				N/A	84.67%	2831				N/A
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	69.07%	291				N/A	59.71%	278				N/A	61.31%	274				N/A	60.66%	305				N/A
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	64.45%	467				N/A	69.36%	408				N/A	70.99%	293				N/A	67.48%	409				N/A
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	57.63%	59				N/A	37.68%	69				N/A	50%	78				N/A	57.65%	85				N/A
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	72.98%	1277				N/A	43.79%	322				N/A	46.88%	256				N/A	0%	97				N/A
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	27.15%	4600				N/A	24%	3775				N/A	44.31%	2038				N/A	47.88%	1765				N/A
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0%	5				N/A	0%	2				N/A	0%	2				N/A						N/A
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	70.15%	67				N/A	61.82%	110				N/A	42.11%	152				N/A	90.12%	162				N/A
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	97.73%	308				Yes	94.65%	299				No	98.11%	212				Yes	98.92%	279				Yes
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	97.14%	35				Yes	96.30%	27				Yes	90.70%	43				Yes	89.09%	55				Yes
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	98.11%	1321				Yes	97.38%	2753				Yes	96.11%	1364				Yes	97.96%	2447				Yes
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	97.10%	207				Yes	92.74%	179				Yes	96%	175				Yes	98.93%	187				Yes
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%						N/A						N/A	0%	1				No						N/A
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	98.52%	946				Yes	94%	150				No	96.77%	124				Yes						N/A
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	96.23%	1298				Yes	93.50%	969				Yes	97.41%	927				Yes	97.13%	870				Yes
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	95.92%	49				Yes	94.44%	72				Yes	92.75%	69				Yes	96.69%	151				Yes
IA	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	5:59	92				Yes	1:57	108				Yes	3:13	126				Yes	4:28	171				Yes
IA	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
IA	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	2:10	871				Yes	1:37	928				Yes	3:19	1810				Yes	1:48	667				Yes
IA	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes
IA	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:02	5:24	67				Yes	5:52	53				Yes	1.1375	42				No	6:57	25				Yes
IA	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
IA	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
IA	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
IA	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
IA	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	20.49%	327				N/A	14.10%	376				N/A	11.90%	353				N/A	6.78%	369				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
IA	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
IA	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
IA	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
IA	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
IA	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
IA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					
IA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	1	1	1098	97.27%			
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	0	0	160	92.50%			
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	0	0					
IA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	0	0					
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%	1	1	1	0.00%			
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	1	1	1220	97.79%			
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	0	0					
IA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	0	0					
IA	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
IA	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
IA	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
IA	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
IA	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:02	1	1	187	10:39			
IA	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
IA	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
IA	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
IA	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
IA	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	99.77%	1298				Yes	99.84%	2551				Yes	100%	1345				Yes	100%	2420				Yes
IA	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	170				Yes	100%	132				Yes	100%	136				Yes	100%	157				Yes
IA	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	280				Yes	100%	257				Yes	100%	199				Yes	99.61%	259				Yes
IA	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	100%	974				Yes	100%	209				Yes	95.65%	184				Yes	100%	146				Yes
IA	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	1204				Yes	99.77%	879				Yes	99.31%	873				Yes	99.88%	801				Yes
IA	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%						N/A						N/A						N/A						N/A
IA	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	98.64%	295				Yes	99.50%	401				Yes	99.69%	326				Yes	98.43%	446				Yes
IA	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	97.93%	145				Yes	97.67%	172				Yes	98.66%	149				Yes	96.69%	151				Yes
IA	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	100%	158				Yes	100%	115				Yes	98.72%	78				Yes	100%	123				Yes
IA	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	99.76%	2545				Yes	99.94%	3171				Yes	99.52%	2526				Yes	99.95%	2078				Yes
IA	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	99.88%	3330				Yes	99.93%	2781				Yes	99.82%	1108				Yes	100%	905				Yes
IA	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	4				Yes	100%	1				Yes	100%	2				Yes						N/A
IA	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	100%	175				Yes	98.74%	239				Yes	99.64%	275				Yes	100%	289				Yes
IA	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	60				Yes	100%	36				Yes	100%	14				Yes	100%	2				Yes
IA	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	15				Yes	100%	23				Yes	100%	13				Yes	100%	16				Yes
IA	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	5				Yes	100%	25				Yes	87.50%	8				Yes	90.91%	11				Yes
IA	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	1:44	2399				Yes	0:52	2953				Yes	0:31	2149				Yes	0:24	3294				Yes
IA	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	3:03	8067				Yes	2:28	5414				Yes	2:01	4058				Yes	2:08	4230				Yes
IA	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	98.71%	2789	96.59%	136152	-6.11	Yes	98.81%	1686	97.23%	140819	-3.94	Yes	97.18%	2057	95.69%	116533	-3.3	Yes	98.69%	2900	96.12%	127125	-7.09	Yes
IA	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			96.59%	136152		N/A			97.23%	140819		N/A			95.69%	116533		N/A			96.12%	127125		N/A
IA	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	5	8	5.44	532	-0.1	Yes	2.5	2	5.26	444	0.31	Yes	2.4	5	5.54	408	1.22	Yes	1.67	3	5.45	419	1.07	Yes
IA	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	3.67	36	5.44	532	1.67	No	2.78	18	5.26	444	1.67	No	3.91	11	5.54	408	0.76	Yes	5.15	13	5.45	419	-0.01	Yes
IA	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P			16.5	2		N/A			0	1		N/A						N/A						N/A
IA	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	1	1	5.44	532	0.82	Yes	2	1	5.26	444	0.33	Yes	2.33	3	5.54	408	0.87	Yes			5.45	419		N/A
IA	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	50%	4	28.33%	660	-0.96	Yes	33.33%	3	33.78%	524	-0.05	Yes	22.22%	9	29.19%	483	0.39	Yes	40%	5	27.64%	445	-0.61	Yes
IA	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	19.51%	41	28.33%	660	1.23	Yes	6.74%	89	33.78%	524	5.63	No	0%	22	29.19%	483	3.51	No	3.52%	142	27.64%	445	6.6	No
IA	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P			50%	4		N/A	0%	1	0%	6	.	Yes			0%	11		N/A			0%	1		N/A
IA	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	100%	1	28.33%	660	-1.59	Yes			33.78%	524		N/A	100%	1	29.19%	483	-1.56	Yes			27.64%	445		N/A
IA	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
IA	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.03	7639	0.02	27540	2.19	N/A	0.07	8547	0.04	21230	8.52	N/A	0.04	3760	0.04	18873	0.18	N/A	0.05	4214	0.03	21460	4.45	N/A
IA	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
IA	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
IA	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
IA	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
IA	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
IA	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
IA	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	0	0					
IA	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
IA	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
IA	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
IA	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
IA	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
IA	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
IA	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	0	0					
IA	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
IA	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					
IA	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					
IA	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
IA	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
IA	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	0	0					
IA	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
IA	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	0	0					
IA	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	2	2	78	3.75	5.42	-1.68	
IA	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
IA	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
IA	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					
IA	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	3	3	294	6.46%	29.73%	-23.27%	
IA	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
IA	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					
IA	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
IA	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
IA	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
IA	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
IA	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
IA	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
IA	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
IA	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
IA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	85.71%	7	91.88%	5602	0.59	Yes	100%	6	91.78%	5035	-0.73	Yes	88.89%	9	92.67%	4543	0.47	Yes	100%	10	93.54%	5012	-0.83	Yes
IA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	100%	67	99.35%	18437	-0.66	Yes	100%	164	99.48%	12416	-0.92	Yes	100%	163	99.37%	11209	-1.01	Yes	100%	70	99.46%	12706	-0.61	Yes
IA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	3.57	7	6.72	5619	-1.29	Yes	4.83	6	6.29	5053	-0.51	Yes	6.22	9	6.01	4564	0.31	Yes	2.9	10	6.27	5041	-1.56	Yes
IA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.83	24	3.59	13029	-2.15	Yes	2.98	45	3.67	8291	-1.28	Yes	2.93	42	3.56	7826	-2.82	Yes	2.93	42	3.49	8741	-2.45	Yes
IA	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	95.90%	122	87.74%	20767	-2.74	Yes	95.91%	171	87.17%	16626	-3.4	Yes	94.44%	126	88.36%	16764	-2.12	Yes	90.54%	74	87.84%	16666	-0.71	Yes
IA	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	97.08%	171	89.49%	16626	-3.22	N/A	96.83%	126	90.63%	16764	-2.38	N/A	90.54%	74	90.28%	16666	-0.08	N/A
IA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P			3.44	155		N/A			2.51	109		N/A	2	1	3.88	100	-0.38	Yes			8.87	126		N/A
IA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P			4.12	82		N/A			7.98	48		N/A			5.26	57		N/A			4.44	57		N/A
IA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	1	1	8.68	300	-1.02	Yes			9.97	306		N/A			9.38	234		N/A			11.11	200		N/A
IA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P			7.17	35		N/A			23.25	16		N/A			6.71	14		N/A			12.45	11		N/A
IA	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	92	4	90	713	0.09	N/A	78	4	86.69	675	-0.16	N/A	133.5	2	83.62	658	0.57	N/A	113.5	2	77.35	663	0.53	N/A
IA	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0		348		-1.95	N/A	1		334		-0.98	N/A	0		349		-1.5	N/A	0		295		-1.26	N/A
IA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	82.35%	17	78.14%	9546	-0.42	Yes	92.86%	14	85.45%	8338	-0.79	Yes	88.89%	9	83.10%	7167	-0.46	Yes	100%	4	88.89%	6335	-0.71	Yes
IA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	3	93.12%	1948	-0.47	Yes	100%	2	95.98%	1766	-0.29	Yes	100%	4	95.69%	1809	-0.42	Yes	100%	10	97.62%	1805	-0.49	Yes
IA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	95%	20	91.37%	12723	-0.58	Yes	100%	19	95.28%	11057	-0.97	Yes	100%	13	95%	9910	-0.83	Yes	100%	7	96.68%	8798	-0.49	Yes
IA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	10	98.86%	3424	-0.34	Yes	100%	10	99.32%	3371	-0.26	Yes	100%	13	99.19%	3453	-0.33	Yes	100%	18	99.63%	3470	-0.26	Yes
IA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	18:05	20	21:39	12723	-0.83	Yes	11:10	19	18:38	11057	-1.95	Yes	17:16	13	19:27	9910	-0.47	Yes	15:00	7	16:47	8798	-0.33	Yes
IA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	3:28	10	8:52	3424	-1.47	Yes	2:47	10	11:03	3371	-0.17	Yes	8:22	13	7:13	3453	0.49	Yes	3:44	18	6:33	3470	-1.24	Yes
IA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	15%	20	12.37%	13066	0.4	Yes	23.81%	21	12.95%	11343	1.37	Yes	6.67%	15	14.10%	10266	-0.83	Yes	28.57%	7	13.64%	9039	1.03	Yes
IA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	10%	10	13.03%	3424	-0.28	Yes	10%	10	12.93%	3371	-0.28	Yes	15.38%	13	11.71%	3648	0.45	Yes	5.56%	18	12.22%	3470	-0.86	Yes
IA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	23.81%	21	12.83%	10850	1.39	N/A	7.14%	14	13.98%	9751	-0.74	N/A	28.57%	7	13.59%	8651	1.04	N/A
IA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	0%	6	15.13%	1276	-1.03	N/A	0%	5	12.07%	1557	-0.83	N/A	7.69%	13	13.01%	1468	-0.57	N/A
IA	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	1.72%	1749	1.92%	858034	-0.63	Yes	1.77%	1749	1.71%	858034	0.19	Yes	1.60%	1749	1.62%	858034	-0.07	Yes	1.55%	1618	1.45%	861820	0.31	Yes
IA	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	1.54%	1749	1.41%	858034	0.46	N/A	1.09%	1749	1.32%	858034	-0.85	N/A	1.24%	1618	1.17%	861820	0.23	N/A
IA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	90%	20	92.25%	13066	0.43	Yes	100%	21	93.32%	11343	-1.23	Yes	86.67%	15	92.44%	10266	0.82	Yes	100%	7	93.57%	9039	-0.69	Yes
IA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	10	98.86%	3424	-0.34	Yes	100%	10	98.55%	3371	-0.38	Yes	100%	13	98.57%	3648	-0.43	Yes	100%	18	99.60%	3470	-0.27	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
IA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
IA	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
IA	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
IA	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
IA	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
IA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
IA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
IA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
IA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	0	0					
IA	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
IA	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
IA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
IA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
IA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
IA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
IA	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
IA	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
IA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					
IA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
IA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
IA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	0	0					
IA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
IA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
IA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	0	0					
IA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	0	0					
IA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
IA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
IA	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
IA	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
IA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	0	0					
IA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	31.82%	44	38.94%	27008	-0.97	N/A	34.04%	47	38.12%	23780	-0.58	N/A	28.21%	39	38.51%	22627	-1.32	N/A	35.90%	39	35.70%	19454	0.04	N/A
IA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	95.84%	505	76.19%	21	-2.07	Yes	93.98%	465	71.43%	14	-1.84	Yes	94.55%	550	86.67%	15	-0.89	Yes	93.67%	474	77.78%	18	-1.59	Yes
IA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	98.36%	244	100%	2	-0.11	Yes	98.44%	321	100%	1	-0.12	Yes	97.52%	282	100%	1	-0.09	Yes	96.92%	260	100%	1	-0.07	Yes
IA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	4.68	229	2.5	2	2.25	No	4.81	312				N/A	4.72	267	3	1	.	N/A	4.72	251	4	1	.	N/A
IA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	6.47	507	9.14	21	-1.25	Yes	7.02	467	5.21	14	0.97	Yes	6.1	553	5.33	15	0.22	Yes	6.72	481	4.06	18	1.55	Yes
IA	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	91.58%	772	73.68%	19	-1.75	Yes	92.13%	813	68.75%	16	-2	Yes	89.99%	789	72.22%	18	-1.66	Yes	88.37%	748	50%	14	-2.84	Yes
IA	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A	93.60%	813	81.25%	16	-1.25	N/A	91.25%	789	77.78%	18	-1.36	N/A	90.37%	748	64.29%	14	-2.02	N/A
IA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	6.83	12	2	1	.	N/A	6.73	11	10	1	.	N/A	2.88	16	6	1	.	N/A	7.13	15	1.5	2	0.74	Yes
IA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	1.5	2				N/A	3	3				N/A	1.83	6				N/A	1.83	6				N/A
IA	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	10.11	9	13.75	4	-0.3	Yes	7.76	17	4.67	3	0.82	Yes	8.73	15	1	1	.	N/A	11.69	16	3	2	0.69	Yes
IA	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P	5	2				N/A	3.5	2				N/A	4	1				N/A	25	2				N/A
IA	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	33.58	48	85.89	9	-1.93	N/A	79.05	44	58.29	7	0.91	N/A	66.64	61	40.25	8	1.04	N/A	82.71	51	73	8	0.42	N/A
IA	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	13		3		-0.36	N/A	13		1		0.75	N/A	14		3		-0.8	N/A	16		0		1.97	N/A
IA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	80.28%	573	80%	25	-0.03	Yes	90.84%	535	85.19%	27	-0.81	Yes	89.43%	511	78.95%	19	-1.1	Yes	91.63%	502	93.33%	15	0.1	Yes
IA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	94%	100	100%	6	0.38	Yes	97.56%	123	80%	5	-0.96	Yes	99.19%	123	100%	5	-0.24	Yes	98.37%	123	100%	8	0.01	Yes
IA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	94.94%	712	82.86%	35	-1.85	Yes	97.45%	666	100%	38	0.94	Yes	96.85%	666	91.67%	24	-0.9	Yes	97.93%	629	96%	25	-0.48	Yes
IA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	99.13%	231	100%	16	0.02	Yes	99.64%	275	100%	16	-0.2	Yes	99.26%	271	100%	9	-0.1	Yes	100%	274	100%	20	.	Yes
IA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	19:33	712	1.06181	35	-1.27	Yes	16:19	666	13:33	38	1.51	Yes	0.70833	666	22:43	24	-1.46	Yes	14:36	629	18:56	25	-1.27	Yes
IA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	5:36	231	2:59	16	1.23	Yes	4:28	275	6:00	16	-0.84	Yes	4:40	271	3:54	9	0.15	Yes	4:14	274	4:30	20	-0.21	Yes
IA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	12.89%	737	2.78%	36	1.97	No	12.65%	688	13.16%	38	-0.09	Yes	11.97%	685	4.17%	24	1.18	Yes	12.06%	655	0%	25	2.11	No
IA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	17.32%	231	0%	16	2.03	No	15.64%	275	12.50%	16	0.25	Yes	16.79%	274	22.22%	9	-0.39	Yes	17.52%	274	10%	20	0.82	Yes
IA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A	12.80%	664	11.43%	35	0.17	N/A	11.99%	667	4.55%	22	1.05	N/A	11.90%	622	0%	24	2.04	N/A
IA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A	17.74%	124	0%	6	1.06	N/A	17.04%	135	25%	4	-0.36	N/A	17.89%	123	9.09%	11	0.65	N/A
IA	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	1%	96744	0.42%	12348	9.36	No	1%	96744	0.44%	12348	8.85	No	0.99%	96744	0.27%	12352	14.68	No	0.94%	98506	0.36%	12458	10.2	No
IA	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A	0.81%	96744	0.33%	12348	8.78	N/A	0.83%	96744	0.21%	12352	14.12	N/A	0.76%	98506	0.28%	12458	9.44	N/A
IA	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	34.73%	1483	42.22%	90	-1.4	N/A	37.87%	1550	28.95%	76	1.58	N/A	37.65%	1538	31.25%	48	0.89	N/A	35.93%	1450	35.71%	70	0.02	N/A
IA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	100%	1	100%	64	.	Yes	50%	2	97.73%	44	1.78	No	100%	1	98.36%	61	-0.13	Yes	100%	12	98.46%	65	-0.4	Yes
IA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P			89.55%	67		N/A			93.06%	72		N/A			84.29%	70		N/A			89.53%	86		N/A
IA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	3	1	2.84	31	-0.55	Yes	4	1	2.96	23	0.43	Yes	5	1	5.39	18	-0.08	Yes	5	12	3.38	32	2.88	No
IA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P			8.58	67		N/A			9.21	75		N/A			9.48	71		N/A			10.39	89		N/A
IA	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	100%	2	72%	125	-0.87	Yes	100%	2	66.67%	126	-0.99	Yes	85.71%	7	65.97%	144	-1.08	Yes	85.71%	7	69.87%	156	-0.89	Yes
IA	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A	100%	2	76.19%	126	-0.78	N/A	85.71%	7	73.61%	144	-0.71	N/A	85.71%	7	77.56%	156	-0.51	N/A
IA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			5	3		N/A			6.33	3		N/A			5.75	4		N/A			29.25	4		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
IA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
IA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
IA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	1	1	1059	4.74	#VALUE!	#VALUE!	
IA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	0	0					
IA	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
IA	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
IA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
IA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
IA	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
IA	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
IA	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
IA	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
IA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
IA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
IA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
IA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
IA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
IA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
IA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	2	2	2765	12.41%	5.69%	6.71%	
IA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	1	1	1054	16.80%	9.84%	6.96%	
IA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
IA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
IA	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	4	4	388738	0.98%	0.37%	0.61%	
IA	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
IA	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
IA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	1	1	16	93.75%	98.72%	-4.97%	
IA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
IA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	1	1	15	4.80	3.47	1.33	
IA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
IA	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
IA	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
IA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P						N/A	1	1	1	1	.	N/A			5	1		N/A			2	1		N/A
IA	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			22.25	4		N/A			20.67	3		N/A			9.43	7		N/A			20.83	6		N/A
IA	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			73.79	29		N/A			66.77	26		N/A	7	1	64.9	29	-0.78	N/A			57.04	28		N/A
IA	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			5			N/A			6			N/A	0		6		-0.5	N/A			6			N/A
IA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P			76.04%	96		N/A			88%	100		N/A			82.56%	86		N/A			79.76%	84		N/A
IA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P			95.65%	23		N/A			97.14%	35		N/A	100%	1	100%	44	.	Yes	100%	1	94.87%	39	-0.23	Yes
IA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P			92%	125		N/A			93.65%	126		N/A			94.92%	118		N/A			93.91%	115		N/A
IA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P			98.57%	70		N/A			100%	94		N/A	100%	2	100%	118	.	Yes	100%	1	98.95%	95	-0.1	Yes
IA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P			19:57	125		N/A			17:11	126		N/A			17:33	118		N/A			18:37	115		N/A
IA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P			9:04	70		N/A			5:50	94		N/A	0:40	2	4:54	118	-0.84	Yes	0:47	1	6:36	95	-0.32	Yes
IA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P			10.32%	126		N/A			11.45%	131		N/A			13.33%	120		N/A			15%	120		N/A
IA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P			7.14%	70		N/A			14.89%	94		N/A	50%	2	14.88%	121	1.03	Yes	0%	1	12.63%	95	-0.38	Yes
IA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A			10.83%	120		N/A			11.11%	108		N/A			11.71%	111		N/A
IA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A			23.53%	51		N/A	50%	2	16.88%	77	0.93	N/A	0%	1	10.42%	48	-0.34	N/A
IA	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0%	63	0.62%	31671	-0.63	Yes	0%	63	0.71%	31671	-0.67	Yes	3.17%	63	0.76%	31671	1.68	No	3.23%	31	0.69%	31039	1.25	Yes
IA	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0%	63	0.54%	31671	-0.58	N/A	3.17%	63	0.58%	31671	1.9	N/A	3.23%	31	0.51%	31039	1.41	N/A
IA	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P			42.18%	339		N/A	100%	1	40.63%	379	0.83	Yes	33.33%	3	33.06%	360	0.03	Yes	0%	1	35.05%	331	-0.73	Yes
IA	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A			92.67%	4543		N/A			93.54%	5012		N/A
IA	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	97.52%	6096	91.88%	5602	-11.17	Yes	98.67%	5202	91.78%	5035	-12.7	Yes	99.12%	2154	92.67%	4543	-9.46	Yes	95.18%	2179	93.54%	5012	-2.61	Yes
IA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A			6.01	4564		N/A			6.27	5041		N/A
IA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	4.88	1683	6.72	5619	-10.31	Yes	4.45	3084	6.29	5053	-11.52	Yes	4.84	1368	6.01	4564	-6.38	Yes	5.21	708	6.27	5041	-3.87	Yes
IA	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	97.79%	5652	52.29%	5336	-47.73	Yes	97.17%	3679	55.65%	4809	-38.16	Yes	97.88%	2167	59.36%	4803	-30.3	Yes	98.23%	2598	59.01%	4945	-32.91	Yes
IA	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	98.61%	3679	63.67%	4809	-33.17	N/A	98.75%	2167	67.29%	4803	-25.92	N/A	98.85%	2598	67.24%	4945	-27.79	N/A
IA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	13.56	151	3.44	155	16.77	No	4.2	69	2.51	109	2.33	No	4.42	19	3.88	100	0.46	Yes	7.01	105	8.87	126	-0.44	Yes
IA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			3.88	100		N/A			8.87	126		N/A
IA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			9.38	234		N/A			11.11	200		N/A
IA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P			8.68	300		N/A			9.97	306		N/A			9.38	234		N/A			11.11	200		N/A
IA	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	4.43	14	91.21	280	-2.93	N/A	8.73	40	80.68	304	-4.34	N/A	4	4	73.06	327	-1.52	N/A	12.6	5	78.21	281	-1.72	N/A
IA	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	12		181		1.65	N/A	19		214		-2.98	N/A	0		246		-3.46	N/A	1		181		-2.06	N/A
IA	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	98.84%	516	80.68%	11494	-10.22	Yes	99.08%	435	87.29%	10104	-7.23	Yes	98.99%	297	85.64%	8976	-6.45	Yes	97.58%	289	90.82%	8140	-3.91	Yes
IA	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	99.82%	546	92.96%	16147	-6.16	Yes	100%	458	96.22%	14428	-4.17	Yes	100%	312	96.08%	13363	-3.53	Yes	100%	294	97.51%	12268	-2.71	Yes
IA	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	7:05	546	18:57	16147	-14.66	Yes	6:36	458	16:52	14428	-2.89	Yes	7:57	312	16:17	13363	-9.04	Yes	6:32	294	13:53	12268	-8.93	Yes
IA	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	14.10%	546	12.50%	16490	1.11	Yes	13.76%	458	12.95%	14714	0.52	Yes	11.22%	312	13.48%	13914	-1.16	Yes	10.20%	294	13.25%	12509	-1.52	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
IA	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
IA	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
IA	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
IA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
IA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
IA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
IA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
IA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
IA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
IA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0	0					
IA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0	0					
IA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
IA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
IA	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	1	1	220	1.36%	0.70%	0.67%	
IA	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
IA	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
IA	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
IA	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
IA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
IA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
IA	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
IA	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
IA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	2	2	344	9.18	4.72	4.46	
IA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
IA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
IA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
IA	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
IA	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
IA	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
IA	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
IA	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
IA	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	14.98%	287	13.07%	12126	0.95	N/A	13.62%	213	13.72%	11308	-0.04	N/A	10.78%	204	13.51%	10119	-1.13	N/A
IA	04-01	MR-8	Trouble Rate, UBL Analog %		P	1.32%	41396	1.92%	858034	-8.73	Yes	1.24%	36819	1.71%	858034	-6.82	Yes	0.97%	32215	1.62%	858034	-9.11	Yes	0.95%	30970	1.45%	861820	-7.26	Yes
IA	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.78%	36819	1.41%	858034	-10.09	N/A	0.66%	32215	1.32%	858034	-10.15	N/A	0.66%	30970	1.17%	861820	-8.27	N/A
IA	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	33.41%	820	38.94%	27008	-3.2	N/A	32.25%	676	38.12%	23780	-3.1	N/A	32.17%	460	38.51%	22627	-2.76	N/A	21.60%	375	35.70%	19454	-5.64	N/A
IA	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	97.22%	72	89.09%	55	-1.46	Yes	98.57%	70	85.29%	34	-1.79	Yes	96.61%	59	89.74%	39	-1.1	Yes	97.10%	69	95.40%	87	-0.5	Yes
IA	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	4.28	69	9.04	51	-2.93	Yes	3.72	68	14.94	34	-2.12	Yes	4.34	58	12.4	42	-3.65	Yes	4.18	65	17.86	85	-8.84	Yes
IA	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	94.67%	75	95.56%	45	0.12	Yes	95.65%	69	97.44%	39	0.36	Yes	98.57%	70	93.94%	66	-1.13	Yes	100%	72	94.67%	75	-1.44	Yes
IA	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	95.65%	69	100%	39	1.19	N/A	98.57%	70	95.45%	66	-0.87	N/A	100%	72	96%	75	-1.24	N/A
IA	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	6	2	17.25	4	-0.86	Yes	6	1	36.25	4	-0.86	Yes	5.75	4	10.67	6	-0.74	Yes	2.67	3	15	4	-1.38	Yes
IA	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P			4.5	2		N/A			108	1		N/A						N/A	2	1				N/A
IA	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	15	2	150.18	11	-1.76	N/A	23.5	2	113.11	18	-1.38	N/A	3	2	103.58	19	-1.82	N/A	5	1	82.08	24	-1.11	N/A
IA	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	2		5		1.2	N/A	0		5		-0.83	N/A	1		5		0.53	N/A	1		8		0.94	N/A
IA	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	18	100%	33	.	Yes	100%	11	100%	45	.	Yes	100%	12	100%	59	.	Yes	100%	8	98%	50	-0.38	Yes
IA	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	18	100%	35	.	Yes	100%	11	100%	45	.	Yes	100%	12	100%	60	.	Yes	100%	8	100%	50	.	Yes
IA	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	4:24	18	3:04	35	1.23	Yes	2:23	11	2:46	45	-0.42	Yes	3:25	12	2:10	60	1.57	Yes	2:39	8	3:14	50	-0.22	Yes
IA	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	27.78%	18	17.14%	35	0.86	Yes	18.18%	11	26.67%	45	-0.57	Yes	16.67%	12	20%	60	-0.26	Yes	0%	8	26%	50	-1.56	Yes
IA	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	11.11%	9	20%	25	-0.57	N/A	20%	5	16.67%	30	0.14	N/A	0%	6	24.14%	29	-1.26	N/A
IA	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	1.30%	1386	0.64%	5456	2.74	No	0.83%	1331	0.83%	5420	-0.01	Yes	0.94%	1282	1.11%	5413	-0.53	Yes	0.65%	1231	0.92%	5427	-0.9	Yes
IA	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.68%	1331	0.46%	5420	1.04	N/A	0.39%	1282	0.55%	5413	-0.71	N/A	0.49%	1231	0.53%	5427	-0.2	N/A
IA	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	35.71%	28	37.50%	56	-0.16	N/A	8.33%	12	39.19%	74	-2.03	N/A	25%	16	34.07%	91	-0.71	N/A	20%	10	35.06%	77	-0.94	N/A
IA	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P			80.19%	520		N/A			74.71%	522		N/A			82.80%	500		N/A			83.64%	495		N/A
IA	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P			16.33	589		N/A			15.66	592		N/A			15.19	607		N/A			15.63	548		N/A
IA	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P			93.69%	602		N/A			95.88%	607		N/A			96.23%	584		N/A			96.49%	569		N/A
IA	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A			97.36%	607		N/A			97.43%	584		N/A			97.54%	569		N/A
IA	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			13.94	97		N/A			14.41	118		N/A			11.84	77		N/A			16.27	81		N/A
IA	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			21.83	29		N/A			23.48	23		N/A			12.28	25		N/A			9.85	13		N/A
IA	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			55.05	61		N/A			36.02	116		N/A			32.27	139		N/A			31.7	103		N/A
IA	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			26			N/A			45			N/A			36			N/A			42			N/A
IA	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P			81.84%	501		N/A			87.91%	422		N/A			76.05%	380		N/A			82.87%	286		N/A
IA	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P			2:59	501		N/A			2:10	422		N/A			3:03	380		N/A			2:52	286		N/A
IA	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P			38.32%	501		N/A			39.57%	422		N/A			32.89%	380		N/A			35.31%	286		N/A
IA	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			42.05%	283		N/A			35.14%	259		N/A			39.71%	204		N/A
IA	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P			2.16%	23175		N/A			1.85%	22824		N/A			1.68%	22646		N/A			1.27%	22465		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
IA	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
IA	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
IA	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
IA	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
IA	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
IA	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
IA	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
IA	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
IA	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
IA	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
IA	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
IA	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
IA	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
IA	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	0	0					
IA	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
IA	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
IA	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	1	1	5230	0.94%	0.87%	0.06%	
IA	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
IA	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
IA	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
IA	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
IA	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
IA	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
IA	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
IA	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
IA	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
IA	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
IA	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
IA	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
IA	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
IA	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
IA	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A			1.24%	22824		N/A			1.14%	22646		N/A			0.91%	22465		N/A
IA	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS			19.19%	620		N/A			21.27%	536		N/A			26.92%	520		N/A			23.32%	373		N/A
IA	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	60%	5	80.19%	520	1.01	Yes	66.67%	3	74.71%	522	0.31	Yes	100%	1	82.80%	500	-0.46	Yes	66.67%	3	83.64%	495	0.69	Yes
IA	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	15.5	4	16.33	589	-0.13	Yes	10.25	4	15.66	592	-0.97	Yes	6	1	15.19	607	-0.99	Yes	9	1	15.63	548	-0.53	Yes
IA	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	60%	5	93.69%	602	2.1	No	100%	3	95.88%	607	-0.36	Yes	100%	2	96.23%	584	-0.28	Yes	100%	4	96.49%	569	-0.38	Yes
IA	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	100%	3	97.36%	607	-0.28	N/A	100%	2	97.43%	584	-0.23	N/A	100%	4	97.54%	569	-0.32	N/A
IA	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	15	2	13.94	97	0.54	Yes	14	1	14.41	118	-0.04	Yes			11.84	77		N/A	2	1	16.27	81	-0.61	Yes
IA	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P			21.83	29		N/A			23.48	23		N/A			12.28	25		N/A			9.85	13		N/A
IA	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	14.75	4	55.05	61	-0.92	N/A	3	1	36.02	116	-0.52	N/A	4	1	32.27	139	-0.52	N/A	13	1	31.7	103	-0.32	N/A
IA	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	1		26		-0.69	N/A	0		45		-0.79	N/A	0		36		-0.59	N/A	0		42		-0.83	N/A
IA	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	50%	6	81.84%	501	1.71	No	100%	1	87.91%	422	-0.37	Yes			76.05%	380		N/A			82.87%	286		N/A
IA	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	4:57	6	2:59	501	1.43	Yes	1:32	1	2:10	422	-0.25	Yes			3:03	380		N/A			2:52	286		N/A
IA	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	50%	6	38.32%	501	0.55	Yes	0%	1	39.57%	422	-0.81	Yes			32.89%	380		N/A			35.31%	286		N/A
IA	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A	0%	1	42.05%	283	-0.85	N/A			35.14%	259		N/A			39.71%	204		N/A
IA	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	20%	30	2.16%	23175	4.12	No	3.85%	26	1.85%	22824	0.72	Yes	0%	23	1.68%	22646	-0.63	Yes	0%	20	1.27%	22465	-0.51	Yes
IA	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	3.85%	26	1.24%	22824	1	N/A	0%	23	1.14%	22646	-0.52	N/A	0%	20	0.91%	22465	-0.43	N/A
IA	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	14.29%	7	19.19%	620	-0.33	N/A	0%	1	21.27%	536	-0.52	N/A			26.92%	520		N/A	100%	1	23.32%	373	1.2	N/A
IA	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	85.19%	27	89.09%	55	0.49	Yes	100%	25	85.29%	34	-1.58	Yes	96.55%	29	89.74%	39	-0.92	Yes	96.88%	32	95.40%	87	-0.34	Yes
IA	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	4.96	24	9.04	51	-1.87	Yes	4.31	26	14.94	34	-1.62	Yes	4.55	29	12.4	42	-2.98	Yes	4.47	32	17.86	85	-6.87	Yes
IA	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	93.33%	30	95.56%	45	0.36	Yes	93.33%	30	97.44%	39	0.74	Yes	87.88%	33	93.94%	66	0.93	Yes	86.84%	38	94.67%	75	1.38	Yes
IA	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	96.67%	30	100%	39	0.76	N/A	90.91%	33	95.45%	66	0.77	N/A	89.47%	38	96%	75	1.28	N/A
IA	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	5	3	17.25	4	-1.06	Yes	6	1	36.25	4	-0.86	Yes	5	1	10.67	6	-0.51	Yes	11	2	15	4	-0.4	Yes
IA	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	1	1	4.5	2	-1.35	Yes			108	1		N/A						N/A						N/A
IA	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	18	1	150.18	11	-1.27	N/A	7.5	2	113.11	18	-1.63	N/A	2.5	2	103.58	19	-1.83	N/A			82.08	24		N/A
IA	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	1		5		0.67	N/A	1		5		0.48	N/A	2		5		1.76	N/A			8			N/A
IA	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	100%	19	100%	33	.	Yes	100%	8	100%	45	.	Yes	100%	11	100%	59	.	Yes	100%	12	98%	50	-0.44	Yes
IA	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	19	100%	35	.	Yes	100%	8	100%	45	.	Yes	100%	11	100%	60	.	Yes	100%	12	100%	50	.	Yes
IA	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	4:07	19	3:04	35	1.08	Yes	3:04	8	2:46	45	0.38	Yes	2:41	11	2:10	60	0.83	Yes	3:20	12	3:14	50	0.54	Yes
IA	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	21.05%	19	17.14%	35	0.32	Yes	12.50%	8	26.67%	45	-0.83	Yes	18.18%	11	20%	60	-0.14	Yes	8.33%	12	26%	50	-1.25	Yes
IA	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A	16.67%	6	20%	25	-0.18	N/A	12.50%	8	16.67%	30	-0.28	N/A	10%	10	24.14%	29	-0.9	N/A
IA	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	3.63%	524	0.64%	5456	8.17	No	1.60%	500	0.83%	5420	1.63	Yes	2.32%	475	1.11%	5413	2.11	No	2.64%	455	0.92%	5427	2.96	No
IA	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	1.20%	500	0.46%	5420	1.94	N/A	1.68%	475	0.55%	5413	2.52	N/A	2.20%	455	0.53%	5427	3.39	N/A
IA	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	5%	20	37.50%	56	-2.58	N/A	33.33%	12	39.19%	74	-0.39	N/A	8.33%	12	34.07%	91	-1.77	N/A	0%	12	35.06%	77	-2.37	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
IA	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
IA	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
IA	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
IA	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	1	1	14	85.71%	95.56%	-9.84%	
IA	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
IA	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
IA	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
IA	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
IA	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
IA	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	1	1	7	57.14%	82.25%	-25.11%	
IA	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	0	0					
IA	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
IA	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
IA	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	1	1	99	7.07%	1.74%	5.33%	
IA	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
IA	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
IA	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
IA	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
IA	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	0	0					
IA	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
IA	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
IA	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
IA	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
IA	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
IA	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
IA	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
IA	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0	0					
IA	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					
IA	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
IA	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	3	3	1954	2.56%	0.87%	1.69%	
IA	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
IA	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%			83.75%	80		N/A			90.54%	74		N/A			93.22%	59		N/A			93.10%	58		N/A
IA	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6			7.12	83		N/A			7.24	75		N/A			10.19	64		N/A			10.17	60		N/A
IA	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P			100%	79		N/A			97.14%	70		N/A			98.39%	62		N/A			86.21%	58		N/A
IA	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A			97.14%	70		N/A			98.39%	62		N/A			89.66%	58		N/A
IA	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			7.77	13		N/A			6.71	7		N/A			3	4		N/A			3	4		N/A
IA	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			89.12%	147		N/A			86.02%	93		N/A			84.62%	78		N/A			96%	100		N/A
IA	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			97.96%	147		N/A			95.70%	93		N/A			96.15%	78		N/A			100%	100		N/A
IA	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			8:18	147		N/A			10:22	93		N/A			12:18	78		N/A			5:51	100		N/A
IA	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			36.73%	147		N/A			37.63%	93		N/A			34.62%	78		N/A			29%	100		N/A
IA	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			41.30%	46		N/A			36.54%	52		N/A			30.26%	76		N/A
IA	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P			2.83%	5186		N/A			1.73%	5381		N/A			1.41%	5523		N/A			1.73%	5767		N/A
IA	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A			0.85%	5381		N/A			0.94%	5523		N/A			1.32%	5767		N/A
IA	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS			48.60%	286		N/A			54.63%	205		N/A			45.83%	144		N/A			35.90%	156		N/A
IA	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			88.57%	35		N/A			73.91%	23		N/A			77.78%	18		N/A			78.57%	14		N/A
IA	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			20.08	59		N/A			15.56	34		N/A			16.21	39		N/A			17.97	30		N/A
IA	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			100%	47		N/A			100%	37		N/A			100%	35		N/A			100%	39		N/A
IA	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	37		N/A			100%	35		N/A			100%	39		N/A
IA	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P			54.6	10		N/A			3.4	5		N/A			16.5	10		N/A			22.67	3		N/A
IA	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A			77	1		N/A						N/A			16	1		N/A
IA	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			48.92	26		N/A			37.63	41		N/A	14	1	35.09	32	-0.42	N/A			40.85	26		N/A
IA	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			14			N/A			17			N/A	0		12		-0.76	N/A			13			N/A
IA	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			70%	10		N/A			85.71%	7		N/A			92.86%	14		N/A			100%	4		N/A
IA	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			2:52	10		N/A			1:54	7		N/A			1:23	14		N/A			1:08	4		N/A
IA	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			0%	10		N/A			57.14%	7		N/A			28.57%	14		N/A			25%	4		N/A
IA	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A			60%	5		N/A			33.33%	6		N/A			0%	1		N/A
IA	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			0.70%	1426		N/A			0.50%	1399		N/A			1.01%	1382		N/A			0.29%	1363		N/A
IA	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0.36%	1399		N/A			0.43%	1382		N/A			0.07%	1363		N/A
IA	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			28.57%	14		N/A			12.50%	8		N/A			26.32%	19		N/A			42.86%	7		N/A
IA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02	848				N/A	0:02	757				N/A	0:02	471				N/A	0:03	285				N/A
IA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A
IA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	100%	186				Yes	99.42%	173				Yes	100%	105				Yes	100%	81				Yes
IA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	100%	19				Yes	100%	27				Yes	100%	30				Yes	95.45%	22				Yes
IA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	186				N/A	0.58%	173				N/A	0%	105				N/A	0%	81				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
IA	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
IA	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
IA	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
IA	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
IA	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
IA	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
IA	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
IA	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
IA	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
IA	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
IA	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
IA	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
IA	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
IA	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
IA	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
IA	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
IA	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
IA	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
IA	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
IA	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
IA	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
IA	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
IA	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
IA	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
IA	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
IA	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					
IA	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
IA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0	0					
IA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0	0					
IA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
IA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	0	0					
IA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0%	19				N/A	0%	27				N/A	0%	30				N/A	0%	22				N/A
IA	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	100%	7				Yes	100%	8				Yes	60%	5				No	70%	10				No
IA	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	7.71	7				Yes	7.71	7				Yes	10.2	5				Yes	7.9	10				Yes
IA	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	100%	28	99.35%	18437	-0.43	Yes	100%	44	99.48%	12416	-0.48	Yes	93.33%	15	99.37%	11209	1.67	No	100%	19	99.46%	12706	-0.32	Yes
IA	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			91.88%	5602		N/A			91.78%	5035		N/A			92.67%	4543		N/A			93.54%	5012		N/A
IA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			6.72	5619		N/A			6.29	5053		N/A			6.01	4564		N/A			6.27	5041		N/A
IA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	3	25	3.59	13029	-1.72	Yes	3	34	3.67	8291	-1.08	Yes	3	7	3.56	7826	-1.02	Yes	3	8	3.49	8741	-0.94	Yes
IA	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	100%	37	87.74%	20767	-2.27	Yes	96.67%	30	87.17%	16626	-1.55	Yes	94.12%	17	88.36%	16764	-0.74	Yes	91.67%	24	87.84%	16666	-0.57	Yes
IA	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	100%	30	89.49%	16626	-1.88	N/A	94.12%	17	90.63%	16764	-0.49	N/A	91.67%	24	90.28%	16666	-0.23	N/A
IA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			3.44	155		N/A			2.51	109		N/A			3.88	100		N/A			8.87	126		N/A
IA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			4.12	82		N/A			7.98	48		N/A	8	1	5.26	57	1.44	Yes			4.44	57		N/A
IA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS			8.68	300		N/A			9.97	306		N/A			9.38	234		N/A			11.11	200		N/A
IA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS			7.17	35		N/A			23.25	16		N/A			6.71	14		N/A			12.45	11		N/A
IA	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	6	1				N/A						N/A						N/A						N/A
IA	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	0					N/A						N/A						N/A						N/A
IA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P			78.14%	9546		N/A			85.45%	8338		N/A	100%	1	83.10%	7167	-0.45	Yes			88.89%	6335		N/A
IA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P			93.12%	1948		N/A	100%	1	95.98%	1766	-0.2	Yes			95.69%	1809		N/A			97.62%	1805		N/A
IA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P			91.37%	12723		N/A			95.28%	11057		N/A	100%	1	95%	9910	-0.23	Yes	50%	2	96.68%	8798	1.84	No
IA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P			98.86%	3424		N/A	100%	1	99.32%	3371	-0.08	Yes			99.19%	3453		N/A			99.63%	3470		N/A
IA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			21:39	12723		N/A			18:38	11057		N/A	23:31	1	19:27	9910	0.6	Yes	3:14:20	2	16:47	8798	3.72	No
IA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			8:52	3424		N/A	16:04	1	11:03	3371	0.78	Yes			7:13	3453		N/A			6:33	3470		N/A
IA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS			44%	25		N/A			63.64%	22		N/A	0%	1	41.67%	24	-0.83	N/A	0%	2	9.09%	11	-0.41	N/A
IA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS			35.25%	122		N/A	0%	1	29.58%	71	-0.64	N/A			31.48%	54		N/A			31.46%	89		N/A
IA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A			61.54%	13		N/A	0%	1	53.33%	15	-1.04	N/A	0%	2	0%	4	.	Yes
IA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A			33.33%	33		N/A			29.73%	37		N/A			31.94%	72		N/A
IA	04-10	MR-8	Trouble Rate, Line Sharing %		P	0%	193	1.92%	858034	-1.94	Yes	0.52%	193	1.71%	858034	-1.28	Yes	0.52%	193	1.62%	858034	-1.21	Yes	1.08%	186	1.45%	861820	-0.43	Yes
IA	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	0%	193	1.41%	858034	-1.66	N/A	0.52%	193	1.32%	858034	-0.97	N/A	1.08%	186	1.17%	861820	-0.13	N/A
IA	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0%	2				N/A	0%	2				N/A	0%	2				N/A	0%	2				N/A
IA	04-12	MR-8*	Trouble Rate, Dark Fiber - Loop %		NS						N/A	0%	2				N/A	0%	2				N/A	0%	2				N/A
IA	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	100%	1	80.19%	520	-0.5	Yes			74.71%	522		N/A			82.80%	500		N/A	100%	3	83.64%	495	-0.76	Yes
IA	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	6	1	16.33	589	-0.79	Yes			15.66	592		N/A			15.19	607		N/A	4.67	3	15.63	548	-1.51	Yes
IA	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	100%	1	93.69%	602	-0.26	Yes			95.88%	607		N/A	100%	2	96.23%	584	-0.28	Yes	100%	2	96.49%	569	-0.27	Yes
IA	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A			97.36%	607		N/A	100%	2	97.43%	584	-0.23	N/A	100%	2	97.54%	569	-0.22	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
IA	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	2	2	30	83.33%			
IA	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
IA	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	1	1	106	99.06%	99.41%	-0.35%	
IA	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
IA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
IA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
IA	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
IA	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
IA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
IA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
IA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
IA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
IA	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	0	0					
IA	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	0	0					
IA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	0	0					
IA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	0	0					
IA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	1	1	3	66.67%	94.33%	-27.67%	
IA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	0	0					
IA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	1	1	2	2:05	19:20	6:44	
IA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	0	0					
IA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
IA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
IA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
IA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
IA	04-10	MR-8	Trouble Rate, Line Sharing %		P	0	0					
IA	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
IA	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0	0					
IA	04-12	MR-8*	Trouble Rate, Dark Fiber - Loop %		NS	0	0					
IA	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
IA	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
IA	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
IA	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			13.94	97		N/A			14.41	118		N/A			11.84	77		N/A			16.27	81		N/A
IA	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			21.83	29		N/A			23.48	23		N/A			12.28	25		N/A			9.85	13		N/A
IA	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			55.05	61		N/A			36.02	116		N/A			32.27	139		N/A			31.7	103		N/A
IA	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			26			N/A			45			N/A			36			N/A			42			N/A
IA	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P			81.84%	501		N/A			87.91%	422		N/A			76.05%	380		N/A			82.87%	286		N/A
IA	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:59	501		N/A			2:10	422		N/A			3:03	380		N/A			2:52	286		N/A
IA	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P			38.32%	501		N/A			39.57%	422		N/A			32.89%	380		N/A			35.31%	286		N/A
IA	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A			42.05%	283		N/A			35.14%	259		N/A			39.71%	204		N/A
IA	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0%	32	2.16%	23175	-0.84	Yes	0%	31	1.85%	22824	-0.76	Yes	0%	31	1.68%	22646	-0.73	Yes	0%	31	1.27%	22465	-0.63	Yes
IA	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0%	31	1.24%	22824	-0.62	N/A	0%	31	1.14%	22646	-0.6	N/A	0%	31	0.91%	22465	-0.53	N/A
IA	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	100%	1	19.19%	620	1.31	N/A			21.27%	536		N/A			26.92%	520		N/A			23.32%	373		N/A
IA	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	100%	2	88.57%	35	-0.49	Yes			73.91%	23		N/A			77.78%	18		N/A			78.57%	14		N/A
IA	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	2.5	2	20.08	59	-1.08	Yes			15.56	34		N/A			16.21	39		N/A			17.97	30		N/A
IA	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	100%	1	100%	47	.	Yes			100%	37		N/A			100%	35		N/A			100%	39		N/A
IA	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A			100%	37		N/A			100%	35		N/A			100%	39		N/A
IA	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P			54.6	10		N/A			3.4	5		N/A			16.5	10		N/A			22.67	3		N/A
IA	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A			77	1		N/A						N/A			16	1		N/A
IA	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			48.92	26		N/A			37.63	41		N/A			35.09	32		N/A			40.85	26		N/A
IA	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			14			N/A			17			N/A			12			N/A			13			N/A
IA	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P			70%	10		N/A			85.71%	7		N/A			92.86%	14		N/A			100%	4		N/A
IA	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P			2:52	10		N/A			1:54	7		N/A			1:23	14		N/A			1:08	4		N/A
IA	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P			0%	10		N/A			57.14%	7		N/A			28.57%	14		N/A			25%	4		N/A
IA	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A			60%	5		N/A			33.33%	6		N/A			0%	1		N/A
IA	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0%	6	0.70%	1426	-0.21	Yes	0%	6	0.50%	1399	-0.17	Yes	0%	6	1.01%	1382	-0.25	Yes	0%	6	0.29%	1363	-0.13	Yes
IA	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0%	6	0.36%	1399	-0.15	N/A	0%	6	0.43%	1382	-0.16	N/A	0%	6	0.07%	1363	-0.07	N/A
IA	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS			28.57%	14		N/A			12.50%	8		N/A	100%	1	26.32%	19	1.07	N/A			42.86%	7		N/A
IA	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS	0%	4				N/A	0%	5				N/A	0%	5				N/A	0%	5				N/A
IA	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS						N/A	0%	5				N/A	0%	5				N/A	0%	5				N/A
IA	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:55	71982				N/A	0:52	61394				N/A	2:02	70587				N/A	1:19	54398				N/A
IA	07-01	OP-3	Installation Commitments Met, E911 %		P						N/A	100%	1				N/A						N/A						N/A
IA	07-01	OP-4	Installation Interv, E911, Avg Days		P						N/A	12	1				N/A						N/A						N/A
IA	07-01	OP-5	New Service Installation Quality, E911 %		P	100%	1	100%	3	.	Yes	100%	1	100%	4	.	Yes	100%	1	100%	3	.	Yes	100%	1	100%	5	.	Yes
IA	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A	100%	1	100%	4	.	Yes	100%	1	100%	3	.	Yes	100%	1	100%	5	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
IA	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
IA	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
IA	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
IA	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
IA	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
IA	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
IA	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
IA	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0	0					
IA	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
IA	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
IA	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	0	0					
IA	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
IA	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
IA	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
IA	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
IA	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
IA	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
IA	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					
IA	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
IA	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
IA	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
IA	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
IA	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0	0					
IA	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
IA	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
IA	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS	0	0					
IA	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS	0	0					
IA	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
IA	07-01	OP-3	Installation Commitments Met, E911 %		P	0	0					
IA	07-01	OP-4	Installation Interv, E911, Avg Days		P	0	0					
IA	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
IA	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A						N/A
IA	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P						N/A			100%	4		N/A			100%	1		N/A			100%	3		N/A
IA	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A			0:44	4		N/A			1:02	1		N/A			0:38	3		N/A
IA	07-01	MR-7	Repair Repeat Report Rate, E911 %		P						N/A			0%	4		N/A			0%	1		N/A			0%	3		N/A
IA	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A			0%	3		N/A			0%	1		N/A			0%	3		N/A
IA	07-01	MR-8	Trouble Rate, E911 %		P	0%	70	0%	1239	.	Yes	0%	70	0.32%	1236	-0.46	Yes	0%	68	0.08%	1228	-0.23	Yes	0%	68	0.25%	1216	-0.4	Yes
IA	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	70	0.24%	1236	-0.4	N/A	0%	68	0.08%	1228	-0.23	N/A	0%	68	0.25%	1216	-0.4	N/A
IA	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS						N/A			20%	5		N/A			50%	2		N/A	100%	1	0%	3	1.25	N/A
IA	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.78	.		N/A			8.67	.		N/A			10.62	.		N/A			10.13	.		N/A
IA	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.51	.		N/A			8.51	.		N/A			9.67	.		N/A			9.43	.		N/A
IA	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	88316				N/A	0.06	87775				N/A	0.07	69856				N/A	0.08	75765				N/A
IA	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	95.39%	78562				N/A	95.52%	74611				N/A	95.79%	58780				N/A	95.82%	64962				N/A
IA	09-01	NP-1A	NXX Code Activation, All %		P	100%	2				N/A						N/A						N/A	100%	1				N/A
IA	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0%	2				N/A						N/A						N/A	0%	1				N/A
IA	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
IA	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	100%	806				Yes	100%	700				Yes	99.09%	441				Yes	97.86%	280				Yes
IA	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	99.94%	4994				Yes	99.71%	4418				Yes	99.06%	1694				Yes	99.05%	2001				Yes
IA	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	100%	5844				Yes	100%	5513				Yes	100%	2185				Yes	100%	2344				Yes
IA	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	5844				N/A	100%	5513				N/A	100%	2185				N/A	100%	2344				N/A
IA	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			38.86%	1948		N/A			44.90%	1766		N/A			51.52%	1809		N/A			55.01%	1805		N/A
IA	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	100%	2	98.86%	3424	-0.15	Yes			99.32%	3371		N/A			99.19%	3453		N/A			99.63%	3470		N/A
IA	14-01	OP-3	Installation Commitments Met, Residence %	D	P	99.13%	231	92.15%	4482	-3.85	Yes	95.08%	61	92.82%	3956	-0.68	Yes	87.80%	41	93.07%	3606	1.25	Yes	94.44%	54	94.19%	3943	-0.08	Yes
IA	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	1065	99.39%	18109	-2.48	Yes	100%	1277	99.55%	12182	-2.29	Yes	99.75%	402	99.40%	10903	-0.89	Yes	99.80%	1022	99.50%	12406	-1.32	Yes
IA	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	4.39	231	6.74	4493	-5.6	Yes	3.24	63	6.31	3964	-3.53	Yes	5.17	41	6.05	3619	-0.97	Yes	3.65	54	6.25	3959	-2.96	Yes
IA	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	2.98	540	3.6	12782	-8.36	Yes	2.95	312	3.64	8137	-8.28	Yes	2.91	281	3.56	7631	-7.57	Yes	2.96	441	3.49	8574	-9.35	Yes
IA	14-01	OP-5	New Service Installation Quality, Residence %		P	96.74%	1318	87.71%	19379	-9.66	Yes	97.53%	892	87.05%	15338	-9.07	Yes	96.18%	760	88.35%	15447	-6.57	Yes	98.30%	1703	87.80%	15152	-12.55	Yes
IA	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	98.09%	892	89.40%	15338	-8.2	N/A	96.84%	760	90.66%	15447	-5.72	N/A	98.65%	1703	90.23%	15152	-11.09	N/A
IA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P			2.66	115		N/A	2	2	2.38	64	-0.18	Yes	1.67	3	4.17	63	-0.74	Yes	1	1	7.44	82	-0.23	Yes
IA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			3.79	75		N/A			3.4	40		N/A	1	1	4.27	52	-0.31	Yes	3	1	4.69	52	-0.28	Yes
IA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	2.5	2	8.21	234	-1.12	Yes	2.5	2	10.14	221	-0.77	Yes	14.5	2	8.66	188	1.35	Yes	5.5	2	10.07	149	-0.51	Yes
IA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			7.09	33		N/A			5.07	15		N/A			6.54	13		N/A	4	1	6.3	10	-0.28	Yes
IA	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	124.42	12	89.24	441	0.91	N/A	199	7	86.02	413	2.33	N/A	124.8	10	86.83	395	1.17	N/A	114.6	10	80.74	395	1.02	N/A
IA	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	3		270		-2.54	N/A	1		249		-2.47	N/A	1		266		-3.82	N/A	3		229		-1.77	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P	0	0					
IA	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					
IA	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
IA	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
IA	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
IA	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
IA	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
IA	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
IA	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
IA	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
IA	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
IA	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
IA	09-01	NP-1A	NXX Code Activation, All %		P	0	0					
IA	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0	0					
IA	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
IA	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
IA	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
IA	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
IA	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
IA	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
IA	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					
IA	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
IA	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
IA	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
IA	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
IA	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
IA	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
IA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
IA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
IA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
IA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
IA	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
IA	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	83.06%	124	77.79%	8787	-1.4	Yes	83.02%	106	85.45%	7679	0.72	Yes	81.71%	82	82.81%	6578	0.29	Yes	91.78%	73	88.90%	5783	-0.78	Yes
IA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	14	93.05%	1783	-1.02	Yes	100%	19	96.08%	1607	-0.88	Yes	100%	16	95.45%	1648	-0.87	Yes	100%	17	97.95%	1610	-0.59	Yes
IA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	92.41%	145	91.16%	11822	-0.53	Yes	96.83%	126	95.20%	10243	-0.85	Yes	96.19%	105	94.87%	9129	-0.61	Yes	98.88%	89	96.69%	8056	-1.15	Yes
IA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	38	98.88%	3113	-0.65	Yes	100%	27	99.30%	3007	-0.43	Yes	100%	34	99.22%	3080	-0.51	Yes	100%	27	99.64%	3088	-0.31	Yes
IA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	18:31	145	21:58	11822	-2.15	Yes	17:16	126	18:49	10243	-1.03	Yes	15:43	105	19:41	9129	-2.41	Yes	14:37	89	16:57	8056	-1.54	Yes
IA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	6:09	38	9:07	3113	-1.56	Yes	6:15	27	11:36	3007	-0.17	Yes	3:21	34	7:31	3080	-2.42	Yes	2:55	27	6:42	3088	-2.14	Yes
IA	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	9.21%	152	12.45%	12145	-1.2	Yes	7.09%	127	13.01%	10502	-1.97	Yes	9.35%	107	14.08%	9463	-1.4	Yes	7.37%	95	13.56%	8282	-1.75	Yes
IA	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	2.63%	38	12.85%	3113	-1.87	Yes	14.81%	27	13.40%	3007	0.26	Yes	14.29%	35	11.68%	3271	0.51	Yes	7.41%	27	12.11%	3088	-0.75	Yes
IA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	7.32%	123	12.90%	10066	-1.84	N/A	9.71%	103	13.94%	9007	-1.23	N/A	7.61%	92	13.53%	7940	-1.65	N/A
IA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	16.67%	6	15.68%	1084	0.13	N/A	12.50%	16	12.52%	1342	0	N/A	10%	10	12.41%	1249	-0.23	N/A
IA	14-01	MR-8	Trouble Rate, Residence %		P	1.82%	10441	2.18%	698939	-2.52	Yes	1.48%	10441	1.93%	698939	-3.37	Yes	1.36%	10441	1.82%	698939	-3.5	Yes	1.10%	11051	1.62%	702360	-4.26	Yes
IA	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	1.24%	10441	1.60%	698939	-2.91	N/A	1.14%	10441	1.48%	698939	-2.86	N/A	0.92%	11051	1.31%	702360	-3.54	N/A
IA	14-01	MR-9	Repair Appointments Met, Residence %	D	P	93.42%	152	92.52%	12145	-0.42	Yes	93.70%	127	93.75%	10502	0.07	Yes	95.33%	107	92.70%	9463	-1.04	Yes	93.68%	95	93.77%	8282	0.09	Yes
IA	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	38	98.94%	3113	-0.63	Yes	100%	27	98.64%	3007	-0.61	Yes	100%	35	98.50%	3271	-0.73	Yes	100%	27	99.77%	3088	-0.25	Yes
IA	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	38.31%	308	38.94%	24990	-0.23	N/A	35.29%	238	38.08%	21818	-0.88	N/A	41.56%	243	38.41%	20677	1	N/A	35.45%	189	35.79%	17707	-0.1	N/A
IA	14-02	OP-3	Installation Commitments Met, Business %	D	P	75%	4	90.80%	1120	0.9	Yes	100%	1	87.95%	1079	-0.37	Yes	100%	2	91.14%	937	-0.44	Yes	100%	2	91.11%	1069	-0.44	Yes
IA	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	3	97.26%	328	-0.29	Yes	100%	2	95.73%	234	-0.3	Yes	100%	6	98.04%	306	-0.34	Yes	100%	5	98%	300	-0.32	Yes
IA	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	4	4	6.65	1126	-0.73	Yes	3	2	6.24	1089	-0.61	Yes	5.5	2	5.88	945	-0.08	Yes	3	2	6.35	1082	-0.58	Yes
IA	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	3	2	3.26	247	-0.12	Yes	3	1	5.46	154	-0.1	Yes	2.6	5	3.46	195	-0.79	Yes	2.4	5	3.68	167	-0.41	Yes
IA	14-02	OP-5	New Service Installation Quality, Business %		P	83.33%	6	88.19%	1389	0.4	Yes	100%	6	88.66%	1288	-0.87	Yes	87.50%	8	88.47%	1318	0.16	Yes	87.50%	8	88.24%	1514	0.14	Yes
IA	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	100%	6	90.61%	1288	-0.79	N/A	87.50%	8	90.29%	1318	0.32	N/A	87.50%	8	90.75%	1514	0.36	N/A
IA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	3	1	5.68	40	-0.29	Yes			2.71	45		N/A			3.38	37		N/A			11.55	44		N/A
IA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P			7.71	7		N/A			30.88	8		N/A			15.6	5		N/A			1.8	5		N/A
IA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			10.33	66		N/A			9.51	85		N/A			12.35	46		N/A			14.12	51		N/A
IA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P			8.5	2		N/A			296	1		N/A			9	1		N/A			74	1		N/A
IA	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			91.24	272		N/A			87.74	262		N/A			78.79	263		N/A	11	1	72.35	268	-0.64	N/A
IA	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS			78			N/A			85			N/A			83			N/A	0		66		-0.57	N/A
IA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	75%	4	82.21%	759	0.38	Yes			85.43%	659		N/A	100%	3	86.42%	589	-0.68	Yes	100%	1	88.77%	552	-0.36	Yes
IA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	100%	1	93.94%	165	-0.25	Yes	100%	1	94.97%	159	-0.23	Yes	100%	1	98.14%	161	-0.14	Yes			94.87%	195		N/A
IA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	100%	4	94.12%	901	-0.5	Yes	100%	1	96.31%	814	-0.2	Yes	100%	5	96.41%	781	-0.43	Yes	100%	3	96.63%	742	-0.32	Yes
IA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	1	98.71%	311	-0.11	Yes	100%	2	99.45%	364	-0.1	Yes	100%	1	98.93%	373	-0.1	Yes	100%	1	99.48%	382	-0.07	Yes
IA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	18:33	4	17:32	901	0.37	Yes	3:53	1	16:16	814	-0.85	Yes	15:53	5	16:39	781	-0.12	Yes	22:15	3	14:56	742	1.05	Yes
IA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3:35	1	6:21	311	-0.25	Yes	11:01	2	6:28	364	0.83	Yes	0:27	1	4:50	373	-0.47	Yes	0:03	1	5:23	382	-0.41	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
IA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	0	0					
IA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
IA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
IA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
IA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
IA	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
IA	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
IA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
IA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
IA	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
IA	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
IA	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
IA	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
IA	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
IA	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
IA	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
IA	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
IA	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					
IA	14-02	OP-5	New Service Installation Quality, Business %		P	0	0					
IA	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
IA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
IA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
IA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
IA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
IA	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
IA	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
IA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
IA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
IA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
IA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
IA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0	0					
IA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0%	4	11.29%	921	-0.71	Yes	100%	1	12.25%	841	1.55	Yes	0%	5	14.45%	803	-0.92	Yes	0%	3	14.53%	757	-0.71	Yes
IA	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0%	1	14.79%	311	-0.42	Yes	0%	2	9.07%	364	-0.45	Yes	0%	1	11.94%	377	-0.37	Yes	0%	1	13.09%	382	-0.39	Yes
IA	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	100%	1	11.86%	784	1.57	N/A	0%	5	14.38%	744	-0.91	N/A	0%	2	14.35%	711	-0.58	N/A
IA	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A	0%	1	11.98%	192	-0.37	N/A			9.30%	215		N/A	0%	1	16.44%	219	-0.44	N/A
IA	14-02	MR-8	Trouble Rate, Business %		P	0.67%	742	0.77%	159095	-0.31	Yes	0.40%	742	0.76%	159095	-1.11	Yes	0.81%	742	0.74%	159095	0.21	Yes	0.53%	750	0.71%	159460	-0.59	Yes
IA	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.27%	742	0.61%	159095	-1.2	N/A	0.67%	742	0.60%	159095	0.25	N/A	0.40%	750	0.58%	159460	-0.66	N/A
IA	14-02	MR-9	Repair Appointments Met, Business %	D	P	75%	4	88.82%	921	0.76	Yes	100%	1	87.87%	841	-0.37	Yes	60%	5	89.41%	803	1.66	No	100%	3	91.41%	757	-0.53	Yes
IA	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	1	98.07%	311	-0.14	Yes	100%	2	97.80%	364	-0.21	Yes	100%	1	99.20%	377	-0.09	Yes	100%	1	98.17%	382	-0.14	Yes
IA	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	50%	10	38.95%	2018	0.69	N/A	40%	5	38.58%	1962	0.08	N/A	45.45%	11	39.49%	1950	0.4	N/A	42.86%	7	34.80%	1747	0.44	N/A
IA	14-03	OP-3	Installation Commitments Met, Centrex %	D	P			76.19%	21		N/A			71.43%	14		N/A			86.67%	15		N/A			77.78%	18		N/A
IA	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P			100%	2		N/A			100%	1		N/A			100%	1		N/A			100%	1		N/A
IA	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P			9.14	21		N/A			5.21	14		N/A			5.33	15		N/A			4.06	18		N/A
IA	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P			2.5	2		N/A						N/A			3	1		N/A			4	1		N/A
IA	14-03	OP-5	New Service Installation Quality, Centrex %		P			73.68%	19		N/A			68.75%	16		N/A			72.22%	18		N/A			50%	14		N/A
IA	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A			81.25%	16		N/A			77.78%	18		N/A			64.29%	14		N/A
IA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P			2	1		N/A			10	1		N/A			6	1		N/A			1.5	2		N/A
IA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A
IA	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P			13.75	4		N/A			4.67	3		N/A			1	1		N/A			3	2		N/A
IA	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			85.89	9		N/A			58.29	7		N/A			40.25	8		N/A			73	8		N/A
IA	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			3			N/A			1			N/A			3			N/A			0			N/A
IA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P			80%	25		N/A			85.19%	27		N/A			78.95%	19		N/A			93.33%	15		N/A
IA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P			100%	6		N/A			80%	5		N/A			100%	5		N/A			100%	8		N/A
IA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P			82.86%	35		N/A			100%	38		N/A			91.67%	24		N/A			96%	25		N/A
IA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P			100%	16		N/A			100%	16		N/A			100%	9		N/A			100%	20		N/A
IA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			1.06181	35		N/A			13:33	38		N/A			22:43	24		N/A			18:56	25		N/A
IA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			2:59	16		N/A			6:00	16		N/A			3:54	9		N/A			4:30	20		N/A
IA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P			2.78%	36		N/A			13.16%	38		N/A			4.17%	24		N/A			0%	25		N/A
IA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			0%	16		N/A			12.50%	16		N/A			22.22%	9		N/A			10%	20		N/A
IA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A			11.43%	35		N/A			4.55%	22		N/A			0%	24		N/A
IA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A			0%	6		N/A			25%	4		N/A			9.09%	11		N/A
IA	14-03	MR-8	Trouble Rate, Centrex %		P	0%	5	0.42%	12348	-0.15	Yes	0%	5	0.44%	12348	-0.15	Yes	0%	5	0.27%	12352	-0.12	Yes	0%	5	0.36%	12458	-0.13	Yes
IA	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A	0%	5	0.33%	12348	-0.13	N/A	0%	5	0.21%	12352	-0.1	N/A	0%	5	0.28%	12458	-0.12	N/A
IA	14-03	MR-9	Repair Appointments Met, Centrex %	D	P			77.14%	35		N/A			89.47%	38		N/A			79.17%	24		N/A			82.61%	23		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
IA	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
IA	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
IA	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
IA	14-02	MR-8	Trouble Rate, Business %		P	0	0					
IA	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
IA	14-02	MR-9	Repair Appointments Met, Business %	D	P	1	1	13	76.92%	89.31%	-12.39%	
IA	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
IA	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
IA	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
IA	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
IA	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
IA	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
IA	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
IA	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
IA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
IA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P	0	0					
IA	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
IA	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
IA	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					
IA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
IA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
IA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
IA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					
IA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
IA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
IA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
IA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
IA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
IA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
IA	14-03	MR-8	Trouble Rate, Centrex %		P	0	0					
IA	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
IA	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P			100%	16		N/A			100%	16		N/A			100%	7		N/A			94.12%	17		N/A
IA	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS			42.22%	90		N/A			28.95%	76		N/A			31.25%	48		N/A			35.71%	70		N/A
IA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	80%	5	100%	64	1.9	No	100%	10	97.73%	44	-0.44	Yes	100%	2	98.36%	61	-0.18	Yes	100%	7	98.46%	65	-0.31	Yes
IA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	100%	1	89.55%	67	-0.34	Yes	100%	1	93.06%	72	-0.27	Yes	100%	5	84.29%	70	-0.93	Yes	100%	5	89.53%	86	-0.74	Yes
IA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	3.5	2	2.84	31	0.45	Yes	3	1	2.96	23	-0.13	Yes	5	2	5.39	18	-0.11	Yes	4.83	6	3.38	32	1.9	No
IA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	5	1	8.58	67	-0.22	Yes	5	1	9.21	75	-0.29	Yes	14.2	5	9.48	71	0.91	Yes	5.4	5	10.39	89	-0.59	Yes
IA	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	88.89%	9	72%	125	-1.09	Yes	100%	9	66.67%	126	-2.05	Yes	100%	10	65.97%	144	-2.2	Yes	91.67%	12	69.87%	156	-1.59	Yes
IA	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	100%	9	76.19%	126	-1.62	N/A	100%	10	73.61%	144	-1.83	N/A	91.67%	12	77.56%	156	-1.13	N/A
IA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P			5	3		N/A			6.33	3		N/A			5.75	4		N/A			29.25	4		N/A
IA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	2	1				N/A			1	1		N/A			5	1		N/A			2	1		N/A
IA	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P			22.25	4		N/A			20.67	3		N/A			9.43	7		N/A			20.83	6		N/A
IA	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			73.79	29		N/A			66.77	26		N/A			64.9	29		N/A			57.04	28		N/A
IA	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			5			N/A			6			N/A			6			N/A			6			N/A
IA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	66.67%	6	76.04%	96	0.5	Yes	100%	2	88%	100	-0.52	Yes	100%	2	82.56%	86	-0.64	Yes	83.33%	6	79.76%	84	-0.21	Yes
IA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			95.65%	23		N/A	100%	1	97.14%	35	-0.17	Yes	100%	1	100%	44	.	Yes			94.87%	39		N/A
IA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	100%	6	92%	125	-0.71	Yes	100%	3	93.65%	126	-0.45	Yes	100%	5	94.92%	118	-0.51	Yes	100%	9	93.91%	115	-0.74	Yes
IA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	100%	3	98.57%	70	-0.2	Yes	100%	1	100%	94	.	Yes	100%	3	100%	118	.	Yes	100%	2	98.95%	95	-0.14	Yes
IA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	17:36	6	19:57	125	-0.32	Yes	17:04	3	17:11	126	-0.01	Yes	8:10	5	17:33	118	-1.21	Yes	16:44	9	18:37	115	-0.29	Yes
IA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	1:02	3	9:04	70	-0.87	Yes	17:49	1	5:50	94	1.13	Yes	0:40	3	4:54	118	-1.03	Yes	1:25	2	6:36	95	-0.4	Yes
IA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0%	3	7.14%	70	-0.47	Yes	0%	1	14.89%	94	-0.42	Yes	66.67%	3	14.88%	121	1.86	No	50%	2	12.63%	95	1.12	Yes
IA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	16.67%	6	10.32%	126	0.47	Yes	0%	3	11.45%	131	-0.62	Yes	40%	5	13.33%	120	1.41	Yes	22.22%	9	15%	120	0.57	Yes
IA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A	0%	3	10.83%	120	-0.6	N/A	40%	5	11.11%	108	1.57	N/A	22.22%	9	11.71%	111	0.86	N/A
IA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A	0%	1	23.53%	51	-0.55	N/A	66.67%	3	16.88%	77	1.74	N/A	50%	2	10.42%	48	1.2	N/A
IA	14-04	MR-8	Trouble Rate, Centrex 21 %		P	1.43%	629	0.62%	31671	2.57	No	0.64%	629	0.71%	31671	-0.22	Yes	1.27%	629	0.76%	31671	1.46	Yes	1.77%	621	0.69%	31039	3.21	No
IA	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0.64%	629	0.54%	31671	0.33	N/A	1.27%	629	0.58%	31671	2.24	N/A	1.77%	621	0.51%	31039	4.35	N/A
IA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	100%	6	88.89%	126	-0.85	Yes	100%	3	90.84%	131	-0.54	Yes	100%	5	90.83%	120	-0.7	Yes	88.89%	9	86.67%	120	-0.19	Yes
IA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	100%	3	97.14%	70	-0.29	Yes	100%	1	98.94%	94	-0.1	Yes	100%	3	98.35%	121	-0.22	Yes	100%	2	96.84%	95	-0.25	Yes
IA	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	30.77%	13	42.18%	339	-0.82	N/A	20%	5	40.63%	379	-0.93	N/A	50%	16	33.06%	360	1.36	N/A	8.33%	12	35.05%	331	-1.91	N/A
IA	14-05	OP-3	Installation Commitments Met, PBX %	D	P			82.35%	17		N/A			100%	6		N/A			83.33%	6		N/A			100%	13		N/A
IA	14-05	OP-3	Installation Commitments Met, PBX %	ND	P			96.43%	28		N/A			100%	5		N/A			100%	1		N/A			50%	4		N/A
IA	14-05	OP-3	Installation Commitments Met, PBX %		P			50%	18		N/A			74.36%	39		N/A			84%	25		N/A	100%	1	88.89%	9	-0.34	Yes
IA	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			14.83	18		N/A			10.86	7		N/A			9.17	6		N/A			3.23	13		N/A
IA	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P			2	27		N/A			1.8	5		N/A			2	1		N/A			4.5	2		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
IA	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
IA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	1	1	24	95.83%	98.72%	-2.88%	
IA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
IA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	1	1	11	4.45	3.47	0.98	
IA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
IA	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
IA	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
IA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
IA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
IA	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
IA	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
IA	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
IA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
IA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
IA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
IA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
IA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
IA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
IA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	1	1	9	33.33%	12.89%	20.44%	
IA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					
IA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
IA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
IA	14-04	MR-8	Trouble Rate, Centrex 21 %		P	2	2	2508	1.28%	0.70%	0.58%	
IA	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
IA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
IA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
IA	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
IA	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
IA	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
IA	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
IA	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
IA	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-05	OP-4	Installation Interv, PBX, Avg Days		P	16	1	20.23	30	-0.35	Yes			13.42	52		N/A			11.89	45		N/A	7	1	16.91	22	-0.7	Yes
IA	14-05	OP-5	New Service Installation Quality, PBX %		P	100%	1	89.87%	79	-0.33	Yes			89.71%	68		N/A	100%	1	79.17%	48	-0.51	Yes	100%	1	76.92%	39	-0.54	Yes
IA	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A			92.65%	68		N/A	100%	1	95.83%	48	-0.21	N/A	100%	1	79.49%	39	-0.5	N/A
IA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P			1	1		N/A						N/A						N/A						N/A
IA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P			1	1		N/A						N/A						N/A			22	2		N/A
IA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	10	1	15.22	18	-0.41	Yes			13.38	13		N/A			6.86	7		N/A			11.13	8		N/A
IA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P			12	2		N/A						N/A			1	1		N/A						N/A
IA	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			97.5	4		N/A			46.3	10		N/A			21.73	22		N/A			28.22	9		N/A
IA	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS			0			N/A			3			N/A			1			N/A			1			N/A
IA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P			73.08%	26		N/A			86.67%	15		N/A			69.23%	13		N/A			95.24%	21		N/A
IA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	100%	4	100%	30	.	Yes	100%	2	100%	28	.	Yes	100%	1	100%	38	.	Yes			96%	25		N/A
IA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P			88.24%	34		N/A			100%	17		N/A	100%	1	90%	20	-0.33	Yes			96%	25		N/A
IA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	100%	5	100%	42	.	Yes	100%	2	100%	32	.	Yes	100%	1	97.96%	49	-0.14	Yes			100%	39		N/A
IA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			22:48	34		N/A			12:44	17		N/A	5:30	1	20:37	20	-0.77	Yes			14:08	25		N/A
IA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:32	5	5:24	42	-1.12	Yes	2:18	2	5:34	32	-0.61	Yes	0:28	1	4:38	49	-0.29	Yes			3:51	39		N/A
IA	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			17.14%	35		N/A			5.56%	18		N/A	0%	1	5%	20	-0.22	Yes			34.62%	26		N/A
IA	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0%	5	23.81%	42	-1.18	Yes	0%	2	6.25%	32	-0.35	Yes	0%	1	12.24%	49	-0.37	Yes			12.82%	39		N/A
IA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A			6.25%	16		N/A	0%	1	0%	18	.	Yes			33.33%	24		N/A
IA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A	0%	2	5.88%	17	-0.33	N/A			18.18%	22		N/A			9.52%	21		N/A
IA	14-05	MR-8	Trouble Rate, PBX %		P	0.07%	7060	0.18%	43365	-1.98	Yes	0.03%	7034	0.12%	43188	-2	Yes	0.03%	7117	0.17%	41648	-2.64	Yes	0%	7089	0.16%	41438	-3.08	Yes
IA	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0.03%	7034	0.08%	43188	-1.35	N/A	0.01%	7117	0.10%	41648	-2.06	N/A	0%	7089	0.11%	41438	-2.57	N/A
IA	14-05	MR-9	Repair Appointments Met, PBX %	D	P			80.65%	31		N/A			81.82%	11		N/A	100%	1	94.12%	17	-0.24	Yes			84.21%	19		N/A
IA	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	100%	2	95.65%	23	-0.29	Yes			100%	11		N/A			100%	18		N/A			95.45%	22		N/A
IA	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0%	5	38.40%	125	-1.73	N/A	60%	5	40.48%	84	0.79	N/A	50%	4	31.68%	101	0.7	N/A	100%	1	35.64%	101	0.92	N/A
IA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P						N/A						N/A			100%	5		N/A			100%	4		N/A
IA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P			100%	1		N/A						N/A			100%	2		N/A			100%	1		N/A
IA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			88.89%	54		N/A			85.29%	34		N/A			87.50%	32		N/A			95.12%	82		N/A
IA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			12	5		N/A			5.75	4		N/A
IA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P			0	1		N/A						N/A			3	1		N/A						N/A
IA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			9.22	50		N/A			14.94	34		N/A			12.72	36		N/A			18.46	81		N/A
IA	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			95.56%	45		N/A			97.44%	39		N/A			93.94%	66		N/A			94.67%	75		N/A
IA	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			100%	39		N/A			95.45%	66		N/A			96%	75		N/A
IA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
IA	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
IA	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
IA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
IA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
IA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
IA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
IA	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
IA	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
IA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
IA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
IA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
IA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
IA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
IA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					
IA	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
IA	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0	0					
IA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
IA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					
IA	14-05	MR-8	Trouble Rate, PBX %		P	0	0					
IA	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
IA	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
IA	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
IA	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
IA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
IA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
IA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
IA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
IA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
IA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
IA	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
IA	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
IA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			17.25	4		N/A			36.25	4		N/A			10.67	6		N/A			15	4		N/A
IA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A
IA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P			4.5	2		N/A			108	1		N/A						N/A						N/A
IA	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			150.18	11		N/A			113.11	18		N/A			103.58	19		N/A			82.08	24		N/A
IA	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			5			N/A			5			N/A			5			N/A			8			N/A
IA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			100%	16		N/A			100%	21		N/A			100%	26		N/A			100%	20		N/A
IA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	17		N/A			100%	24		N/A			100%	33		N/A			96.67%	30		N/A
IA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	16		N/A			100%	21		N/A			100%	26		N/A			100%	20		N/A
IA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	19		N/A			100%	24		N/A			100%	34		N/A			100%	30		N/A
IA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:55	16		N/A			4:01	21		N/A			3:12	26		N/A			4:16	20		N/A
IA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:31	19		N/A			1:40	24		N/A			1:22	34		N/A			2:33	30		N/A
IA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			25%	16		N/A			23.81%	21		N/A			23.08%	26		N/A			25%	20		N/A
IA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			10.53%	19		N/A			29.17%	24		N/A			17.65%	34		N/A			26.67%	30		N/A
IA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			26.67%	15		N/A			20%	15		N/A			25%	16		N/A
IA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			10%	10		N/A			13.33%	15		N/A			23.08%	13		N/A
IA	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	9	0.64%	5456	-0.24	Yes	0%	9	0.83%	5420	-0.27	Yes	0%	9	1.11%	5413	-0.32	Yes	0%	9	0.92%	5427	-0.29	Yes
IA	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	9	0.46%	5420	-0.2	N/A	0%	9	0.55%	5413	-0.22	N/A	0%	9	0.53%	5427	-0.22	N/A
IA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P			100%	1		N/A						N/A						N/A						N/A
IA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P			100%	2		N/A						N/A			100%	1		N/A						N/A
IA	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			37.50%	56		N/A			39.19%	74		N/A			34.07%	91		N/A			35.06%	77		N/A
IA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			83.54%	79		N/A			90.28%	72		N/A			93.22%	59		N/A			93.10%	58		N/A
IA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P			99.44%	1787		N/A	100%	1	97.93%	1884	-0.15	Yes			99.60%	1517		N/A	100%	1	99.36%	1558	-0.08	Yes
IA	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			80%	5		N/A			100%	6		N/A			83.33%	6		N/A	100%	2	100%	9	.	Yes
IA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			7.13	82		N/A			7.36	73		N/A			10.19	64		N/A			10.17	60		N/A
IA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P			4.93	1347		N/A			4.88	995		N/A			9.37	980		N/A	2	1	9.69	1096	-5.57	Yes
IA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P			4	4		N/A			1.8	5		N/A			5.33	6		N/A	5	1	4.11	9	0.02	Yes
IA	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	100%	1	100%	1919	.	Yes	100%	1	99.89%	1775	-0.03	Yes	100%	2	99.94%	1607	-0.04	Yes	100%	5	99.51%	1647	-0.16	Yes
IA	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A	100%	1	99.89%	1775	-0.03	N/A	100%	2	99.94%	1607	-0.04	N/A	100%	5	99.64%	1647	-0.14	N/A
IA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			7.77	13		N/A			6.71	7		N/A			3	4		N/A			3	4		N/A
IA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			4.8	10		N/A			7.37	19		N/A			3.33	6		N/A			5	10		N/A
IA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P			5	1		N/A						N/A			6	1		N/A						N/A
IA	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			89.12%	147		N/A			86.02%	93		N/A			84.62%	78		N/A			96%	100		N/A
IA	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			97.96%	147		N/A			95.70%	93		N/A			96.15%	78		N/A			100%	100		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
IA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
IA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
IA	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
IA	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
IA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
IA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
IA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
IA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
IA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
IA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
IA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
IA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
IA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
IA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
IA	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
IA	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
IA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P	0	0					
IA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
IA	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
IA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
IA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	0	0					
IA	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
IA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	0	0					
IA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					
IA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
IA	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
IA	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
IA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
IA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
IA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
IA	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
IA	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			8:18	147		N/A			10:22	93		N/A			12:18	78		N/A			5:51	100		N/A
IA	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			36.73%	147		N/A			37.63%	93		N/A			34.62%	78		N/A			29%	100		N/A
IA	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			41.30%	46		N/A			36.54%	52		N/A			30.26%	76		N/A
IA	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	3	2.83%	5186	-0.3	Yes	0%	3	1.73%	5381	-0.23	Yes	0%	3	1.41%	5523	-0.21	Yes	0%	3	1.73%	5767	-0.23	Yes
IA	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	0%	3	0.85%	5381	-0.16	N/A	0%	3	0.94%	5523	-0.17	N/A	0%	3	1.32%	5767	-0.2	N/A
IA	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			48.60%	286		N/A			54.63%	205		N/A			45.83%	144		N/A			35.90%	156		N/A
IA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P			100%	1		N/A						N/A						N/A						N/A
IA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P			100%	1		N/A						N/A						N/A						N/A
IA	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P			95.24%	63		N/A			34.55%	55		N/A			67.09%	79		N/A			80.43%	46		N/A
IA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P			3	1		N/A						N/A						N/A						N/A
IA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P			10	1		N/A						N/A			9	1		N/A						N/A
IA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P			11.47	137		N/A			21.79	89		N/A			11.71	89		N/A			14.15	53		N/A
IA	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P			100%	122		N/A			98.21%	112		N/A			100%	93		N/A			97.22%	72		N/A
IA	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A			98.21%	112		N/A			100%	93		N/A			98.61%	72		N/A
IA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A
IA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P			10	11		N/A			18.21	38		N/A			6.06	32		N/A			19.8	10		N/A
IA	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P						N/A						N/A						N/A			1	1		N/A
IA	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			30.8	20		N/A			20.91	23		N/A			24.11	18		N/A			16.16	25		N/A
IA	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			1			N/A			4			N/A			3			N/A			3			N/A
IA	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P			86.67%	15		N/A			83.33%	18		N/A			83.33%	12		N/A			100%	11		N/A
IA	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			2:18	15		N/A			1:39	18		N/A			2:03	12		N/A			1:40	11		N/A
IA	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P			13.33%	15		N/A			5.56%	18		N/A			8.33%	12		N/A			0%	11		N/A
IA	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A			0%	10		N/A			14.29%	7		N/A			0%	7		N/A
IA	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0%	48	0.02%	61137	-0.11	Yes			0.03%	59559		N/A			0.02%	58426		N/A			0.02%	56574		N/A
IA	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A			0.02%	59559		N/A			0.01%	58426		N/A			0.01%	56574		N/A
IA	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS			21.05%	19		N/A			18.18%	22		N/A			33.33%	18		N/A			8.33%	12		N/A
IA	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0%	1	100%	2	1.04	Yes			100%	1		N/A			50%	2		N/A			60%	5		N/A
IA	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	100%	1	0%	3	.	N/A	100%	1	100%	7	.	Yes			85.71%	7		N/A			66.67%	3		N/A
IA	14-09	OP-3	Installation Commitments Met, DS0 %		P			75%	8		N/A	100%	2	71.43%	7	-0.79	Yes			25%	4		N/A	100%	1	100%	5	.	Yes
IA	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	1	1	13	2	-0.99	Yes			0	1		N/A			13	2		N/A			51.8	5		N/A
IA	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	4	1	26	3	-1.03	Yes	5	1	5.71	7	-0.88	Yes			3.86	7		N/A			4	3		N/A
IA	14-09	OP-4	Installation Interv, DS0, Avg Days		P			11	8		N/A	4	2	20.6	10	-0.84	Yes			14.8	5		N/A	5	1	21.29	7	-0.65	Yes
IA	14-09	OP-5	New Service Installation Quality, DS0 %		P	100%	3	75%	16	-0.92	Yes	100%	2	87.50%	16	-0.5	Yes	100%	1	53.33%	15	-0.91	Yes	100%	1	70%	20	-0.64	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
IA	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
IA	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
IA	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0	0					
IA	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
IA	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
IA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P	0	0					
IA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P	0	0					
IA	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
IA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
IA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
IA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
IA	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	0	0					
IA	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
IA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	0	0					
IA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
IA	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P	0	0					
IA	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
IA	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
IA	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
IA	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
IA	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
IA	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
IA	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0	0					
IA	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					
IA	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
IA	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
IA	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
IA	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
IA	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
IA	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					
IA	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
IA	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A	100%	2	93.75%	16	-0.34	N/A	100%	1	66.67%	15	-0.68	N/A	100%	1	75%	20	-0.56	N/A
IA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	1	1				N/A						N/A			17	1		N/A			117	2		N/A
IA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P			22.67	3		N/A						N/A			2	1		N/A			1	1		N/A
IA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P						N/A			24.75	4		N/A			19	2		N/A			7	2		N/A
IA	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A
IA	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P			19	2		N/A						N/A			5	1		N/A						N/A
IA	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	3	1	74.25	8	-0.59	N/A	10	1	81.5	6	-0.55	N/A			100.2	5		N/A			71	7		N/A
IA	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0		0		.	N/A	0		1		-0.41	N/A			0			N/A			0			N/A
IA	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	20%	5	87.14%	381	3.25	No	0%	1	87.20%	336	1.53	Yes			82.22%	388		N/A	50%	2	84.06%	345	0.99	Yes
IA	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	7:05	5	2:01	381	2.58	No	4:26	1	2:02	336	1.14	Yes			2:40	388		N/A	4:01	2	2:07	345	1.19	Yes
IA	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0%	5	20.21%	381	-1.12	Yes	0%	1	16.67%	336	-0.45	Yes			27.32%	388		N/A	0%	2	23.19%	345	-0.77	Yes
IA	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A	0%	1	13.79%	203	-0.4	N/A			26.78%	239		N/A	0%	2	22.55%	235	-0.76	N/A
IA	14-09	MR-8	Trouble Rate, DS0 %		P	0.58%	859	0.98%	38958	-1.17	Yes	0.12%	857	0.88%	38340	-2.36	Yes	0%	856	1.02%	37926	-2.94	Yes	0.22%	928	0.92%	37583	-2.22	Yes
IA	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0.12%	857	0.53%	38340	-1.65	N/A	0%	856	0.63%	37926	-2.3	N/A	0.22%	928	0.63%	37583	-1.56	N/A
IA	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0%	5	39.91%	634	-1.82	N/A	0%	1	47.25%	637	-0.95	N/A			43.03%	681		N/A	0%	2	42.88%	604	-1.22	N/A
IA	14-10	OP-3	Installation Commitments Met, DS1 %		P	100%	2	80.19%	520	-0.7	Yes			74.71%	522		N/A	50%	2	82.80%	500	0.94	Yes			83.64%	495		N/A
IA	14-10	OP-4	Installation Interv, DS1, Avg Days		P	17	2	16.33	589	0.39	Yes			15.66	592		N/A	19.33	3	15.19	607	0.83	Yes			15.63	548		N/A
IA	14-10	OP-5	New Service Installation Quality, DS1 %		P	100%	1	93.69%	602	-0.26	Yes	100%	2	95.88%	607	-0.29	Yes	100%	2	96.23%	584	-0.28	Yes	100%	8	96.49%	569	-0.54	Yes
IA	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A	100%	2	97.36%	607	-0.23	N/A	100%	2	97.43%	584	-0.23	N/A	100%	8	97.54%	569	-0.45	N/A
IA	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			13.94	97		N/A			14.41	118		N/A	14	1	11.84	77	0.4	Yes			16.27	81		N/A
IA	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			21.83	29		N/A			23.48	23		N/A			12.28	25		N/A			9.85	13		N/A
IA	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			55.05	61		N/A			36.02	116		N/A			32.27	139		N/A	2	1	31.7	103	-0.52	N/A
IA	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			26			N/A			45			N/A			36			N/A	0		42		-0.83	N/A
IA	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	66.67%	3	81.84%	501	0.6	Yes	100%	6	87.91%	422	-0.9	Yes	50%	4	76.05%	380	1.07	Yes	100%	5	82.87%	286	-1.01	Yes
IA	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	3:26	3	2:59	501	0.67	Yes	0:59	6	2:10	422	-1.15	Yes	8:22	4	3:03	380	1.85	No	0:30	5	2:52	286	-1.12	Yes
IA	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	33.33%	3	38.32%	501	-0.18	Yes	50%	6	39.57%	422	0.49	Yes	75%	4	32.89%	380	1.58	Yes	40%	5	35.31%	286	0.21	Yes
IA	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A	100%	3	42.05%	283	1.82	N/A	100%	3	35.14%	259	2.06	N/A	0%	1	39.71%	204	-0.81	N/A
IA	14-10	MR-8	Trouble Rate, DS1 %		P	1.24%	242	2.16%	23175	-0.98	Yes	2.56%	234	1.85%	22824	0.82	Yes	1.69%	236	1.68%	22646	0.09	Yes	2.13%	235	1.27%	22465	1.12	Yes
IA	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	1.28%	234	1.24%	22824	0.13	N/A	1.27%	236	1.14%	22646	0.26	N/A	0.43%	235	0.91%	22465	-0.78	N/A
IA	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0%	3	19.19%	620	-0.84	N/A	14.29%	7	21.27%	536	-0.45	N/A	0%	4	26.92%	520	-1.21	N/A	16.67%	6	23.32%	373	-0.38	N/A
IA	14-11	OP-3	Installation Commitments Met, DS3 %		P			88.57%	35		N/A			73.91%	23		N/A			77.78%	18		N/A			78.57%	14		N/A
IA	14-11	OP-4	Installation Interv, DS3, Avg Days		P			20.08	59		N/A			15.56	34		N/A			16.21	39		N/A			17.97	30		N/A
IA	14-11	OP-5	New Service Installation Quality, DS3 %		P			100%	47		N/A			100%	37		N/A			100%	35		N/A			100%	39		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
IA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	0	0					
IA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P	0	0					
IA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
IA	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days	ND	P	0	0					
IA	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P	0	0					
IA	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
IA	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
IA	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	1	1	8	25.00%	85.10%	-60.10%	
IA	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1	1	8	5:59	2:13	3:46	
IA	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
IA	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
IA	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
IA	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
IA	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
IA	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
IA	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
IA	14-10	OP-5	New Service Installation Quality, DS1 %		P	0	0					
IA	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
IA	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					
IA	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
IA	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
IA	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
IA	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
IA	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1	1	18	2:53	2:45	0:08	
IA	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	0	0					
IA	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
IA	14-10	MR-8	Trouble Rate, DS1 %		P	0	0					
IA	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
IA	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
IA	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
IA	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
IA	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
IA	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	37		N/A			100%	35		N/A			100%	39		N/A
IA	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P			54.6	10		N/A			3.4	5		N/A			16.5	10		N/A			22.67	3		N/A
IA	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P						N/A			77	1		N/A						N/A			16	1		N/A
IA	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			48.92	26		N/A			37.63	41		N/A			35.09	32		N/A			40.85	26		N/A
IA	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			14			N/A			17			N/A			12			N/A			13			N/A
IA	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			70%	10		N/A			85.71%	7		N/A			92.86%	14		N/A			100%	4		N/A
IA	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			2:52	10		N/A			1:54	7		N/A			1:23	14		N/A			1:08	4		N/A
IA	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			0%	10		N/A			57.14%	7		N/A			28.57%	14		N/A			25%	4		N/A
IA	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A			60%	5		N/A			33.33%	6		N/A			0%	1		N/A
IA	14-11	MR-8	Trouble Rate, DS3 %		P			0.70%	1426		N/A			0.50%	1399		N/A			1.01%	1382		N/A			0.29%	1363		N/A
IA	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A			0.36%	1399		N/A			0.43%	1382		N/A			0.07%	1363		N/A
IA	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			28.57%	14		N/A			12.50%	8		N/A			26.32%	19		N/A			42.86%	7		N/A
IA	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			77.33%	75		N/A			80%	65		N/A			76.12%	67		N/A			86%	100		N/A
IA	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P						N/A			18	1		N/A			12.88	8		N/A						N/A
IA	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			90.41%	73		N/A			97.06%	68		N/A			88.76%	89		N/A			97.56%	123		N/A
IA	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			98.53%	68		N/A			91.01%	89		N/A			97.56%	123		N/A
IA	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			19.82	17		N/A			14.4	10		N/A			13.71	7		N/A			16.63	16		N/A
IA	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P			19	1		N/A			22.33	3		N/A			29.33	3		N/A						N/A
IA	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			46.39	18		N/A			56.54	24		N/A			48.36	22		N/A			35.42	24		N/A
IA	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			6			N/A			6			N/A			6			N/A			10			N/A
IA	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			77.17%	127		N/A			85.84%	113		N/A			84.55%	110		N/A			81.91%	94		N/A
IA	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:56	127		N/A			2:13	113		N/A			2:19	110		N/A			2:45	94		N/A
IA	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			27.56%	127		N/A			24.78%	113		N/A			19.09%	110		N/A			23.40%	94		N/A
IA	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			25%	76		N/A			18.57%	70		N/A			24.64%	69		N/A
IA	14-12	MR-8	Trouble Rate, Frame Relay %		P			2.12%	5987		N/A			1.90%	5951		N/A			1.84%	5986		N/A			1.55%	6057		N/A
IA	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A			1.28%	5951		N/A			1.17%	5986		N/A			1.14%	6057		N/A
IA	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			29.05%	179		N/A			23.13%	147		N/A			33.33%	165		N/A			31.39%	137		N/A
ID	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	100%	25	100%	30	.	Yes	66.67%	3	100%	12	1.35	Yes	100%	9	100%	15	.	Yes	83.33%	6	100%	8	0.77	Yes
ID	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	27.68	28	23.91	34	1.49	Yes	20	4	14.92	13	2.46	No	18.33	9	18.24	17	-0.26	Yes	12.33	6	16.5	8	-1.48	Yes
ID	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	16	100%	24	.	Yes	100%	7	86.67%	15	-0.86	Yes	100%	8	100%	13	.	Yes	100%	5	100%	6	.	Yes
ID	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	100%	7	93.33%	15	-0.58	N/A	100%	8	100%	13	.	Yes	100%	5	100%	6	.	Yes
ID	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	1	1				N/A	13	1				N/A						N/A	6	1				N/A
ID	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P			100%	1		N/A	100%	3	100%	9	.	Yes	100%	2	100%	2	.	Yes	100%	8	100%	4	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
IA	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
IA	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
IA	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
IA	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
IA	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
IA	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
IA	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
IA	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
IA	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
IA	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
IA	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
IA	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
IA	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
IA	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
IA	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
IA	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
IA	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
IA	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
IA	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
IA	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					
IA	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
IA	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
IA	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
IA	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
IA	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
IA	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
IA	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
ID	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
ID	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	1	1	47	23.28	20.12	3.15	
ID	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
ID	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
ID	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
ID	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P			0:56	1		N/A	1:24	3	1:08	9	0.55	Yes	2:56	2	2:04	2	-0.37	Yes	0:53	8	1:36	4	-2.97	Yes
ID	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P			0%	1		N/A	0%	3	33.33%	9	-1.06	Yes	0%	2	0%	2	.	Yes	37.50%	8	25%	4	0.19	Yes
ID	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	0%	1	16.67%	6	-0.41	N/A	0%	1	0%	1	.	Yes	33.33%	6	0%	3	0.85	N/A
ID	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0%	19806	0%	23063	-0.68	Yes	0.02%	15030	0.04%	22991	-0.92	Yes	0.01%	14620	0.01%	22847	0.5	Yes	0.06%	13833	0.02%	23495	2.92	No
ID	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0.01%	15030	0.03%	22991	-1.15	N/A	0.01%	14620	0%	22847	0.35	N/A	0.04%	13833	0.01%	23495	2.53	N/A
ID	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	100%	4	66.67%	3	0.77	N/A	50%	6	18.18%	11	1.24	N/A	33.33%	3	66.67%	6	-1	N/A	20%	10	0%	4	0.72	N/A
ID	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0%	2760	0%	5832	-4.84	Yes	0.09%	1752	0.04%	5832	9.07	Yes	0%	1560	0.01%	5928	-8.28	Yes	0%	1680	0%	5929	-4	Yes
ID	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0%	144	0%	11376	-0.95	Yes	0%	144	0.04%	11376	-3.07	Yes	0%	144	0%	11328	.	Yes	0%	144	0.01%	11328	-2.23	Yes
ID	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0.44%	3024	0%	5832	1047.1	N/A	0.09%	1752	0.04%	5832	9.07	N/A	0.10%	1680	0.01%	5928	90.18	N/A	0%	1680	0%	5929	-4	Yes
ID	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0%	144	0%	11376	-0.95	Yes	0%	144	0.04%	11376	-3.07	N/A	0%	144	0%	11328	.	Yes	0%	144	0.01%	11328	-2.23	N/A
ID	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	64	1				Yes						N/A						N/A						N/A
ID	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	100%	1				Yes						N/A						N/A						N/A
ID	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%						N/A						N/A						N/A						N/A
ID	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%						N/A						N/A	100%	1				Yes						N/A
ID	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	2.2	2965881	7.21	2878721	-235.5	Yes	2.38	2972358	7.02	2992874	-253.8	Yes	2.25	2836580	7.11	2310482	-235.8	Yes	2.27	3318771	6.71	3006875	-277.5	Yes
ID	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	99.99%	795822				Yes	99.90%	475372				Yes	97.39%	120485				Yes	93.90%	128130				No
ID	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	2.19	2926466	7.21	2878721	-235.1	N/A	2.37	2932557	7.02	2992874	-253.1	N/A	2.26	2787812	7.11	2310482	-234.2	N/A						N/A
ID	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	2.74	39415	7.21	2878721	-34.26	N/A	2.51	39801	7.02	2992874	-39.97	N/A	1.4	48768	7.11	2310482	-53.65	N/A						N/A
ID	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	4276				N/A	100%	4267				N/A	100%	3921				N/A	100%	4302				N/A
ID	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	99.56%	971505.9	99.62%	23332195.3	9.22	No	99.41%	924535.3	98.61%	24228219.4	-64.26	Yes	99.36%	931336.7	98.82%	23164779.6	-47.35	Yes	99.92%	953408	98.38%	23282120.6	-116.9	Yes
ID	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	99.07%	6524	99.54%	76778	5.4	No	95.89%	2163	99.28%	68846	18.41	No	96.81%	1535	99.37%	72984	12.51	No	98.58%	1895	99.21%	83291	3.08	No
ID	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
ID	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
ID	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
ID	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
ID	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
ID	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
ID	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
ID	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
ID	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
ID	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
ID	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
ID	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					
ID	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
ID	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
ID	01-01	MR-8	Trouble Rate, LIS Trunk %		P	1	1	63289	0.02%	0.02%	0.00%	
ID	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
ID	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
ID	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
ID	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
ID	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
ID	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
ID	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	0	0					
ID	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	0	0					
ID	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
ID	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
ID	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
ID	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	1	1	1519809	99.24%			
ID	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
ID	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
ID	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
ID	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	1	1	3780785.88	99.56%	98.86%	0.71%	
ID	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	4	4	12117	98.14%	99.35%	-1.21%	
ID	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
ID	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
ID	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
ID	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
ID	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
ID	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
ID	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
ID	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
ID	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
ID	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
ID	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
ID	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
ID	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
ID	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
ID	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
ID	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
ID	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
ID	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
ID	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
ID	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
ID	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
ID	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
ID	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
ID	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
ID	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
ID	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
ID	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
ID	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
ID	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
ID	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
ID	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A
ID	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
ID	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
ID	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
ID	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
ID	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
ID	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
ID	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
ID	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
ID	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
ID	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
ID	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
ID	02-01	OA-1	Order Accuracy %		NS	99.36%	781				N/A	99.10%	782				N/A						N/A						N/A
ID	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
ID	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
ID	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
ID	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
ID	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
ID	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
ID	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
ID	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
ID	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
ID	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
ID	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
ID	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
ID	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
ID	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
ID	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
ID	02-01	OA-1	Order Accuracy %		NS	0	0					
ID	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
ID	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
ID	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
ID	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
ID	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
ID	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
ID	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
ID	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
ID	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
ID	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
ID	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
ID	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
ID	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	79.03%	124				N/A	86.22%	225				N/A	76.45%	259				N/A	81.85%	259				N/A
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	10.42%	48				N/A	68.18%	44				N/A	46.03%	63				N/A	11.63%	43				N/A
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	15.79%	38				N/A	21.05%	38				N/A	20.59%	34				N/A	15.38%	26				N/A
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	81.36%	59				N/A	69.61%	102				N/A	80.30%	132				N/A	78.52%	135				N/A
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	65.19%	385				N/A	67.78%	481				N/A	71.67%	300				N/A	74.62%	260				N/A
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	57.01%	321				N/A	51.70%	352				N/A	43.17%	227				N/A	66.21%	145				N/A
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	50%	2				N/A	0%	6				N/A	0%	1				N/A						N/A
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	60.91%	220				N/A	59.63%	270				N/A	69.47%	285				N/A	67.40%	227				N/A
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	75%	8				No	80%	10				No	77.78%	9				No	66.67%	6				No
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	96.08%	102				Yes	95.57%	203				Yes	99%	200				Yes	98.60%	215				Yes
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	83.33%	6				Yes	93.75%	32				Yes	96.67%	30				Yes	100%	5				Yes
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	97.96%	49				Yes	93.42%	76				Yes	97.25%	109				Yes	95.50%	111				Yes
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%	100%	1				Yes						N/A	0%	1				No						N/A
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	94.37%	142				Yes	88.46%	182				No	94.74%	209				Yes	88.95%	172				Yes
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	96.54%	260				Yes	95.04%	343				Yes	95.56%	225				Yes	97.98%	198				Yes
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	85.51%	214				Yes	89.66%	203				Yes	91.59%	107				Yes	95.05%	101				Yes
ID	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	6:04	20				Yes	2:13	19				Yes	5:52	36				Yes	2:28	26				Yes
ID	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
ID	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	1:49	73				Yes	1:28	59				Yes	1:18	77				Yes	1:03	46				Yes
ID	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
ID	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
ID	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
ID	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
ID	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
ID	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
ID	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
ID	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
ID	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
ID	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
ID	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
ID	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
ID	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					
ID	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	4	4	33	75.76%			
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	0	0					
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	0	0					
ID	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	0	0					
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%	1	1	2	50.00%			
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	1	1	705	91.63%			
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	0	0					
ID	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	0	0					
ID	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
ID	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
ID	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
ID	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:03	22:14	35				Yes	13:08	15				Yes	14:12	21				Yes	9:31	17				Yes
ID	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
ID	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
ID	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
ID	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
ID	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	41.67%	84				N/A	26.79%	56				N/A	36.21%	58				N/A	35.42%	48				N/A
ID	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	100%	146				Yes	100%	265				Yes	100%	300				Yes	100%	317				Yes
ID	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	4				Yes	100%	30				Yes	100%	26				Yes	100%	2				Yes
ID	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	6				Yes	100%	8				Yes	100%	7				Yes	100%	4				Yes
ID	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	100%	382				Yes	99.79%	484				Yes	99.27%	412				Yes	100%	345				Yes
ID	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	163				Yes	99.41%	170				Yes	98.77%	81				Yes	100%	89				Yes
ID	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	100%	1				Yes						N/A						N/A						N/A
ID	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	94.12%	34				Yes	100%	56				Yes	100%	77				Yes	100%	74				Yes
ID	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	97.22%	36				Yes	92.86%	14				Yes	100%	31				Yes	100%	41				Yes
ID	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	100%	22				Yes	100%	24				Yes	100%	23				Yes	100%	17				Yes
ID	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	100%	207				Yes	99.24%	263				Yes	99.38%	162				Yes	100%	135				Yes
ID	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	99.31%	144				Yes	100%	177				Yes	100%	144				Yes	100%	55				Yes
ID	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	1				Yes	100%	6				Yes	100%	1				Yes						N/A
ID	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	84.62%	26				No	93.33%	15				Yes	87.50%	16				No	92.31%	13				Yes
ID	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	1				Yes						N/A						N/A						N/A
ID	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	83.33%	6				No	100%	5				Yes	100%	15				Yes	100%	10				Yes
ID	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	1				Yes	100%	1				Yes	100%	3				Yes	100%	12				Yes
ID	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	1:18	243				Yes	0:58	416				Yes	0:21	455				Yes	0:53	469				Yes
ID	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	1:10	764				Yes	0:55	854				Yes	0:17	703				Yes	1:38	650				Yes
ID	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	100%	289	98.43%	79421	-2.14	Yes	99.60%	503	98.24%	73406	-2.31	Yes	99.32%	589	97.32%	67878	-2.99	Yes	99.26%	544	97.84%	78325	-2.28	Yes
ID	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			98.43%	79421		N/A			98.24%	73406		N/A			97.32%	67878		N/A			97.84%	78325		N/A
ID	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P			6.25	319		N/A	3.67	3	4.74	263	-0.25	Yes	1.5	4	4.06	285	1.91	No	2	2	3.85	187	0.13	Yes
ID	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	5.75	4	6.25	319	-0.74	Yes	3	4	4.74	263	0.15	Yes	3.4	5	4.06	285	-0.03	Yes	4	4	3.85	187	-0.05	Yes
ID	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A
ID	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	8.33	3	6.25	319	-0.24	Yes	2.4	5	4.74	263	0.78	Yes	1	1	4.06	285	0.89	Yes			3.85	187		N/A
ID	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0%	1	26.64%	304	0.32	Yes	0%	1	30.95%	252	0.38	Yes	0%	4	25.30%	249	1.04	Yes	66.67%	3	17.31%	283	-2.25	Yes
ID	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	50%	2	26.64%	304	-0.74	Yes	0%	70	30.95%	252	5.99	No	0%	1	25.30%	249	0.3	Yes	0%	6	17.31%	283	1.03	Yes
ID	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P						N/A						N/A			0%	2		N/A	0%	1				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:03	0	0					
ID	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
ID	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
ID	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
ID	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
ID	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
ID	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
ID	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
ID	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
ID	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
ID	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
ID	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	0	0					
ID	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
ID	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
ID	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
ID	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
ID	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
ID	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
ID	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	2	2	70	88.57%			
ID	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
ID	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	1	1	36	97.22%			
ID	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					
ID	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
ID	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
ID	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	0	0					
ID	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
ID	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1	1	9	2.33	4.86	-2.52	
ID	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	0	0					
ID	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
ID	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
ID	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					
ID	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	1	1	79	1.27%	24.90%	-23.64%	
ID	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0%	4	26.64%	304	1.09	Yes	20%	5	30.95%	252	0.43	Yes	0%	1	25.30%	249	0.3	Yes	0%	2	17.31%	283	0.4	Yes
ID	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
ID	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.15	643	0.03	14313	17	N/A	0.14	927	0.05	12679	8.51	N/A	0.1	654	0.05	11505	4.23	N/A	0.06	579	0.03	12513	3.3	N/A
ID	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
ID	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
ID	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
ID	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
ID	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
ID	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
ID	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	92.11%	38	93.41%	3947	0.38	Yes	89.13%	46	94.01%	3489	1.3	Yes	97.73%	44	93.82%	3447	-1.07	Yes	96.97%	33	93.68%	3703	-0.77	Yes
ID	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	98.08%	52	99.64%	7293	1.32	Yes	100%	47	99.62%	6018	-0.42	Yes	100%	59	99.59%	5827	-0.49	Yes	100%	63	99.57%	6285	-0.52	Yes
ID	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	4.47	38	5.62	3959	-1.19	Yes	7.72	47	5.1	3501	2.75	No	3.59	44	5.16	3459	-1.92	Yes	5.7	33	5.27	3710	0.53	Yes
ID	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.95	19	3.47	5960	-1.95	Yes	2.33	15	3.6	4821	-3.91	Yes	2.52	25	3.54	4682	-3.81	Yes	3.18	33	3.49	5022	-1.69	Yes
ID	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	84.78%	92	91.14%	10389	1.99	No	89.90%	99	89.52%	9408	-0.12	Yes	81%	100	90.83%	9645	3.03	No	85.07%	134	89.45%	9561	1.58	Yes
ID	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	90.91%	99	91.06%	9408	0.1	N/A	86%	100	92.47%	9645	2.23	N/A	90.30%	134	91.31%	9561	0.44	N/A
ID	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P			4.22	88		N/A	1.5	2	4.41	66	-0.89	Yes			6.97	79		N/A	1	1	4.88	91	-0.61	Yes
ID	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	1	1	2.9	20	-1.01	Yes			5.67	18		N/A			14.5	18		N/A			3.96	25		N/A
ID	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	2.33	3	10.07	175	-1.34	Yes	7	4	7.8	147	-0.19	Yes	11	1	8.84	138	0.66	Yes			8.49	145		N/A
ID	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P			6.17	6		N/A			8.86	7		N/A			4.86	7		N/A			6.33	3		N/A
ID	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	54.4	5	93.75	574	-0.77	N/A	66.33	3	84.96	555	-0.29	N/A	55.5	8	81.4	513	-0.68	N/A	130	4	71.55	587	1.16	N/A
ID	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	3		186		1.19	N/A	2		194		0.99	N/A	3		166		0.31	N/A	0		152		-1.18	N/A
ID	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	96.88%	32	91.61%	2967	-1.07	Yes	91.18%	34	93.56%	4643	0.6	Yes	97.30%	37	92.09%	3149	-1.17	Yes	92.68%	41	90.48%	3465	-0.48	Yes
ID	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	8	98.06%	516	-0.39	Yes	100%	15	98.29%	586	-0.5	Yes	100%	12	98.53%	681	-0.42	Yes	100%	20	95.65%	736	-0.94	Yes
ID	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	100%	39	98.67%	3680	-0.72	Yes	97.56%	41	98.68%	5511	0.62	Yes	100%	42	98.42%	4050	-0.82	Yes	98.08%	52	98.08%	4586	0.1	Yes
ID	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	28	99.72%	1073	-0.28	Yes	100%	45	99.92%	1193	-0.19	Yes	100%	52	99.77%	1323	-0.34	Yes	100%	60	99.49%	1560	-0.55	Yes
ID	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	8:32	39	14:00	3680	-2.88	Yes	11:44	41	12:17	5511	-0.29	Yes	10:02	42	13:31	4050	-1.93	Yes	10:07	52	13:53	4586	-1.94	Yes
ID	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	2:42	28	6:08	1073	-2.15	Yes	4:50	45	5:56	1193	-0.93	Yes	2:11	52	4:57	1323	-2.13	Yes	3:43	60	6:15	1560	-1.98	Yes
ID	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	21.43%	28	10.16%	1073	1.75	No	13.33%	45	9.89%	1193	0.77	Yes	7.69%	52	9.52%	1323	-0.44	Yes	11.67%	60	11.99%	1560	-0.08	Yes
ID	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	15%	40	10.39%	3733	0.94	Yes	18.60%	43	10.67%	5606	1.57	Yes	11.90%	42	10.58%	4110	0.32	Yes	13.21%	53	12.86%	4659	0.12	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					
ID	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
ID	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
ID	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
ID	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
ID	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
ID	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
ID	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
ID	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
ID	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
ID	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
ID	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
ID	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	1	1	162	5.42	5.30	0.13	
ID	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	0	0					
ID	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	2	2	425	85.17%	90.26%	-5.08%	
ID	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
ID	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
ID	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
ID	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
ID	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
ID	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
ID	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
ID	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					
ID	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
ID	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
ID	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	0	0					
ID	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
ID	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
ID	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	1	1	185	12.43%	10.49%	1.94%	
ID	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	19.51%	41	10.54%	5416	1.72	N/A	13.51%	37	10.58%	3952	0.6	N/A	12.24%	49	12.94%	4507	-0.14	N/A
ID	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	12.50%	24	11.81%	508	0.15	N/A	2.78%	36	10.40%	692	-1.46	N/A	15.63%	32	12.28%	733	0.59	N/A
ID	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0.70%	9724	1.09%	442162	-3.65	Yes	0.85%	10309	1.53%	443075	-5.56	Yes	0.90%	10434	1.22%	444128	-2.96	Yes	1.06%	10654	1.40%	445485	-2.92	Yes
ID	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	0.63%	10309	1.34%	443075	-6.17	N/A	0.70%	10434	1.05%	444128	-3.43	N/A	0.76%	10654	1.18%	445485	-3.94	N/A
ID	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	100%	40	95.29%	3733	-1.4	Yes	90.70%	43	94.31%	5606	0.99	Yes	92.86%	42	92.58%	4110	-0.07	Yes	90.57%	53	91.97%	4659	0.42	Yes
ID	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	28	97.95%	1073	-0.76	Yes	100%	45	97.82%	1193	-0.98	Yes	100%	52	98.79%	1323	-0.78	Yes	96.67%	60	97.05%	1560	0.24	Yes
ID	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	35.24%	105	38.61%	7829	-0.71	N/A	38.46%	143	33.95%	10294	1.13	N/A	33.80%	142	35.41%	8411	-0.4	N/A	35.43%	175	33.31%	9325	0.59	N/A
ID	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P			100%	19		N/A			100%	15		N/A			85.71%	21		N/A			85.19%	27		N/A
ID	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P			100%	6		N/A			100%	1		N/A						N/A			100%	3		N/A
ID	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P			5.53	19		N/A			3.6	15		N/A			6	21		N/A			4.41	27		N/A
ID	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P			2.17	6		N/A			1	1		N/A						N/A			3	3		N/A
ID	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P			85.71%	21		N/A			63.16%	19		N/A			73.08%	26		N/A			70.83%	24		N/A
ID	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A			73.68%	19		N/A			80.77%	26		N/A			83.33%	24		N/A
ID	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P						N/A						N/A			1	1		N/A			3.25	4		N/A
ID	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P						N/A						N/A			13	2		N/A						N/A
ID	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS			173.56	16		N/A			162.67	15		N/A			129.63	19		N/A			111.37	19		N/A
ID	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS			2			N/A			2			N/A			2			N/A			2			N/A
ID	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P			85.71%	21		N/A			94.44%	18		N/A			100%	12		N/A			94.12%	17		N/A
ID	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P			100%	7		N/A			100%	9		N/A			100%	15		N/A			87.50%	16		N/A
ID	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P			93.55%	31		N/A			100%	22		N/A			100%	18		N/A			100%	27		N/A
ID	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P			100%	15		N/A			100%	21		N/A			100%	26		N/A			96.55%	29		N/A
ID	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P			13:40	31		N/A			9:13	22		N/A			8:47	18		N/A			8:39	27		N/A
ID	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P			3:05	15		N/A			6:31	21		N/A			5:26	26		N/A			6:50	29		N/A
ID	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P			3.23%	31		N/A			13.04%	23		N/A			16.67%	18		N/A			17.86%	28		N/A
ID	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P			13.33%	15		N/A			4.76%	21		N/A			19.23%	26		N/A			13.79%	29		N/A
ID	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A			13.64%	22		N/A			17.65%	17		N/A			18.52%	27		N/A
ID	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A			9.09%	11		N/A			20%	10		N/A			16.67%	12		N/A
ID	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P			0.41%	11164		N/A			0.39%	11185		N/A	0%	4	0.39%	11197	-0.13	Yes	0%	4	0.50%	11303	-0.14	Yes
ID	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A			0.30%	11185		N/A	0%	4	0.24%	11197	-0.1	N/A	0%	4	0.35%	11303	-0.12	N/A
ID	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS			39.47%	76		N/A			35.29%	68		N/A			25.42%	59		N/A			30.49%	82		N/A
ID	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P			93.75%	48		N/A			80.43%	46		N/A			82.76%	29		N/A			93.02%	43		N/A
ID	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P			99.29%	564		N/A			100%	25		N/A			91.30%	23		N/A			100%	19		N/A
ID	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P			5.46	50		N/A			8.62	47		N/A			5.45	29		N/A			5.77	43		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
ID	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
ID	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
ID	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
ID	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	0	0					
ID	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	0	0					
ID	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
ID	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
ID	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
ID	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	0	0					
ID	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	0	0					
ID	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
ID	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
ID	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
ID	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
ID	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
ID	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
ID	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
ID	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
ID	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
ID	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
ID	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
ID	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
ID	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	0	0					
ID	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	0	0					
ID	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
ID	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
ID	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	0	0					
ID	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
ID	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
ID	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
ID	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
ID	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P			4.95	334		N/A			3.59	22		N/A			3	14		N/A			3.21	14		N/A
ID	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P			94.17%	343		N/A			69.35%	62		N/A			75.44%	57		N/A	100%	1	74.39%	82	-0.58	Yes
ID	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A			77.42%	62		N/A			80.70%	57		N/A	100%	1	84.15%	82	-0.43	N/A
ID	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			3	2		N/A			15.67	6		N/A			1.5	2		N/A			6.5	2		N/A
ID	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P			2	4		N/A						N/A			2.5	2		N/A						N/A
ID	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			5	2		N/A			8.67	3		N/A			8.33	3		N/A			5	1		N/A
ID	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			66.71	17		N/A			56	18		N/A			61.77	13		N/A			74.47	15		N/A
ID	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			1			N/A			3			N/A			3			N/A			1			N/A
ID	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P			98%	50		N/A			97.22%	72		N/A			94.92%	59		N/A			92.98%	57		N/A
ID	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P			100%	10		N/A			91.30%	23		N/A			100%	28		N/A			100%	23		N/A
ID	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P			100%	63		N/A			100%	86		N/A			97.18%	71		N/A			98.70%	77		N/A
ID	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P			100%	30		N/A			98.04%	51		N/A			100%	53		N/A			94.83%	58		N/A
ID	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P			11:40	63		N/A			9:25	86		N/A			11:21	71		N/A			12:01	77		N/A
ID	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P			3:54	30		N/A			7:23	51		N/A			3:05	53		N/A			8:45	58		N/A
ID	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P			15.87%	63		N/A			11.63%	86		N/A			12.50%	72		N/A			11.69%	77		N/A
ID	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P			6.67%	30		N/A			7.84%	51		N/A			15.09%	53		N/A			12.07%	58		N/A
ID	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A			11.25%	80		N/A			13.85%	65		N/A			11.11%	72		N/A
ID	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A			8%	25		N/A			10.34%	29		N/A			8.33%	24		N/A
ID	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0%	24	0.46%	20129	-0.33	Yes	0%	24	0.69%	19939	-0.41	Yes	0%	26	0.62%	20094	-0.4	Yes	0%	24	0.67%	20059	-0.4	Yes
ID	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0%	24	0.53%	19939	-0.36	N/A	0%	26	0.47%	20094	-0.35	N/A	0%	24	0.48%	20059	-0.34	N/A
ID	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P			34.97%	143		N/A			35.38%	212		N/A			33.86%	189		N/A			32.16%	199		N/A
ID	02-05	OP-3	Installation Commitments Met, EELs %		90%	84.62%	13				No	80%	10				No	100%	8				Yes	92.31%	13				Yes
ID	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	7.2	10				N/A	11.5	10				N/A	9.17	6				N/A	10.5	6				N/A
ID	02-05	OP-5	New Service Installation Quality, EELs %		NS	90%	20				N/A	83.33%	18				N/A	73.33%	15				N/A	90.91%	11				N/A
ID	02-05	OP-5*	New Service Installation Quality, EELs %		NS						N/A	83.33%	18				N/A	80%	15				N/A	90.91%	11				N/A
ID	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	4	4				N/A	10	3				N/A	3	1				N/A	11	2				N/A
ID	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	0.67	3				N/A						N/A						N/A						N/A
ID	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	0					N/A						N/A						N/A						N/A
ID	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	71.43%	7				N/A	100%	7				N/A	100%	9				N/A	100%	1				N/A
ID	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2:44	7				N/A	1:40	7				N/A	2:06	9				N/A	3:16	1				N/A
ID	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	14.29%	7				N/A	57.14%	7				N/A	33.33%	9				N/A	0%	1				N/A
ID	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS						N/A	66.67%	6				N/A	25%	8				N/A	0%	1				N/A
ID	02-05	MR-8	Trouble Rate, EELs %		NS	8.86%	79				N/A	10.94%	64				N/A	25%	36				N/A	4.55%	22				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	0	0					
ID	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
ID	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
ID	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
ID	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
ID	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
ID	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
ID	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
ID	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
ID	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
ID	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
ID	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
ID	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
ID	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
ID	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0	0					
ID	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0	0					
ID	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
ID	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
ID	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0	0					
ID	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
ID	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
ID	02-05	OP-3	Installation Commitments Met, EELs %		90%	2	2	44	88.64%			
ID	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	0	0					
ID	02-05	OP-5	New Service Installation Quality, EELs %		NS	0	0					
ID	02-05	OP-5*	New Service Installation Quality, EELs %		NS	0	0					
ID	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	0	0					
ID	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	0	0					
ID	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	0	0					
ID	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	0	0					
ID	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	0	0					
ID	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	0	0					
ID	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS	0	0					
ID	02-05	MR-8	Trouble Rate, EELs %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	02-05	MR-8*	Trouble Rate, EELs %		NS						N/A	9.38%	64				N/A	22.22%	36				N/A	4.55%	22				N/A
ID	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A	100%	1	93.82%	3447	-0.26	Yes			93.68%	3703		N/A
ID	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	99.67%	306	93.41%	3947	-4.25	Yes	99.67%	601	94.01%	3489	-5.4	Yes	100%	309	93.82%	3447	-4.32	Yes	99.68%	314	93.68%	3703	-4.2	Yes
ID	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A	3	1	5.16	3459	-0.4	Yes			5.27	3710		N/A
ID	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	4.64	132	5.62	3959	-1.87	Yes	4.25	365	5.1	3501	-3.09	Yes	5.03	131	5.16	3459	-0.28	Yes	5.15	124	5.27	3710	-0.23	Yes
ID	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	98.90%	454	75.34%	3730	-11	Yes	99.56%	456	71.67%	3480	-12.43	Yes	99.68%	312	75.34%	3585	-9.57	Yes	99.13%	346	72.34%	3648	-10.65	Yes
ID	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	99.56%	456	75.83%	3480	-11.13	N/A	100%	312	79.75%	3585	-8.54	N/A	99.42%	346	77.22%	3648	-9.41	N/A
ID	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			6.97	79		N/A			4.88	91		N/A
ID	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	3	1	4.22	88	-0.24	Yes	3	2	4.41	66	-0.43	Yes			6.97	79		N/A	13	1	4.88	91	1.39	Yes
ID	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			8.84	138		N/A			8.49	145		N/A
ID	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P			10.07	175		N/A			7.8	147		N/A			8.84	138		N/A			8.49	145		N/A
ID	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	2.31	16	93.15	286	-3.37	N/A			82.03	285		N/A			76.73	276		N/A	22	1	71.8	303	-0.59	N/A
ID	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	14		114		3.79	N/A			129			N/A			114			N/A	0		94		-0.67	N/A
ID	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	100%	43	92.56%	3483	-1.85	Yes	98.04%	51	94.09%	5229	-1.19	Yes	100%	21	93.24%	3830	-1.23	Yes	100%	26	91.38%	4201	-1.56	Yes
ID	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	100%	47	98.91%	4753	-0.72	Yes	100%	52	98.90%	6704	-0.76	Yes	100%	21	98.75%	5373	-0.51	Yes	100%	28	98.44%	6146	-0.67	Yes
ID	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:22	47	12:14	4753	-5.22	Yes	4:39	52	11:09	6704	-4.09	Yes	4:44	21	11:24	5373	-2.61	Yes	2:56	28	11:57	6146	-3.55	Yes
ID	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	17.02%	47	10.34%	4806	1.42	Yes	9.62%	52	10.53%	6799	-0.21	Yes	0%	21	10.33%	5433	-1.55	Yes	17.86%	28	12.64%	6219	0.83	Yes
ID	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	9.68%	31	10.65%	5924	-0.18	N/A	0%	15	10.55%	4644	-1.33	N/A	6.25%	16	12.84%	5240	-0.79	N/A
ID	04-01	MR-8	Trouble Rate, UBL Analog %		P	0.90%	5214	1.09%	442162	-1.28	Yes	1.03%	5035	1.53%	443075	-2.88	Yes	0.46%	4543	1.22%	444128	-4.64	Yes	0.64%	4376	1.40%	445485	-4.24	Yes
ID	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.62%	5035	1.34%	443075	-4.43	N/A	0.33%	4543	1.05%	444128	-4.72	N/A	0.37%	4376	1.18%	445485	-4.95	N/A
ID	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	11.32%	53	38.61%	7829	-4.07	N/A	10.34%	58	33.95%	10294	-3.79	N/A	22.22%	27	35.41%	8411	-1.43	N/A	22.22%	36	33.31%	9325	-1.41	N/A
ID	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	100%	21	90.48%	21	-1.05	Yes	100%	15	100%	67	.	Yes	100%	17	79.25%	53	-1.84	Yes	96.15%	26	86.67%	30	-1.04	Yes
ID	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	4.58	19	14.2	15	-1.79	Yes	3.92	12	20.3	67	-5.13	Yes	3.75	16	15.29	52	-2.89	Yes	4.24	25	10.56	27	-2.8	Yes
ID	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	100%	21	95.56%	45	-0.82	Yes	100%	18	90.16%	61	-1.23	Yes	100%	22	100%	43	.	Yes	95.83%	24	80%	35	-1.49	Yes
ID	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	100%	18	93.44%	61	-0.99	N/A	100%	22	100%	43	.	Yes	100%	24	91.43%	35	-1.16	N/A
ID	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P			67	1		N/A						N/A			23.09	11		N/A	7	1	13.75	4	-0.82	Yes
ID	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P			3	1		N/A						N/A						N/A						N/A
ID	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS			156	9		N/A			158.88	8		N/A			132.67	9		N/A			120.2	10		N/A
ID	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS			1			N/A			0			N/A			0			N/A			0			N/A
ID	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	3	97.06%	34	-0.29	Yes	100%	5	100%	50	.	Yes			97.37%	38		N/A	100%	4	100%	47	.	Yes
ID	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	3	100%	34	.	Yes	100%	5	100%	50	.	Yes			100%	38		N/A	100%	4	100%	47	.	Yes
ID	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	3:46	3	3:25	34	0.43	Yes	0.08333	5	2:32	50	-0.43	Yes			4:36	38		N/A	5:17	4	2:24	47	1.22	Yes
ID	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0%	3	20.59%	34	-0.85	Yes	0%	5	22%	50	-1.13	Yes			15.79%	38		N/A	25%	4	21.28%	47	0.15	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	02-05	MR-8*	Trouble Rate, EELs %		NS	0	0					
ID	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
ID	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
ID	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
ID	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
ID	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
ID	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
ID	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
ID	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	0	0					
ID	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
ID	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
ID	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
ID	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
ID	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
ID	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
ID	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
ID	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					
ID	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
ID	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
ID	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
ID	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
ID	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
ID	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
ID	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
ID	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
ID	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
ID	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
ID	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
ID	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
ID	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
ID	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
ID	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	0	0					
ID	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	0%	1	11.11%	27	-0.35	N/A			15.38%	26		N/A	33.33%	3	25%	24	0.23	N/A
ID	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0.67%	449	1.19%	2855	-0.95	Yes	1.15%	434	1.74%	2869	-0.88	Yes	0%	423	1.32%	2872	-2.22	Yes	0.97%	411	1.64%	2870	-0.99	Yes
ID	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.23%	434	0.94%	2869	-1.43	N/A	0%	423	0.91%	2872	-1.84	N/A	0.73%	411	0.84%	2870	-0.22	N/A
ID	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	25%	4	10.53%	38	0.7	N/A	0%	5	9.09%	55	-0.68	N/A			13.64%	44		N/A	0%	4	14.55%	55	-0.8	N/A
ID	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P			85.89%	241		N/A			90.42%	167		N/A			85.03%	147		N/A			92.25%	142		N/A
ID	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P			18.76	275		N/A			14.9	202		N/A			13.66	180		N/A			12.4	166		N/A
ID	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P			91.29%	241		N/A			86.08%	194		N/A			97.14%	175		N/A			92.57%	148		N/A
ID	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A			89.18%	194		N/A			98.86%	175		N/A			95.95%	148		N/A
ID	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			21.38	37		N/A			11.74	19		N/A			12.04	27		N/A			15	13		N/A
ID	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			9.33	3		N/A						N/A			46.67	3		N/A			3	1		N/A
ID	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			63.91	35		N/A			44.46	48		N/A			71.52	25		N/A			83.18	22		N/A
ID	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			13			N/A			12			N/A			4			N/A			5			N/A
ID	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P			90.71%	140		N/A			83.05%	177		N/A			82.02%	89		N/A			83.21%	137		N/A
ID	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P			1:41	140		N/A			2:42	177		N/A			2:20	89		N/A			2:14	137		N/A
ID	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P			27.86%	140		N/A			24.86%	177		N/A			25.84%	89		N/A			37.23%	137		N/A
ID	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			24.60%	126		N/A			28.07%	57		N/A			40.79%	76		N/A
ID	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P			1.67%	8361		N/A			2.14%	8285		N/A			1.10%	8128		N/A			1.70%	8081		N/A
ID	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A			1.52%	8285		N/A			0.70%	8128		N/A			0.94%	8081		N/A
ID	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS			19.08%	173		N/A			12.38%	202		N/A			30.47%	128		N/A			12.18%	156		N/A
ID	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	66.67%	3	85.89%	241	0.79	Yes			90.42%	167		N/A	100%	1	85.03%	147	-0.42	Yes	100%	2	92.25%	142	-0.41	Yes
ID	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	7	3	18.76	275	-0.9	Yes			14.9	202		N/A			13.66	180		N/A	9	1	12.4	166	-0.43	Yes
ID	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	100%	2	91.29%	241	-0.44	Yes	100%	1	86.08%	194	-0.4	Yes	100%	2	97.14%	175	-0.24	Yes	100%	3	92.57%	148	-0.49	Yes
ID	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	100%	1	89.18%	194	-0.35	N/A	100%	2	98.86%	175	-0.15	N/A	100%	3	95.95%	148	-0.35	N/A
ID	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	1	1	21.38	37	-0.37	Yes			11.74	19		N/A			12.04	27		N/A			15	13		N/A
ID	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P			9.33	3		N/A						N/A			46.67	3		N/A			3	1		N/A
ID	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	13	1	63.91	35	-0.57	N/A			44.46	48		N/A			71.52	25		N/A			83.18	22		N/A
ID	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0		13		-0.76	N/A			12			N/A			4			N/A			5			N/A
ID	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	50%	2	90.71%	140	1.31	Yes	100%	1	83.05%	177	-0.45	Yes			82.02%	89		N/A			83.21%	137		N/A
ID	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	3:35	2	1:41	140	1.22	Yes	2:22	1	2:42	177	-0.1	Yes			2:20	89		N/A			2:14	137		N/A
ID	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	50%	2	27.86%	140	0.57	Yes	0%	1	24.86%	177	-0.57	Yes			25.84%	89		N/A			37.23%	137		N/A
ID	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A	0%	1	24.60%	126	-0.57	N/A			28.07%	57		N/A			40.79%	76		N/A
ID	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	7.14%	28	1.67%	8361	1.7	No	3.85%	26	2.14%	8285	0.61	Yes	0%	25	1.10%	8128	-0.53	Yes	0%	25	1.70%	8081	-0.66	Yes
ID	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	3.85%	26	1.52%	8285	0.86	N/A	0%	25	0.70%	8128	-0.42	N/A	0%	25	0.94%	8081	-0.49	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
ID	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0	0					
ID	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
ID	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
ID	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
ID	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
ID	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
ID	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
ID	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
ID	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
ID	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
ID	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
ID	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
ID	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
ID	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
ID	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
ID	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					
ID	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
ID	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
ID	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
ID	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
ID	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	0	0					
ID	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
ID	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
ID	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
ID	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
ID	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
ID	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	0	0					
ID	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	0	0					
ID	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
ID	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
ID	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	1	1	104	2.88%	1.65%	1.23%	
ID	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0%	2	19.08%	173	-0.68	N/A	0%	1	12.38%	202	-0.37	N/A			30.47%	128		N/A			12.18%	156		N/A
ID	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	100%	4	90.48%	21	-0.59	Yes	100%	2	100%	67	.	Yes	83.33%	6	79.25%	53	-0.23	Yes	100%	9	86.67%	30	-1.03	Yes
ID	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	4.33	3	14.2	15	-1.01	Yes	4.5	2	20.3	67	-2.16	Yes	4.33	6	15.29	52	-1.82	Yes	4.25	8	10.56	27	-1.93	Yes
ID	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	75%	4	95.56%	45	1.19	Yes	75%	4	90.16%	61	0.78	Yes	100%	8	100%	43	.	Yes	77.78%	9	80%	35	0.13	Yes
ID	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	100%	4	93.44%	61	-0.51	N/A	100%	8	100%	43	.	Yes	77.78%	9	91.43%	35	1.03	N/A
ID	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			67	1		N/A						N/A	1	1	23.09	11	-1.35	Yes			13.75	4		N/A
ID	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P			3	1		N/A						N/A						N/A						N/A
ID	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			156	9		N/A			158.88	8		N/A			132.67	9		N/A			120.2	10		N/A
ID	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS			1			N/A			0			N/A			0			N/A			0			N/A
ID	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	100%	1	97.06%	34	-0.17	Yes	100%	3	100%	50	.	Yes	100%	4	97.37%	38	-0.31	Yes	100%	2	100%	47	.	Yes
ID	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	1	100%	34	.	Yes	100%	3	100%	50	.	Yes	100%	4	100%	38	.	Yes	100%	2	100%	47	.	Yes
ID	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:45	1	3:25	34	-0.13	Yes	0:55	3	2:32	50	-1.02	Yes	1:11	4	4:36	38	-0.95	Yes	7:34	2	2:24	47	1.7	No
ID	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0%	1	20.59%	34	-0.5	Yes	0%	3	22%	50	-0.89	Yes	50%	4	15.79%	38	1.4	Yes	0%	2	21.28%	47	-0.72	Yes
ID	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A			11.11%	27		N/A			15.38%	26		N/A	0%	2	25%	24	-0.78	N/A
ID	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	0.80%	125	1.19%	2855	-0.39	Yes	2.50%	120	1.74%	2869	0.65	Yes	3.36%	119	1.32%	2872	1.64	Yes	1.69%	118	1.64%	2870	0.12	Yes
ID	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	0%	120	0.94%	2869	-1.05	N/A	0%	119	0.91%	2872	-1.02	N/A	1.69%	118	0.84%	2870	0.94	N/A
ID	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0%	1	10.53%	38	-0.34	N/A	0%	3	9.09%	55	-0.53	N/A	0%	4	13.64%	44	-0.76	N/A	0%	2	14.55%	55	-0.57	N/A
ID	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%			95.03%	161		N/A			94.55%	202		N/A			95.62%	137		N/A			97.65%	170		N/A
ID	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6			5.55	163		N/A			6.37	203		N/A			9.93	138		N/A			9.91	171		N/A
ID	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P			98.36%	183		N/A			96.49%	171		N/A			98.71%	155		N/A	100%	1	95.24%	189	-0.22	Yes
ID	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A			99.42%	171		N/A			98.71%	155		N/A	100%	1	96.30%	189	-0.2	N/A
ID	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			3.63	8		N/A			2.55	11		N/A			3.33	6		N/A			2.25	4		N/A
ID	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P						N/A						N/A						N/A						N/A
ID	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			90.16%	122		N/A			83.17%	101		N/A			87.01%	77		N/A			88.12%	101		N/A
ID	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			95.90%	122		N/A			95.10%	102		N/A			94.81%	77		N/A			98.02%	101		N/A
ID	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			8:11	122		N/A			11:27	102		N/A			13:27	77		N/A			9:35	101		N/A
ID	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			29.51%	122		N/A			27.45%	102		N/A			27.27%	77		N/A			32.67%	101		N/A
ID	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			35.14%	37		N/A			31.82%	44		N/A			36.92%	65		N/A
ID	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P			2.57%	4753		N/A			2.09%	4883		N/A			1.54%	5005		N/A			1.96%	5163		N/A
ID	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A			0.76%	4883		N/A			0.88%	5005		N/A			1.26%	5163		N/A
ID	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS			45.29%	223		N/A			44.26%	183		N/A			46.15%	143		N/A			35.67%	157		N/A
ID	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			100%	25		N/A			80%	5		N/A			42.86%	14		N/A			80%	10		N/A
ID	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			33.26	31		N/A			14.83	6		N/A	17	1	31.68	19	-0.36	Yes			21.96	26		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
ID	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
ID	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
ID	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	0	0					
ID	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
ID	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
ID	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
ID	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
ID	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
ID	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
ID	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
ID	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	1	1	10	2:32	3:08	-0:36	
ID	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					
ID	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
ID	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	0	0					
ID	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
ID	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
ID	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
ID	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
ID	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
ID	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
ID	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
ID	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
ID	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
ID	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
ID	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
ID	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
ID	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
ID	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
ID	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
ID	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
ID	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
ID	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			100%	19		N/A	100%	1	92.31%	13	-0.28	Yes	100%	1	100%	23	.	Yes			100%	20		N/A
ID	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A	100%	1	100%	13	.	Yes	100%	1	100%	23	.	Yes			100%	20		N/A
ID	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A			1	1		N/A	8	1	38	9	-0.58	Yes			33.4	5		N/A
ID	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A						N/A						N/A						N/A
ID	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			47	1		N/A			15	2		N/A			74.5	2		N/A			92.5	4		N/A
ID	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			0			N/A			0			N/A			0			N/A			1			N/A
ID	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			100%	7		N/A			75%	4		N/A			100%	1		N/A			100%	2		N/A
ID	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			0:52	7		N/A			2:09	4		N/A			0:32	1		N/A			0:47	2		N/A
ID	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			14.29%	7		N/A			0%	4		N/A			0%	1		N/A			50%	2		N/A
ID	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A			0%	2		N/A			0%	1		N/A			50%	2		N/A
ID	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			1.29%	541		N/A			0.75%	530		N/A			0.19%	537		N/A			0.38%	526		N/A
ID	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0.38%	530		N/A			0.19%	537		N/A			0.38%	526		N/A
ID	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			41.67%	12		N/A			33.33%	6		N/A			0%	1		N/A			60%	5		N/A
ID	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	95				N/A	0:02	110				N/A	0:02	66				N/A	0:03	92				N/A
ID	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A
ID	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	100%	6				Yes	100%	5				Yes	100%	2				Yes	83.33%	6				No
ID	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	100%	23				Yes	100%	42				Yes	96.30%	27				Yes	100%	42				Yes
ID	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	23				N/A	0%	42				N/A	0%	27				N/A	0%	42				N/A
ID	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0%	6				N/A	0%	5				N/A	0%	2				N/A	0%	6				N/A
ID	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	100%	2				Yes	100%	4				Yes						N/A	100%	1				Yes
ID	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15						N/A	8	2				Yes						N/A	5	1				Yes
ID	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			93.41%	3947		N/A			94.01%	3489		N/A			93.82%	3447		N/A			93.68%	3703		N/A
ID	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%			99.64%	7293		N/A	100%	1	99.62%	6018	-0.06	Yes	100%	1	99.59%	5827	-0.06	Yes	100%	1	99.57%	6285	-0.07	Yes
ID	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			5.62	3959		N/A			5.1	3501		N/A			5.16	3459		N/A			5.27	3710		N/A
ID	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3			3.47	5960		N/A			3.6	4821		N/A			3.54	4682		N/A			3.49	5022		N/A
ID	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	100%	1	91.14%	10389	-0.31	Yes	100%	1	89.52%	9408	-0.34	Yes	0%	1	90.83%	9645	1.69	No	100%	1	89.45%	9561	-0.34	Yes
ID	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	100%	1	91.06%	9408	-0.31	N/A	100%	1	92.47%	9645	-0.29	N/A	100%	1	91.31%	9561	-0.31	N/A
ID	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.22	88		N/A			4.41	66		N/A			6.97	79		N/A			4.88	91		N/A
ID	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			2.9	20		N/A			5.67	18		N/A			14.5	18		N/A			3.96	25		N/A
ID	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS			10.07	175		N/A			7.8	147		N/A			8.84	138		N/A			8.49	145		N/A
ID	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS			6.17	6		N/A			8.86	7		N/A			4.86	7		N/A			6.33	3		N/A
ID	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P			91.61%	2967		N/A			93.56%	4643		N/A			92.09%	3149		N/A			90.48%	3465		N/A
ID	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P			98.06%	516		N/A			98.29%	586		N/A			98.53%	681		N/A			95.65%	736		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
ID	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
ID	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
ID	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
ID	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
ID	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
ID	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
ID	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
ID	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
ID	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
ID	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
ID	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					
ID	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
ID	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0	0					
ID	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0	0					
ID	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	1	1	19	94.74%			
ID	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
ID	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					
ID	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
ID	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	0	0					
ID	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
ID	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
ID	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
ID	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
ID	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
ID	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	1	1	4	75.00%	90.26%	-15.26%	
ID	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
ID	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
ID	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
ID	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
ID	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
ID	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	0	0					
ID	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P			98.67%	3680		N/A			98.68%	5511		N/A			98.42%	4050		N/A			98.08%	4586		N/A
ID	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P			99.72%	1073		N/A			99.92%	1193		N/A	100%	1	99.77%	1323	-0.05	Yes			99.49%	1560		N/A
ID	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:08	1073		N/A			5:56	1193		N/A	20:36	1	4:57	1323	1.88	No			6:15	1560		N/A
ID	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			14:00	3680		N/A			12:17	5511		N/A			13:31	4050		N/A			13:53	4586		N/A
ID	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS			31.82%	22		N/A			29.17%	24		N/A			26.92%	26		N/A			36%	25		N/A
ID	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS			29%	100		N/A			26.92%	78		N/A	0%	1	27.45%	51	-0.61	N/A			31.58%	76		N/A
ID	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A			100%	1		N/A			18.18%	11		N/A			30%	10		N/A
ID	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A			33.33%	36		N/A			36.36%	33		N/A			38.18%	55		N/A
ID	04-10	MR-8	Trouble Rate, Line Sharing %		P	0%	4	1.09%	442162	-0.21	Yes	0%	4	1.53%	443075	-0.25	Yes	33.33%	3	1.22%	444128	2.09	No	0%	3	1.40%	445485	-0.21	Yes
ID	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	0%	4	1.34%	443075	-0.23	N/A	0%	3	1.05%	444128	-0.18	N/A	0%	3	1.18%	445485	-0.19	N/A
ID	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P			85.89%	241		N/A			90.42%	167		N/A			85.03%	147		N/A			92.25%	142		N/A
ID	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P			18.76	275		N/A			14.9	202		N/A			13.66	180		N/A			12.4	166		N/A
ID	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P			91.29%	241		N/A			86.08%	194		N/A			97.14%	175		N/A			92.57%	148		N/A
ID	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A			89.18%	194		N/A			98.86%	175		N/A			95.95%	148		N/A
ID	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			21.38	37		N/A			11.74	19		N/A			12.04	27		N/A			15	13		N/A
ID	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			9.33	3		N/A						N/A			46.67	3		N/A			3	1		N/A
ID	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			63.91	35		N/A			44.46	48		N/A			71.52	25		N/A			83.18	22		N/A
ID	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			13			N/A			12			N/A			4			N/A			5			N/A
ID	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P			90.71%	140		N/A	100%	2	83.05%	177	-0.64	Yes	100%	1	82.02%	89	-0.47	Yes			83.21%	137		N/A
ID	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			1:41	140		N/A	0:14	2	2:42	177	-0.98	Yes	2:02	1	2:20	89	-0.11	Yes			2:14	137		N/A
ID	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P			27.86%	140		N/A	50%	2	24.86%	177	0.66	Yes	0%	1	25.84%	89	-0.59	Yes			37.23%	137		N/A
ID	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A			24.60%	126		N/A	0%	1	28.07%	57	-0.62	N/A			40.79%	76		N/A
ID	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0%	19	1.67%	8361	-0.57	Yes	10.53%	19	2.14%	8285	1.83	No	5.26%	19	1.10%	8128	1.26	Yes	0%	19	1.70%	8081	-0.57	Yes
ID	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0%	19	1.52%	8285	-0.54	N/A	5.26%	19	0.70%	8128	1.5	N/A	0%	19	0.94%	8081	-0.42	N/A
ID	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS			19.08%	173		N/A	0%	2	12.38%	202	-0.53	N/A	0%	1	30.47%	128	-0.66	N/A			12.18%	156		N/A
ID	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P			100%	25		N/A			80%	5		N/A			42.86%	14		N/A			80%	10		N/A
ID	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P			33.26	31		N/A			14.83	6		N/A			31.68	19		N/A			21.96	26		N/A
ID	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P			100%	19		N/A			92.31%	13		N/A			100%	23		N/A			100%	20		N/A
ID	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A			100%	13		N/A			100%	23		N/A			100%	20		N/A
ID	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A			1	1		N/A			38	9		N/A			33.4	5		N/A
ID	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A						N/A						N/A						N/A
ID	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			47	1		N/A			15	2		N/A			74.5	2		N/A			92.5	4		N/A
ID	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			0			N/A			0			N/A			0			N/A			1			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	0	0					
ID	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	0	0					
ID	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	1	1	1	20:36	5:49	14:46	
ID	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	0	0					
ID	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
ID	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
ID	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
ID	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
ID	04-10	MR-8	Trouble Rate, Line Sharing %		P	1	1	14	7.14%	1.31%	5.83%	
ID	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
ID	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
ID	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
ID	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
ID	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
ID	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
ID	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
ID	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
ID	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
ID	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
ID	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
ID	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
ID	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
ID	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	1	1	76	3.95%	1.65%	2.29%	
ID	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
ID	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
ID	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	0	0					
ID	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
ID	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
ID	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
ID	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
ID	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
ID	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
ID	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P			100%	7		N/A			75%	4		N/A			100%	1		N/A			100%	2		N/A
ID	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P			0:52	7		N/A			2:09	4		N/A			0:32	1		N/A			0:47	2		N/A
ID	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P			14.29%	7		N/A			0%	4		N/A			0%	1		N/A			50%	2		N/A
ID	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A			0%	2		N/A			0%	1		N/A			50%	2		N/A
ID	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0%	12	1.29%	541	-0.39	Yes	0%	5	0.75%	530	-0.19	Yes	0%	5	0.19%	537	-0.1	Yes	0%	5	0.38%	526	-0.14	Yes
ID	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0%	5	0.38%	530	-0.14	N/A	0%	5	0.19%	537	-0.1	N/A	0%	5	0.38%	526	-0.14	N/A
ID	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS			41.67%	12		N/A			33.33%	6		N/A			0%	1		N/A			60%	5		N/A
ID	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:44	31816				N/A	1:11	29071				N/A	2:27	26063				N/A	1:29	28684				N/A
ID	07-01	OP-3	Installation Commitments Met, E911 %		P						N/A			0%	2		N/A						N/A						N/A
ID	07-01	OP-4	Installation Interv, E911, Avg Days		P						N/A			49	2		N/A						N/A						N/A
ID	07-01	OP-5	New Service Installation Quality, E911 %		P			100%	2		N/A			100%	2		N/A						N/A						N/A
ID	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A			100%	2		N/A						N/A						N/A
ID	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P						N/A			37	2		N/A						N/A						N/A
ID	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P						N/A						N/A						N/A						N/A
ID	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A						N/A
ID	07-01	MR-7	Repair Repeat Report Rate, E911 %		P						N/A						N/A						N/A						N/A
ID	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A						N/A						N/A						N/A
ID	07-01	MR-8	Trouble Rate, E911 %		P	0%	28	0%	192	.	Yes	0%	28	0%	192	.	Yes	0%	28	0%	186	.	Yes	0%	29	0%	186	.	Yes
ID	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	28	0%	192	.	Yes	0%	28	0%	186	.	Yes	0%	29	0%	186	.	Yes
ID	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS						N/A						N/A						N/A						N/A
ID	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.36	.		N/A			8.77	.		N/A			8.54	.		N/A			7.95	.		N/A
ID	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.92	.		N/A			9.86	.		N/A			9.26	.		N/A			9.42	.		N/A
ID	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	44282				N/A	0.11	39087				N/A	0.09	38151				N/A	0.09	46010				N/A
ID	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	96.79%	34904				N/A	96.65%	33234				N/A	96%	29342				N/A	96.33%	32550				N/A
ID	09-01	NP-1A	NXX Code Activation, All %		P						N/A						N/A	100%	1				N/A						N/A
ID	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS						N/A						N/A	0%	1				N/A						N/A
ID	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
ID	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	100%	96				Yes	100%	97				Yes	100%	66				Yes	96.74%	92				Yes
ID	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	100%	446				Yes	98.62%	650				Yes	98.92%	371				Yes	99.74%	378				Yes
ID	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	100%	595				Yes	100%	832				Yes	100%	449				Yes	100%	488				Yes
ID	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	595				N/A	100%	832				N/A	100%	449				N/A	100%	488				N/A
ID	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			49.81%	516		N/A			46.93%	586		N/A			63.88%	681		N/A			45.65%	736		N/A
ID	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	100%	1	99.72%	1073	-0.05	Yes			99.92%	1193		N/A			99.77%	1323		N/A			99.49%	1560		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
ID	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
ID	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
ID	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
ID	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0	0					
ID	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
ID	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
ID	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
ID	07-01	OP-3	Installation Commitments Met, E911 %		P	0	0					
ID	07-01	OP-4	Installation Interv, E911, Avg Days		P	0	0					
ID	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
ID	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
ID	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P	0	0					
ID	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					
ID	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
ID	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
ID	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
ID	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
ID	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
ID	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
ID	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
ID	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
ID	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
ID	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
ID	09-01	NP-1A	NXX Code Activation, All %		P	0	0					
ID	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0	0					
ID	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
ID	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
ID	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
ID	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
ID	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
ID	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
ID	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	10643.48				Yes	100%	10096.75				Yes	100%	18172.93				Yes	100%	18437.35				Yes
ID	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	10643.48				Yes	100%	10096.75				Yes	100%	18172.93				Yes	97.34%	18437.35				Yes
ID	14-01	OP-3	Installation Commitments Met, Residence %	D	P	98.41%	63	94.43%	3162	-1.36	Yes	98.44%	64	94.20%	2809	-1.43	Yes	94.20%	69	94.24%	2726	0.07	Yes	94.55%	55	94.20%	2899	-0.11	Yes
ID	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	85	99.64%	7126	-0.55	Yes	100%	101	99.66%	5841	-0.58	Yes	100%	104	99.59%	5647	-0.65	Yes	100%	62	99.64%	6072	-0.47	Yes
ID	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	4.27	63	5.3	3170	-1.6	Yes	3.59	64	4.9	2819	-2.35	Yes	4.65	69	4.99	2734	-0.59	Yes	4	56	5.03	2903	-1.48	Yes
ID	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	2.92	50	3.47	5835	-3.66	Yes	2.57	54	3.6	4702	-6.35	Yes	3.03	60	3.55	4546	-3.02	Yes	2.75	40	3.48	4893	-5.12	Yes
ID	14-01	OP-5	New Service Installation Quality, Residence %		P	96.82%	157	91.43%	9482	-2.39	Yes	95.27%	169	89.84%	8526	-2.31	Yes	97.26%	146	90.96%	8682	-2.63	Yes	95.54%	157	89.82%	8574	-2.35	Yes
ID	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	97.04%	169	91.31%	8526	-2.62	N/A	98.63%	146	92.54%	8682	-2.78	N/A	97.45%	157	91.65%	8574	-2.6	N/A
ID	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P			3.68	47		N/A	2	1	3.73	45	-0.41	Yes			6.26	50		N/A	2	1	4.96	54	-0.44	Yes
ID	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			2.9	20		N/A			5.76	17		N/A			15.18	17		N/A			3.24	21		N/A
ID	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	11	1	8.12	130	0.71	Yes			7.08	121		N/A	8.75	4	8.11	110	0.34	Yes	3.5	2	7.57	114	-0.76	Yes
ID	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			6.17	6		N/A			5.8	5		N/A			4.86	7		N/A			2	2		N/A
ID	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	171.43	7	94.1	447	1.66	N/A	362.33	3	84.37	435	3.09	N/A	253.25	4	80.37	397	2.41	N/A	140.71	7	70.59	458	1.77	N/A
ID	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	1		147		-1.04	N/A	1		154		-0.07	N/A	0		124		-1.34	N/A	3		118		0.96	N/A
ID	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	94.12%	34	91.47%	2672	-0.55	Yes	94.59%	37	93.47%	4168	-0.27	Yes	100%	42	92.03%	2787	-1.89	Yes	94.74%	38	90.42%	3099	-0.9	Yes
ID	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	7	97.94%	436	-0.38	Yes	100%	3	98.39%	496	-0.22	Yes	100%	9	98.25%	571	-0.4	Yes	100%	7	95.19%	644	-0.59	Yes
ID	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	100%	41	98.67%	3316	-0.74	Yes	100%	48	98.64%	4939	-0.81	Yes	98.15%	54	98.44%	3585	0.25	Yes	100%	54	98.06%	4080	-1.03	Yes
ID	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	14	99.66%	891	-0.22	Yes	100%	16	99.90%	991	-0.13	Yes	100%	22	99.73%	1094	-0.24	Yes	100%	25	99.46%	1301	-0.36	Yes
ID	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	11:49	41	14:16	3316	-1.32	Yes	9:25	48	12:21	4939	-1.74	Yes	9:47	54	13:44	3585	-2.47	Yes	10:37	54	14:02	4080	-1.78	Yes
ID	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	7:47	14	6:28	891	0.62	Yes	4:37	16	6:18	991	-0.84	Yes	2:49	22	5:21	1094	-1.2	Yes	4:14	25	6:33	1301	-1.17	Yes
ID	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	2.44%	41	10.61%	3364	-1.69	Yes	8%	50	10.54%	5019	-0.58	Yes	7.41%	54	10.69%	3640	-0.77	Yes	10.91%	55	12.94%	4143	-0.45	Yes
ID	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	7.14%	14	10.33%	891	-0.39	Yes	18.75%	16	9.69%	991	1.13	Yes	9.09%	22	8.68%	1094	0.13	Yes	20%	25	12.53%	1301	1.08	Yes
ID	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	6.12%	49	10.39%	4869	-0.97	N/A	7.84%	51	10.67%	3513	-0.65	N/A	11.76%	51	13.02%	4018	-0.26	N/A
ID	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	14.29%	7	11.86%	413	0.24	N/A	22.22%	9	9.21%	554	1.17	N/A	33.33%	9	13.22%	605	1.53	N/A
ID	14-01	MR-8	Trouble Rate, Residence %		P	0.96%	5713	1.22%	349369	-1.74	Yes	1.12%	5907	1.72%	350160	-3.52	Yes	1.27%	5979	1.35%	351109	-0.51	Yes	1.33%	6027	1.54%	352737	-1.35	Yes
ID	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	0.95%	5907	1.51%	350160	-3.5	N/A	1%	5979	1.16%	351109	-1.11	N/A	1%	6027	1.31%	352737	-2.13	N/A
ID	14-01	MR-9	Repair Appointments Met, Residence %	D	P	100%	41	95.51%	3364	-1.38	Yes	98%	50	94.78%	5019	-1.02	Yes	98.15%	54	93.13%	3640	-1.45	Yes	96.36%	55	92.45%	4143	-1.09	Yes
ID	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	92.86%	14	98.32%	891	1.17	Yes	100%	16	98.28%	991	-0.52	Yes	100%	22	98.81%	1094	-0.51	Yes	100%	25	96.85%	1301	-0.89	Yes
ID	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	29.49%	78	37.96%	6858	-1.53	N/A	31.96%	97	33.46%	9032	-0.31	N/A	20.83%	96	35.19%	7304	-2.93	N/A	33.88%	121	33.02%	8128	0.21	N/A
ID	14-02	OP-3	Installation Commitments Met, Business %	D	P	100%	4	89.30%	785	-0.69	Yes	100%	2	93.24%	680	-0.38	Yes	100%	4	92.23%	721	-0.58	Yes	100%	3	91.79%	804	-0.52	Yes
ID	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	15	100%	167	.	Yes	100%	3	98.31%	177	-0.23	Yes	100%	2	99.44%	180	-0.11	Yes	100%	9	97.65%	213	-0.46	Yes
ID	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	7.75	4	6.93	789	0.57	Yes	2	2	5.9	682	-0.8	Yes	3	4	5.82	725	-0.76	Yes	3.33	3	6.14	807	-0.64	Yes
ID	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	2.64	11	3.51	125	-0.77	Yes	2	1	3.66	119	-0.56	Yes	1	1	3.23	136	-1.16	Yes	2.11	9	3.83	129	-1.49	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
ID	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
ID	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
ID	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
ID	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
ID	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
ID	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
ID	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
ID	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
ID	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
ID	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
ID	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
ID	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
ID	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					
ID	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
ID	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	0	0					
ID	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
ID	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
ID	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
ID	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
ID	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
ID	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
ID	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
ID	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
ID	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
ID	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
ID	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
ID	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
ID	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
ID	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
ID	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
ID	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
ID	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-02	OP-5	New Service Installation Quality, Business %		P	83.33%	12	88.22%	908	0.54	Yes	83.33%	6	86.41%	883	0.27	Yes	66.67%	9	89.72%	963	1.85	No	96.15%	26	86.23%	988	-1.45	Yes
ID	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	83.33%	6	88.68%	883	0.43	N/A	100%	9	91.90%	963	-0.89	N/A	96.15%	26	88.36%	988	-1.22	N/A
ID	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P			4.83	41		N/A			5.86	21		N/A			8.21	29		N/A			4.76	37		N/A
ID	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P						N/A			4	1		N/A			3	1		N/A			7.75	4		N/A
ID	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			15.71	45		N/A			11.15	26		N/A			11.71	28		N/A			11.87	31		N/A
ID	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P						N/A			16.5	2		N/A						N/A			15	1		N/A
ID	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			92.52	127		N/A			87.08	120		N/A			84.96	116		N/A	79.33	3	74.94	129	0.36	N/A
ID	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS			39			N/A			40			N/A			42			N/A	0		34		-1.02	N/A
ID	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P			92.88%	295		N/A	100%	2	94.32%	475	-0.35	Yes	100%	1	92.54%	362	-0.28	Yes	100%	4	90.98%	366	-0.63	Yes
ID	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	100%	2	98.75%	80	-0.16	Yes			97.78%	90		N/A	100%	2	100%	110	.	Yes			98.91%	92		N/A
ID	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	100%	1	98.63%	364	-0.12	Yes	100%	2	98.95%	572	-0.15	Yes	100%	1	98.28%	465	-0.13	Yes	100%	5	98.22%	506	-0.3	Yes
ID	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	4	100%	182	.	Yes	100%	3	100%	202	.	Yes	100%	3	100%	229	.	Yes			99.61%	259		N/A
ID	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	1.03264	1	11:40	364	1.36	Yes	2:52	2	11:35	572	-0.96	Yes	21:53	1	11:51	465	1.05	Yes	8:46	5	12:44	506	-0.68	Yes
ID	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	5:07	4	4:30	182	0.14	Yes	9:43	3	4:12	202	1.39	Yes	7:58	3	3:02	229	1.48	Yes			4:44	259		N/A
ID	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0%	1	8.40%	369	-0.3	Yes	0%	2	11.75%	587	-0.52	Yes	0%	1	9.79%	470	-0.33	Yes	0%	5	12.21%	516	-0.83	Yes
ID	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	25%	4	9.34%	182	0.87	Yes	33.33%	3	10.89%	202	0.97	Yes	0%	3	13.54%	229	-0.68	Yes			9.27%	259		N/A
ID	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	0%	2	11.88%	547	-0.52	N/A	0%	1	9.80%	439	-0.33	N/A	0%	5	12.27%	489	-0.83	N/A
ID	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A			11.58%	95		N/A			15.22%	138		N/A			7.81%	128		N/A
ID	14-02	MR-8	Trouble Rate, Business %		P	0.94%	531	0.59%	92793	1.04	Yes	0.98%	511	0.85%	92915	0.32	Yes	0.76%	527	0.75%	93019	0.02	Yes	0.99%	507	0.84%	92748	0.37	Yes
ID	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.39%	511	0.69%	92915	-0.82	N/A	0.19%	527	0.62%	93019	-1.26	N/A	0.99%	507	0.67%	92748	0.89	N/A
ID	14-02	MR-9	Repair Appointments Met, Business %	D	P	100%	1	93.22%	369	-0.27	Yes	100%	2	90.29%	587	-0.46	Yes	100%	1	88.30%	470	-0.36	Yes	100%	5	88.18%	516	-0.81	Yes
ID	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	4	96.15%	182	-0.4	Yes	100%	3	95.54%	202	-0.37	Yes	100%	3	98.69%	229	-0.2	Yes			98.07%	259		N/A
ID	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	44.44%	9	43.25%	971	0.07	N/A	44.44%	9	37.48%	1262	0.42	N/A	50%	8	36.86%	1107	0.74	N/A	44.44%	9	35.25%	1197	0.56	N/A
ID	14-03	OP-3	Installation Commitments Met, Centrex %	D	P			100%	19		N/A			100%	15		N/A			85.71%	21		N/A			85.19%	27		N/A
ID	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P			100%	6		N/A			100%	1		N/A						N/A			100%	3		N/A
ID	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P			5.53	19		N/A			3.6	15		N/A			6	21		N/A			4.41	27		N/A
ID	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P			2.17	6		N/A			1	1		N/A						N/A			3	3		N/A
ID	14-03	OP-5	New Service Installation Quality, Centrex %		P			85.71%	21		N/A			63.16%	19		N/A			73.08%	26		N/A			70.83%	24		N/A
ID	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A			73.68%	19		N/A			80.77%	26		N/A			83.33%	24		N/A
ID	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A			1	1		N/A			3.25	4		N/A
ID	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A			13	2		N/A						N/A
ID	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			173.56	16		N/A			162.67	15		N/A			129.63	19		N/A			111.37	19		N/A
ID	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			2			N/A			2			N/A			2			N/A			2			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-02	OP-5	New Service Installation Quality, Business %		P	1	1	53	86.79%	87.65%	-0.86%	
ID	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
ID	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
ID	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
ID	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
ID	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
ID	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
ID	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
ID	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
ID	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
ID	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
ID	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
ID	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0	0					
ID	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					
ID	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
ID	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
ID	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
ID	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
ID	14-02	MR-8	Trouble Rate, Business %		P	0	0					
ID	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
ID	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					
ID	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
ID	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
ID	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
ID	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
ID	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
ID	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
ID	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
ID	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
ID	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
ID	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
ID	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
ID	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P			85.71%	21		N/A			94.44%	18		N/A			100%	12		N/A			94.12%	17		N/A
ID	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P			100%	7		N/A			100%	9		N/A			100%	15		N/A			87.50%	16		N/A
ID	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P			93.55%	31		N/A			100%	22		N/A			100%	18		N/A			100%	27		N/A
ID	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P			100%	15		N/A			100%	21		N/A			100%	26		N/A			96.55%	29		N/A
ID	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			13:40	31		N/A			9:13	22		N/A			8:47	18		N/A			8:39	27		N/A
ID	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			3:05	15		N/A			6:31	21		N/A			5:26	26		N/A			6:50	29		N/A
ID	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P			3.23%	31		N/A			13.04%	23		N/A			16.67%	18		N/A			17.86%	28		N/A
ID	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			13.33%	15		N/A			4.76%	21		N/A			19.23%	26		N/A			13.79%	29		N/A
ID	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A			13.64%	22		N/A			17.65%	17		N/A			18.52%	27		N/A
ID	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A			9.09%	11		N/A			20%	10		N/A			16.67%	12		N/A
ID	14-03	MR-8	Trouble Rate, Centrex %		P	0%	5	0.41%	11164	-0.14	Yes	0%	5	0.39%	11185	-0.14	Yes	0%	5	0.39%	11197	-0.14	Yes	0%	5	0.50%	11303	-0.16	Yes
ID	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A	0%	5	0.30%	11185	-0.12	N/A	0%	5	0.24%	11197	-0.11	N/A	0%	5	0.35%	11303	-0.13	N/A
ID	14-03	MR-9	Repair Appointments Met, Centrex %	D	P			58.06%	31		N/A			55%	20		N/A			72.22%	18		N/A			82.14%	28		N/A
ID	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P			91.67%	12		N/A			73.68%	19		N/A			84%	25		N/A			93.10%	29		N/A
ID	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS			39.47%	76		N/A			35.29%	68		N/A			25.42%	59		N/A			30.49%	82		N/A
ID	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P			93.75%	48		N/A			80.43%	46		N/A			82.76%	29		N/A			93.02%	43		N/A
ID	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P			99.29%	564		N/A			100%	25		N/A	100%	1	91.30%	23	-0.3	Yes			100%	19		N/A
ID	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P			5.46	50		N/A			8.62	47		N/A			5.45	29		N/A			5.77	43		N/A
ID	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P			4.95	334		N/A			3.59	22		N/A	5	1	3	14	0.9	Yes			3.21	14		N/A
ID	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P			94.17%	343		N/A	100%	1	69.35%	62	-0.66	Yes	100%	1	75.44%	57	-0.57	Yes			74.39%	82		N/A
ID	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	100%	1	77.42%	62	-0.54	N/A	100%	1	80.70%	57	-0.48	N/A			84.15%	82		N/A
ID	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P			3	2		N/A			15.67	6		N/A			1.5	2		N/A			6.5	2		N/A
ID	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			2	4		N/A						N/A			2.5	2		N/A						N/A
ID	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P			5	2		N/A			8.67	3		N/A			8.33	3		N/A			5	1		N/A
ID	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			66.71	17		N/A			56	18		N/A			61.77	13		N/A			74.47	15		N/A
ID	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			1			N/A			3			N/A			3			N/A			1			N/A
ID	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P			98%	50		N/A			97.22%	72		N/A	100%	1	94.92%	59	-0.23	Yes			92.98%	57		N/A
ID	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			100%	10		N/A			91.30%	23		N/A			100%	28		N/A			100%	23		N/A
ID	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P			100%	63		N/A			100%	86		N/A	100%	1	97.18%	71	-0.17	Yes			98.70%	77		N/A
ID	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P			100%	30		N/A			98.04%	51		N/A			100%	53		N/A			94.83%	58		N/A
ID	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			11:40	63		N/A			9:25	86		N/A	4:41	1	11:21	71	-0.55	Yes			12:01	77		N/A
ID	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:54	30		N/A			7:23	51		N/A			3:05	53		N/A			8:45	58		N/A
ID	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P			15.87%	63		N/A			11.63%	86		N/A	0%	1	12.50%	72	-0.38	Yes			11.69%	77		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
ID	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
ID	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
ID	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					
ID	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
ID	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
ID	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
ID	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
ID	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
ID	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
ID	14-03	MR-8	Trouble Rate, Centrex %		P	0	0					
ID	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
ID	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					
ID	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
ID	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
ID	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
ID	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
ID	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
ID	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	0	0					
ID	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
ID	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
ID	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
ID	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
ID	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
ID	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
ID	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
ID	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
ID	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
ID	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
ID	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
ID	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
ID	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
ID	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P			6.67%	30		N/A			7.84%	51		N/A			15.09%	53		N/A			12.07%	58		N/A
ID	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A			11.25%	80		N/A	0%	1	13.85%	65	-0.4	N/A			11.11%	72		N/A
ID	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A			8%	25		N/A			10.34%	29		N/A			8.33%	24		N/A
ID	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0%	71	0.46%	20129	-0.57	Yes	0%	72	0.69%	19939	-0.7	Yes	1.35%	74	0.62%	20094	0.75	Yes	0%	83	0.67%	20059	-0.75	Yes
ID	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0%	72	0.53%	19939	-0.62	N/A	1.35%	74	0.47%	20094	0.95	N/A	0%	83	0.48%	20059	-0.63	N/A
ID	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P			90.48%	63		N/A			93.02%	86		N/A	100%	1	86.11%	72	-0.4	Yes			80.52%	77		N/A
ID	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P			93.33%	30		N/A			94.12%	51		N/A			98.11%	53		N/A			94.83%	58		N/A
ID	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS			34.97%	143		N/A			35.38%	212		N/A	0%	1	33.86%	189	-0.71	N/A			32.16%	199		N/A
ID	14-05	OP-3	Installation Commitments Met, PBX %	D	P			100%	10		N/A			83.33%	6		N/A			80%	10		N/A			90%	10		N/A
ID	14-05	OP-3	Installation Commitments Met, PBX %	ND	P			100%	4		N/A						N/A			100%	2		N/A			100%	2		N/A
ID	14-05	OP-3	Installation Commitments Met, PBX %		P			61.54%	13		N/A			100%	12		N/A			57.14%	7		N/A			100%	3		N/A
ID	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			9.4	10		N/A			6.5	6		N/A			3.6	10		N/A			7.9	10		N/A
ID	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P			1	4		N/A						N/A			4	2		N/A			3	1		N/A
ID	14-05	OP-4	Installation Interv, PBX, Avg Days		P			11.07	14		N/A			9.13	16		N/A	15	1	16.46	13	-0.12	Yes			5.67	3		N/A
ID	14-05	OP-5	New Service Installation Quality, PBX %		P			77.78%	27		N/A	100%	1	84%	25	-0.43	Yes	100%	1	75%	24	-0.57	Yes			82.35%	17		N/A
ID	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A	100%	1	92%	25	-0.29	N/A	100%	1	79.17%	24	-0.5	N/A			88.24%	17		N/A
ID	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P						N/A			16	1		N/A			1	1		N/A						N/A
ID	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A			34	1		N/A
ID	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P			15.4	5		N/A			13	1		N/A			12.57	7		N/A			18.33	3		N/A
ID	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A			25	1		N/A
ID	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P						N/A						N/A						N/A						N/A
ID	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			59.75	4		N/A			79	2		N/A			132	1		N/A			56	2		N/A
ID	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS			1			N/A			0			N/A			0			N/A			0			N/A
ID	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P			92.31%	13		N/A			76.47%	17		N/A			89.47%	19		N/A	100%	2	100%	11	.	Yes
ID	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	100%	3	87.50%	16	-0.6	Yes			100%	28		N/A			100%	18		N/A			100%	14		N/A
ID	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P			100%	15		N/A			100%	18		N/A			100%	23		N/A	100%	2	100%	13	.	Yes
ID	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	100%	3	100%	17	.	Yes			100%	30		N/A			100%	21		N/A			100%	15		N/A
ID	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			8:50	15		N/A			11:44	18		N/A			8:44	23		N/A	14:01	2	7:22	13	1.46	Yes
ID	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:56	3	6:03	17	-0.82	Yes			2:06	30		N/A			1:13	21		N/A			0:55	15		N/A
ID	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			6.67%	15		N/A			22.22%	18		N/A			13.04%	23		N/A	0%	2	7.69%	13	-0.38	Yes
ID	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	33.33%	3	11.76%	17	0.74	Yes			13.33%	30		N/A			23.81%	21		N/A			20%	15		N/A
ID	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A			13.33%	15		N/A			11.11%	18		N/A	0%	2	10%	10	-0.43	N/A
ID	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A			6.25%	16		N/A			9.09%	11		N/A			0%	3		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0	0					
ID	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
ID	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
ID	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0	0					
ID	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
ID	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
ID	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
ID	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
ID	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
ID	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
ID	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
ID	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
ID	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					
ID	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
ID	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
ID	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
ID	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
ID	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
ID	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
ID	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
ID	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P	0	0					
ID	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
ID	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
ID	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
ID	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
ID	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
ID	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
ID	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
ID	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					
ID	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
ID	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0	0					
ID	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
ID	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-05	MR-8	Trouble Rate, PBX %		P	0.75%	401	0.20%	16355	1.92	No	0%	406	0.29%	16567	-1.07	Yes	0%	399	0.26%	16755	-1.01	Yes	0.52%	387	0.17%	16801	1.38	Yes
ID	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0%	406	0.19%	16567	-0.86	N/A	0%	399	0.17%	16755	-0.82	N/A	0.52%	387	0.08%	16801	2.03	N/A
ID	14-05	MR-9	Repair Appointments Met, PBX %	D	P			57.14%	7		N/A			62.50%	8		N/A			85.71%	7		N/A	100%	2	100%	7	.	Yes
ID	14-05	MR-9	Repair Appointments Met, PBX %	ND	P			66.67%	3		N/A			100%	5		N/A			100%	9		N/A			100%	4		N/A
ID	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	40%	5	28.89%	45	0.47	N/A			23.81%	63		N/A			26.67%	60		N/A	0%	2	37.78%	45	-1.08	N/A
ID	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P			0%	1		N/A						N/A			33.33%	3		N/A			100%	3		N/A
ID	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P						N/A			100%	6		N/A			100%	2		N/A			100%	5		N/A
ID	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			95%	20		N/A			100%	61		N/A			81.25%	48		N/A			81.82%	22		N/A
ID	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P			69	1		N/A						N/A			20.67	3		N/A			5	3		N/A
ID	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P						N/A			2.4	5		N/A			3	2		N/A			2.8	5		N/A
ID	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			10.29	14		N/A			21.74	62		N/A			15.47	47		N/A			13.47	19		N/A
ID	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			95.56%	45		N/A			90.16%	61		N/A			100%	43		N/A			80%	35		N/A
ID	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			93.44%	61		N/A			100%	43		N/A			91.43%	35		N/A
ID	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P			67	1		N/A						N/A			22.5	2		N/A						N/A
ID	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A			23.22	9		N/A			13.75	4		N/A
ID	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P			3	1		N/A						N/A						N/A						N/A
ID	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			156	9		N/A			158.88	8		N/A			132.67	9		N/A			120.2	10		N/A
ID	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			1			N/A			0			N/A			0			N/A			0			N/A
ID	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			90.91%	11		N/A			100%	20		N/A			93.75%	16		N/A			100%	16		N/A
ID	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	23		N/A			100%	30		N/A			100%	22		N/A			100%	31		N/A
ID	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	11		N/A			100%	20		N/A			100%	16		N/A			100%	16		N/A
ID	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	23		N/A			100%	30		N/A			100%	22		N/A			100%	31		N/A
ID	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			6:23	11		N/A			4:20	20		N/A			8:14	16		N/A			4:21	16		N/A
ID	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0.08333	23		N/A			1:20	30		N/A			1:57	22		N/A			1:23	31		N/A
ID	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			18.18%	11		N/A			25%	20		N/A			6.25%	16		N/A			25%	16		N/A
ID	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			21.74%	23		N/A			20%	30		N/A			22.73%	22		N/A			19.35%	31		N/A
ID	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			17.65%	17		N/A			6.25%	16		N/A			33.33%	12		N/A
ID	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			0%	10		N/A			30%	10		N/A			16.67%	12		N/A
ID	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	2	1.19%	2855	-0.16	Yes	0%	2	1.74%	2869	-0.19	Yes	0%	2	1.32%	2872	-0.16	Yes	0%	2	1.64%	2870	-0.18	Yes
ID	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	2	0.94%	2869	-0.14	N/A	0%	2	0.91%	2872	-0.14	N/A	0%	2	0.84%	2870	-0.13	N/A
ID	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P						N/A						N/A			100%	2		N/A						N/A
ID	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P						N/A						N/A			100%	1		N/A						N/A
ID	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			10.53%	38		N/A			9.09%	55		N/A			13.64%	44		N/A			14.55%	55		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-05	MR-8	Trouble Rate, PBX %		P	1	1	1593	0.32%	0.23%	0.09%	
ID	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
ID	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
ID	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
ID	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
ID	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
ID	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
ID	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
ID	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
ID	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
ID	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
ID	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
ID	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
ID	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
ID	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
ID	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
ID	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
ID	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
ID	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
ID	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
ID	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
ID	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
ID	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
ID	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
ID	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
ID	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
ID	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
ID	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
ID	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
ID	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
ID	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P	0	0					
ID	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
ID	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			95%	160		N/A			94.47%	199		N/A			95.59%	136		N/A			97.60%	167		N/A
ID	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P			99.50%	807		N/A			98.96%	1158		N/A			100%	848		N/A	100%	3	99.18%	854	-0.16	Yes
ID	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			100%	7		N/A			100%	12		N/A			100%	12		N/A			92.31%	13		N/A
ID	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			5.57	162		N/A			6.44	200		N/A			9.97	137		N/A			9.99	168		N/A
ID	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P			4.87	625		N/A			4.9	596		N/A			9.25	589		N/A	2	1	9.64	580	-5.33	Yes
ID	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P			6.71	7		N/A			5.08	12		N/A			8.55	11		N/A			6.38	13		N/A
ID	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P			99.74%	1174		N/A			99.49%	1184		N/A	100%	2	99.80%	1016	-0.06	Yes	100%	2	99.16%	1068	-0.13	Yes
ID	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A			99.92%	1184		N/A	100%	2	99.80%	1016	-0.06	N/A	100%	2	99.34%	1068	-0.11	N/A
ID	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3.63	8		N/A			2.55	11		N/A			3.33	6		N/A			2.25	4		N/A
ID	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			3	4		N/A			4.71	7		N/A						N/A			5.14	7		N/A
ID	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A			2	1		N/A
ID	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A						N/A
ID	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A						N/A
ID	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			90.16%	122		N/A			83.17%	101		N/A			87.01%	77		N/A			88.12%	101		N/A
ID	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			95.90%	122		N/A			95.10%	102		N/A			94.81%	77		N/A			98.02%	101		N/A
ID	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			8:11	122		N/A			11:27	102		N/A			13:27	77		N/A			9:35	101		N/A
ID	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			29.51%	122		N/A			27.45%	102		N/A			27.27%	77		N/A			32.67%	101		N/A
ID	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			35.14%	37		N/A			31.82%	44		N/A			36.92%	65		N/A
ID	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	4	2.57%	4753	-0.32	Yes	0%	4	2.09%	4883	-0.29	Yes	0%	4	1.54%	5005	-0.25	Yes	0%	5	1.96%	5163	-0.32	Yes
ID	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	0%	4	0.76%	4883	-0.17	N/A	0%	4	0.88%	5005	-0.19	N/A	0%	5	1.26%	5163	-0.25	N/A
ID	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			45.29%	223		N/A			44.26%	183		N/A			46.15%	143		N/A			35.67%	157		N/A
ID	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	25%	4	91.07%	56	2.85	No			84.42%	77		N/A			100%	9		N/A			100%	17		N/A
ID	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P			100%	2		N/A			0%	1		N/A			100%	5		N/A						N/A
ID	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P						N/A						N/A			55	1		N/A			9	2		N/A
ID	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P			2.5	2		N/A			22	1		N/A			6	4		N/A			8	2		N/A
ID	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	14	4	13.8	74	0.43	Yes			11.62	162		N/A			9.73	15		N/A			6.06	18		N/A
ID	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	100%	2	100%	132	.	Yes			97.83%	92		N/A			100%	23		N/A			100%	37		N/A
ID	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A			100%	92		N/A			100%	23		N/A			100%	37		N/A
ID	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A			42	1		N/A						N/A
ID	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A			20	1		N/A						N/A						N/A
ID	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	1.33	3	26.46	13	-2.23	Yes			12.41	17		N/A						N/A						N/A
ID	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			24	20		N/A			3.95	22		N/A			19.25	4		N/A			2.33	3		N/A
ID	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			19			N/A			0			N/A			1			N/A			1			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
ID	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	0	0					
ID	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
ID	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	0	0					
ID	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					
ID	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
ID	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
ID	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
ID	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
ID	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
ID	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
ID	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
ID	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
ID	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
ID	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
ID	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
ID	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
ID	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
ID	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0	0					
ID	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
ID	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
ID	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	1	1	4	25.00%	89.31%	-64.31%	
ID	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P	0	0					
ID	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
ID	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
ID	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
ID	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	0	0					
ID	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
ID	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	0	0					
ID	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	0	0					
ID	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
ID	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
ID	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P			91.67%	12		N/A	100%	2	64.29%	14	-0.99	Yes			71.43%	7		N/A			100%	7		N/A
ID	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:16	12		N/A	0:46	2	4:11	14	-0.82	Yes			4:06	7		N/A			0:36	7		N/A
ID	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P			25%	12		N/A	50%	2	7.14%	14	1.19	Yes			0%	7		N/A			14.29%	7		N/A
ID	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A			0%	6		N/A			0%	3		N/A			0%	1		N/A
ID	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0%	131	0.04%	28661	-0.23	Yes	3.39%	59	0.05%	29465	3.56	No	0%	59	0.03%	26531	-0.12	Yes	0%	59	0.03%	26412	-0.12	Yes
ID	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A	0%	59	0.02%	29465	-0.11	N/A	0%	59	0.01%	26531	-0.08	N/A	0%	59	0%	26412	-0.05	Yes
ID	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS			42.86%	21		N/A	0%	2	17.65%	17	-0.62	N/A			22.22%	9		N/A			0%	7		N/A
ID	14-09	OP-3	Installation Commitments Met, DS0 %	D	P						N/A						N/A			33.33%	3		N/A			80%	5		N/A
ID	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P						N/A						N/A						N/A						N/A
ID	14-09	OP-3	Installation Commitments Met, DS0 %		P			71.43%	7		N/A			71.43%	7		N/A			50%	8		N/A			0%	3		N/A
ID	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P						N/A						N/A			17.67	3		N/A			6.14	7		N/A
ID	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A
ID	14-09	OP-4	Installation Interv, DS0, Avg Days		P			50.2	5		N/A			18.63	8		N/A			8.29	7		N/A			7.88	8		N/A
ID	14-09	OP-5	New Service Installation Quality, DS0 %		P			60%	10		N/A			25%	12		N/A			100%	16		N/A			72.73%	11		N/A
ID	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A			33.33%	12		N/A			100%	16		N/A			90.91%	11		N/A
ID	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A			14	2		N/A			3	1		N/A
ID	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A
ID	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P			55.25	4		N/A			18.33	3		N/A			5.8	5		N/A			5.5	4		N/A
ID	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P						N/A			27	1		N/A						N/A						N/A
ID	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS						N/A						N/A			26	2		N/A			7.33	3		N/A
ID	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS						N/A						N/A			2			N/A			2			N/A
ID	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	100%	1	75.41%	122	-0.57	Yes			73.91%	184		N/A			84%	125		N/A			85.81%	148		N/A
ID	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0:01	1	3:31	122	-0.63	Yes			3:08	184		N/A			2:15	125		N/A			2:08	148		N/A
ID	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0%	1	20.49%	122	-0.51	Yes			19.57%	184		N/A			27.20%	125		N/A			22.30%	148		N/A
ID	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A			20.33%	123		N/A			32%	75		N/A			20.69%	116		N/A
ID	14-09	MR-8	Trouble Rate, DS0 %		P	1.85%	54	0.66%	18593	0.93	Yes	0%	28	0.98%	18764	-0.53	Yes	0%	28	0.67%	18577	-0.44	Yes	0%	28	0.79%	18670	-0.47	Yes
ID	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0%	28	0.66%	18764	-0.43	N/A	0%	28	0.40%	18577	-0.34	N/A	0%	28	0.62%	18670	-0.42	N/A
ID	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0%	1	30.68%	176	-0.66	N/A			23.65%	241		N/A			33.16%	187		N/A			31.80%	217		N/A
ID	14-10	OP-3	Installation Commitments Met, DS1 %		P			85.89%	241		N/A			90.42%	167		N/A			85.03%	147		N/A			92.25%	142		N/A
ID	14-10	OP-4	Installation Interv, DS1, Avg Days		P			18.76	275		N/A			14.9	202		N/A			13.66	180		N/A	30	1	12.4	166	1.64	No
ID	14-10	OP-5	New Service Installation Quality, DS1 %		P			91.29%	241		N/A			86.08%	194		N/A	0%	1	97.14%	175	2.16	No	100%	1	92.57%	148	-0.28	Yes
ID	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A			89.18%	194		N/A	0%	1	98.86%	175	2.44	N/A	100%	1	95.95%	148	-0.2	N/A
ID	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			21.38	37		N/A			11.74	19		N/A			12.04	27		N/A	20	1	15	13	0.64	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
ID	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
ID	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
ID	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
ID	14-08	MR-8	Trouble Rate, ISDN Primary %		P	1	1	308	0.65%	0.04%	0.61%	
ID	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					
ID	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
ID	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
ID	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
ID	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
ID	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
ID	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					
ID	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
ID	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
ID	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
ID	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	0	0					
ID	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P	0	0					
ID	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
ID	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P	0	0					
ID	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
ID	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
ID	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	0	0					
ID	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0	0					
ID	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
ID	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
ID	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
ID	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
ID	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
ID	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
ID	14-10	OP-4	Installation Interv, DS1, Avg Days		P	1	1	1	30.00	15.41	14.59	
ID	14-10	OP-5	New Service Installation Quality, DS1 %		P	1	1	2	50.00%	91.56%	-41.56%	
ID	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
ID	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			9.33	3		N/A						N/A			46.67	3		N/A			3	1		N/A
ID	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			63.91	35		N/A			44.46	48		N/A			71.52	25		N/A			83.18	22		N/A
ID	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			13			N/A			12			N/A			4			N/A			5			N/A
ID	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	100%	2	90.71%	140	-0.45	Yes	100%	6	83.05%	177	-1.09	Yes	100%	3	82.02%	89	-0.8	Yes	50%	2	83.21%	137	0.95	Yes
ID	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	2:29	2	1:41	140	0.82	Yes	1:17	6	2:42	177	-0.96	Yes	1:42	3	2:20	89	-0.4	Yes	2:19	2	2:14	137	0.34	Yes
ID	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	50%	2	27.86%	140	0.57	Yes	33.33%	6	24.86%	177	0.46	Yes	0%	3	25.84%	89	-1.01	Yes	100%	2	37.23%	137	1.51	Yes
ID	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A	66.67%	3	24.60%	126	1.39	N/A	0%	2	28.07%	57	-0.87	N/A	100%	1	40.79%	76	0.82	N/A
ID	14-10	MR-8	Trouble Rate, DS1 %		P	2.44%	82	1.67%	8361	0.58	Yes	8.45%	71	2.14%	8285	2.82	No	4.05%	74	1.10%	8128	1.92	No	3.13%	64	1.70%	8081	0.86	Yes
ID	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	4.23%	71	1.52%	8285	1.57	N/A	2.70%	74	0.70%	8128	1.6	N/A	1.56%	64	0.94%	8081	0.54	N/A
ID	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0%	2	19.08%	173	-0.68	N/A	0%	6	12.38%	202	-0.91	N/A	0%	3	30.47%	128	-1.13	N/A	0%	2	12.18%	156	-0.52	N/A
ID	14-11	OP-3	Installation Commitments Met, DS3 %		P			100%	25		N/A			80%	5		N/A			42.86%	14		N/A			80%	10		N/A
ID	14-11	OP-4	Installation Interv, DS3, Avg Days		P			33.26	31		N/A			14.83	6		N/A			31.68	19		N/A			21.96	26		N/A
ID	14-11	OP-5	New Service Installation Quality, DS3 %		P			100%	19		N/A			92.31%	13		N/A			100%	23		N/A			100%	20		N/A
ID	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	13		N/A			100%	23		N/A			100%	20		N/A
ID	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P						N/A			1	1		N/A			38	9		N/A			33.4	5		N/A
ID	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A						N/A
ID	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			47	1		N/A			15	2		N/A			74.5	2		N/A			92.5	4		N/A
ID	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			0			N/A			0			N/A			0			N/A			1			N/A
ID	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			100%	7		N/A			75%	4		N/A			100%	1		N/A			100%	2		N/A
ID	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:52	7		N/A			2:09	4		N/A			0:32	1		N/A			0:47	2		N/A
ID	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			14.29%	7		N/A			0%	4		N/A			0%	1		N/A			50%	2		N/A
ID	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A			0%	2		N/A			0%	1		N/A			50%	2		N/A
ID	14-11	MR-8	Trouble Rate, DS3 %		P	0%	1	1.29%	541	-0.11	Yes	0%	1	0.75%	530	-0.09	Yes			0.19%	537		N/A			0.38%	526		N/A
ID	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A	0%	1	0.38%	530	-0.06	N/A			0.19%	537		N/A			0.38%	526		N/A
ID	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			41.67%	12		N/A			33.33%	6		N/A			0%	1		N/A			60%	5		N/A
ID	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			94.29%	70		N/A			89.89%	89		N/A			75%	48		N/A			98%	50		N/A
ID	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P						N/A						N/A						N/A						N/A
ID	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			100%	87		N/A			91.89%	74		N/A			96.30%	54		N/A			96%	50		N/A
ID	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			94.59%	74		N/A			98.15%	54		N/A			98%	50		N/A
ID	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			6.67	3		N/A			12.3	10		N/A			17	13		N/A			21	2		N/A
ID	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P			2	2		N/A						N/A						N/A						N/A
ID	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			14.43	7		N/A			21.89	9		N/A			24	7		N/A			57.5	2		N/A
ID	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			5			N/A			1			N/A			1			N/A			0			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
ID	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
ID	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
ID	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
ID	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0	0					
ID	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	0	0					
ID	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
ID	14-10	MR-8	Trouble Rate, DS1 %		P	2	2	291	4.47%	1.65%	2.81%	
ID	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
ID	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
ID	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
ID	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
ID	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					
ID	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
ID	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
ID	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
ID	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
ID	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
ID	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
ID	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
ID	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
ID	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
ID	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
ID	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
ID	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
ID	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
ID	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
ID	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
ID	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
ID	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
ID	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
ID	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
ID	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ID	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	100%	1	77.78%	36	-0.53	Yes			86.36%	88		N/A			81.25%	48		N/A			80.85%	47		N/A
ID	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0:44	1	2:35	36	-0.66	Yes			1:59	88		N/A			2:16	48		N/A			2:03	47		N/A
ID	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0%	1	19.44%	36	-0.48	Yes			17.05%	88		N/A			20.83%	48		N/A			19.15%	47		N/A
ID	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			19.61%	51		N/A			24.14%	29		N/A			25.81%	31		N/A
ID	14-12	MR-8	Trouble Rate, Frame Relay %		P	100%	1	0.95%	3791	2.6	No	0%	1	2.37%	3718	-0.16	Yes	0%	1	1.29%	3727	-0.11	Yes			1.23%	3815		N/A
ID	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A	0%	1	1.37%	3718	-0.12	N/A	0%	1	0.78%	3727	-0.09	N/A			0.81%	3815		N/A
ID	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0%	1	18.18%	44	-0.47	N/A			10.20%	98		N/A			21.31%	61		N/A			24.19%	62		N/A
MT	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	100%	5	83.33%	6	-0.74	Yes			80%	5		N/A	100%	4	50%	4	-1.41	Yes	100%	7	100%	10	.	Yes
MT	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	21.6	5	19.1	10	1.06	Yes			20.47	15		N/A	14.6	5	24.5	8	-1.5	Yes	18.38	8	18.31	13	0.06	Yes
MT	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	3	100%	13	.	Yes	100%	3	100%	12	.	Yes	100%	7	100%	11	.	Yes	100%	6	100%	11	.	Yes
MT	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	100%	3	100%	12	.	Yes	100%	7	100%	11	.	Yes	100%	6	100%	11	.	Yes
MT	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P			6	1		N/A			5.5	2		N/A			18.5	2		N/A	4	1				N/A
MT	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A						N/A						N/A
MT	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS						N/A						N/A						N/A						N/A
MT	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0%	1	80%	5	1.02	Yes			100%	9		N/A	100%	2	100%	3	.	Yes			80%	5		N/A
MT	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	5:22	1	2:17	5	0.54	Yes			1:23	9		N/A	1:16	2	1:26	3	-0.71	Yes			3:17	5		N/A
MT	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0%	1	20%	5	-0.46	Yes			11.11%	9		N/A	50%	2	0%	3	0.84	Yes			20%	5		N/A
MT	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A			0%	5		N/A	50%	2	0%	1	0.33	N/A			33.33%	3		N/A
MT	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0.01%	9678	0.02%	26603	-0.52	Yes	0%	9486	0.03%	26579	-1.54	Yes	0.02%	9870	0.01%	26267	0.7	Yes	0%	9854	0.02%	26099	-1.17	Yes
MT	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0%	9486	0.02%	26579	-1.15	N/A	0.02%	9870	0%	26267	2.26	N/A	0%	9854	0.01%	26099	-0.91	N/A
MT	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0%	1	44.44%	9	-0.85	N/A			55%	20		N/A	33.33%	3	50%	6	-0.47	N/A			16.67%	6		N/A
MT	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0%	1176	0.01%	936	-24.65	Yes	0%	1176	0%	936	.	Yes	0%	1320	0%	864	.	Yes	0%	1392	0.01%	864	-27.3	Yes
MT	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0%	4248	0%	1272	.	Yes	0%	4176	0.04%	1272	-7.65	Yes	0%	4416	0%	1272	.	Yes	0%	3816	0.11%	1272	-7.28	Yes
MT	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0%	1176	0.01%	936	-24.65	N/A	0%	1176	0%	936	.	Yes	0%	1320	0%	864	.	Yes	0%	1392	0.01%	864	-27.3	N/A
MT	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0.06%	4344	0%	1272	.	N/A	0.18%	4344	0.04%	1272	27.31	N/A	0.40%	4536	0%	1272	.	N/A	0.44%	4464	0.11%	1272	23.97	N/A
MT	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10						N/A						N/A	10	1				Yes						N/A
MT	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%						N/A						N/A	100%	1				Yes						N/A
MT	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	2.25	1378449	4.56	2809395	-302	Yes	2.59	1277087	5.02	3064555	-327.4	Yes	2.19	1127097	4.75	2335859	-302.9	Yes	2.45	1228453	5.42	3130895	-211.5	Yes
MT	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	100%	48181				Yes	100%	54419				Yes	100%	24900				Yes	93.64%	14930				No
MT	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	2.24	1300899	4.56	2809395	-297.9	N/A	2.57	1203186	5.02	3064555	-323.6	N/A	2.22	1067834	4.75	2335859	-294.2	N/A						N/A
MT	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	2.49	77550	4.56	2809395	-77.58	N/A	2.97	73901	5.02	3064555	-78.19	N/A	1.69	59263	4.75	2335859	-99.78	N/A						N/A
MT	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	2384				N/A	100%	2420				N/A	100%	2285				N/A	100%	2391				N/A
MT	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	99.21%	735158.9	99.43%	16531608.4	23.74	No	98.98%	695667.8	96.86%	16734366.7	-99.32	Yes	99.34%	698561.2	98.78%	16653906.4	-41.6	Yes	89.39%	635108.4	97.54%	16642536.4	411.9	No

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ID	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
ID	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
ID	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
ID	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
ID	14-12	MR-8	Trouble Rate, Frame Relay %		P	1	1	3	33.33%	1.46%	31.88%	
ID	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
ID	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
MT	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
MT	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	0	0					
MT	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
MT	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
MT	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
MT	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	0	0					
MT	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	0	0					
MT	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
MT	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					
MT	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
MT	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
MT	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0	0					
MT	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
MT	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
MT	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
MT	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
MT	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
MT	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
MT	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
MT	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
MT	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
MT	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	1	1	142430	99.33%			
MT	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
MT	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
MT	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
MT	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	2	2	2764496.22	96.93%	98.15%	-1.22%	

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	98.84%	5507	99.21%	53656	2.95	No	99.07%	2889	99.29%	46773	1.41	Yes	99.35%	2623	99.33%	49286	-0.13	Yes	98.09%	2095	98.89%	52509	3.43	No
MT	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
MT	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
MT	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
MT	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
MT	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
MT	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
MT	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
MT	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
MT	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
MT	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
MT	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
MT	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
MT	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
MT	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
MT	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
MT	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
MT	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
MT	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
MT	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
MT	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
MT	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
MT	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
MT	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
MT	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
MT	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
MT	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
MT	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
MT	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
MT	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
MT	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
MT	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
MT	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	2	2	13114	98.87%	99.17%	-0.30%	
MT	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
MT	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
MT	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
MT	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
MT	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
MT	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
MT	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
MT	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
MT	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
MT	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
MT	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
MT	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
MT	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
MT	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
MT	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
MT	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
MT	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
MT	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
MT	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
MT	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
MT	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
MT	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
MT	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
MT	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
MT	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
MT	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
MT	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
MT	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
MT	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
MT	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
MT	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
MT	02-01	OA-1	Order Accuracy %		NS	99.64%	1953				N/A	99.06%	1490				N/A						N/A						N/A
MT	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
MT	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
MT	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
MT	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
MT	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
MT	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
MT	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
MT	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
MT	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
MT	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
MT	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
MT	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
MT	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
MT	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	88.79%	2819				N/A	83.92%	2544				N/A	85.66%	1869				N/A	79.21%	1419				N/A
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	55.80%	138				N/A	63.83%	141				N/A	66.86%	175				N/A	49.10%	167				N/A
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	35.53%	76				N/A	40%	80				N/A	31.68%	101				N/A	37.31%	67				N/A
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	88.89%	45				N/A	67.39%	46				N/A	61.11%	54				N/A	64.44%	90				N/A
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	93.23%	266				N/A	82.19%	73				N/A	75.64%	78				N/A	33.33%	15				N/A
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	51.16%	43				N/A	66.29%	89				N/A	61.54%	39				N/A	60.61%	33				N/A
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0%	4				N/A	0%	6				N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
MT	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
MT	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
MT	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
MT	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
MT	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
MT	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
MT	02-01	OA-1	Order Accuracy %		NS	0	0					
MT	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
MT	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
MT	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
MT	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
MT	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
MT	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
MT	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
MT	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
MT	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
MT	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
MT	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
MT	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
MT	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
MT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	63.61%	371				N/A	61.06%	226				N/A	61.29%	248				N/A	60.77%	599				N/A
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	90%	30				No	91.43%	35				No	94.12%	34				Yes	92.59%	27				Yes
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	100%	40				Yes	96.88%	32				Yes	91.67%	36				Yes	85.29%	68				Yes
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	98.43%	2543				Yes	97.27%	2196				Yes	96.50%	1659				Yes	96.07%	1170				Yes
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	91.67%	84				Yes	94.74%	95				Yes	100%	117				Yes	93.18%	88				Yes
MT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	98.80%	251				Yes	96.77%	62				Yes	100%	59				Yes	71.43%	7				No
MT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	78.57%	28				No	88.06%	67				Yes	96%	25				Yes	80%	25				Yes
MT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	91.83%	257				Yes	90.79%	152				Yes	84.92%	179				Yes	83.68%	435				Yes
MT	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	1:46	60				Yes	1:11	64				Yes	4:19	114				Yes	1:29	101				Yes
MT	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
MT	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	1:58	54				Yes	2:05	25				Yes	1:22	38				Yes	1:26	114				Yes
MT	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes
MT	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:05	0.375	50				Yes	14:25	17				Yes	9:08	19				Yes	10:41	22				Yes
MT	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
MT	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
MT	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
MT	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
MT	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	24.88%	201				N/A	8.54%	199				N/A	11.11%	171				N/A	7.67%	287				N/A
MT	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	99.96%	2361				Yes	99.61%	2076				Yes	99.87%	1566				Yes	100%	1158				Yes
MT	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	66				Yes	100%	69				Yes	100%	82				Yes	100%	49				Yes
MT	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	25				Yes	100%	32				Yes	100%	32				Yes	100%	24				Yes
MT	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	100%	480				Yes	100%	196				Yes	99.05%	210				Yes	100%	365				Yes
MT	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	2				Yes	100%	5				Yes	100%	2				Yes	100%	5				Yes
MT	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	99.66%	290				Yes	99.75%	403				Yes	99.63%	267				Yes	100%	313				Yes
MT	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	95.92%	98				Yes	94.44%	90				Yes	99.12%	114				Yes	97.12%	139				Yes
MT	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	100%	46				Yes	100%	45				Yes	100%	64				Yes	100%	41				Yes
MT	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	100%	152				Yes	99%	100				Yes	100%	109				Yes	100%	235				Yes
MT	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	97.30%	37				Yes	93.83%	81				Yes	97.22%	36				Yes	93.33%	30				Yes
MT	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	4				Yes	100%	5				Yes						N/A						N/A
MT	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	99.25%	133				Yes	100%	161				Yes	97.20%	143				Yes	97.16%	141				Yes
MT	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	7				Yes	100%	3				Yes	100%	5				Yes	93.91%	115				Yes
MT	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	6				Yes	100%	4				Yes	100%	1				Yes	100%	7				Yes
MT	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	4				Yes	100%	3				Yes	100%	1				Yes	100%	12				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	2	2	126	92.06%			
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	0	0	176	92.05%			
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	0	0					
MT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	0	0					
MT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	1	1	379	98.15%			
MT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	1	1	145	86.21%			
MT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	0	0	1023	87.00%			
MT	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
MT	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
MT	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
MT	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
MT	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:05	0	0					
MT	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
MT	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
MT	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
MT	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
MT	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
MT	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
MT	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
MT	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
MT	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
MT	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
MT	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
MT	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
MT	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
MT	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
MT	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
MT	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
MT	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	0	0					
MT	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
MT	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					
MT	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0:27	2684				Yes	0:52	2189				Yes	0:23	1724				Yes	0:40	1561				Yes
MT	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0:59	635				Yes	0:52	255				Yes	0:35	384				Yes	2:00	555				Yes
MT	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	99.96%	2823	98.62%	52686	-5.96	Yes	99.83%	1773	98.44%	50276	-4.65	Yes	98.96%	2112	97.39%	46643	-4.42	Yes	97.78%	1486	97.64%	51155	-0.35	Yes
MT	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			98.62%	52686		N/A			98.44%	50276		N/A			97.39%	46643		N/A			97.64%	51155		N/A
MT	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.5	2	5.12	273	1.26	Yes	0.5	4	6.74	238	2.75	No	1.33	3	4.37	223	1.63	Yes	4	2	4.07	174	-0.38	Yes
MT	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	5	9	5.12	273	-0.28	Yes	4.57	14	6.74	238	0.15	Yes	5.6	10	4.37	223	-0.67	Yes	5.75	12	4.07	174	-1.09	Yes
MT	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A
MT	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	3	1	5.12	273	-0.24	Yes			6.74	238		N/A	2.75	4	4.37	223	0.72	Yes	17	1	4.07	174	-2.5	Yes
MT	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0%	2	32.46%	268	0.76	Yes	0%	3	37.50%	240	1.19	Yes	50%	2	32.69%	208	-0.52	Yes	0%	4	30%	240	1.21	Yes
MT	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	0%	2	32.46%	268	0.76	Yes	50%	8	37.50%	240	-0.72	Yes	12.50%	8	32.69%	208	1.17	Yes	11.11%	9	30%	240	1.2	Yes
MT	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P			0%	1		N/A			0%	2		N/A			0%	4		N/A						N/A
MT	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P			32.46%	268		N/A	0%	3	37.50%	240	1.19	Yes	33.33%	3	32.69%	208	-0.02	Yes	0%	1	30%	240	0.37	Yes
MT	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
MT	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.02	2303	0.03	10043	-1.15	N/A	0.05	1593	0.06	8653	-0.72	N/A	0.06	1379	0.08	8296	-1.15	N/A	0.05	1385	0.04	8509	1.87	N/A
MT	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
MT	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
MT	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
MT	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
MT	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
MT	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
MT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	100%	29	90.86%	2428	-1.7	Yes	95.45%	22	90.74%	2214	-0.76	Yes	93.18%	44	92.18%	2251	-0.24	Yes	100%	34	91.60%	2405	-1.75	Yes
MT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	100%	174	99.43%	5987	-0.98	Yes	100%	67	99.30%	4735	-0.68	Yes	100%	160	99.58%	4712	-0.81	Yes	100%	426	99.56%	4779	-1.31	Yes
MT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	4.07	29	6.28	2439	-1.53	Yes	5.73	22	6.03	2224	-0.17	Yes	5.64	44	6.2	2275	-0.53	Yes	5.29	34	6.7	2423	-0.85	Yes
MT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.88	90	3.54	4697	-3.81	Yes	2.58	12	3.66	3639	-1.7	Yes	2.89	53	3.52	3569	-3.17	Yes	2.82	147	3.5	3635	-7.86	Yes
MT	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	89.73%	146	89.83%	7697	0.07	Yes	91.16%	147	88%	6977	-1.16	Yes	96.08%	332	87.82%	7099	-4.5	Yes	93.73%	319	88.51%	6525	-2.86	Yes
MT	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	91.16%	147	90.30%	6977	-0.35	N/A	97.59%	332	89.66%	7099	-4.64	N/A	95.30%	319	90.51%	6525	-2.85	N/A
MT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P			5.55	74		N/A			5.68	93		N/A	4	1	3.56	79	0.68	Yes			6.23	90		N/A
MT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P			6.88	25		N/A			11.45	22		N/A			3.67	12		N/A			4.2	25		N/A
MT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P			13.67	153		N/A	15	1	14.74	115	0.52	Yes	5.5	2	14.2	101	-0.7	Yes			19.09	116		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
MT	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
MT	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	0	0					
MT	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
MT	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1	1	11	1.54	5.16	-3.61	
MT	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	0	0					
MT	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
MT	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
MT	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					
MT	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	0	0					
MT	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
MT	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					
MT	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
MT	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
MT	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
MT	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
MT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
MT	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
MT	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
MT	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
MT	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
MT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
MT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
MT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
MT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	0	0					
MT	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
MT	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
MT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
MT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
MT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P			18.33	9		N/A			23.36	14		N/A			10	8		N/A			26	1		N/A
MT	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	6	2	74.88	394	-0.94	N/A	6	1	71.63	389	-0.66	N/A	35	1	64.63	378	-0.31	N/A	15	1	59.28	362	-0.49	N/A
MT	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	1		226		-0.21	N/A	0		221		-1.15	N/A	0		210		-1.12	N/A	0		177		-0.98	N/A
MT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	100%	25	95.65%	2989	-1.06	Yes	95%	20	89.73%	3261	-0.77	Yes	100%	17	84.86%	3296	-1.74	Yes	100%	18	91.20%	2522	-1.31	Yes
MT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	3	97.67%	472	-0.27	Yes	100%	9	95.59%	522	-0.64	Yes	100%	10	96.38%	497	-0.61	Yes	100%	7	97.70%	479	-0.4	Yes
MT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	97.06%	34	97.51%	3983	0.26	Yes	97.06%	34	94.84%	4280	-0.58	Yes	96%	25	94.98%	4320	-0.23	Yes	100%	30	97.33%	3410	-0.9	Yes
MT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	22	99.22%	894	-0.41	Yes	100%	23	99.31%	1008	-0.4	Yes	100%	30	98.88%	982	-0.57	Yes	100%	27	99.39%	976	-0.4	Yes
MT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	10:44	34	13:45	3983	-0.78	Yes	12:19	34	16:08	4280	-1.33	Yes	14:19	25	17:10	4320	-0.8	Yes	13:33	30	14:29	3410	-0.31	Yes
MT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	2:33	22	6:22	894	-2.02	Yes	5:10	23	7:13	1008	-0.91	Yes	3:44	30	6:21	982	-1.47	Yes	3:25	27	6:21	976	-1.49	Yes
MT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	25.71%	35	13.41%	4035	1.95	No	20.59%	34	15.99%	4347	0.74	Yes	11.54%	26	15.64%	4381	-0.57	Yes	6.45%	31	12.56%	3456	-1.02	Yes
MT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	18.18%	22	12.53%	894	0.79	Yes	17.39%	23	13.19%	1008	0.61	Yes	10%	30	14.77%	982	-0.72	Yes	0%	27	12.19%	976	-1.91	Yes
MT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	18.75%	32	15.59%	4023	0.52	N/A	12%	25	15.22%	4074	-0.45	N/A	3.70%	27	12.38%	3214	-1.36	N/A
MT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	11.76%	17	15.23%	407	-0.39	N/A	0%	12	16.75%	418	-1.53	N/A	0%	16	14.57%	357	-1.62	N/A
MT	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	1.13%	5042	1.54%	320257	-2.34	Yes	1.18%	4841	1.66%	322360	-2.61	Yes	1.19%	4718	1.66%	323654	-2.51	Yes	1.40%	4155	1.36%	326122	0.2	Yes
MT	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	1.01%	4841	1.37%	322360	-2.15	N/A	0.78%	4718	1.39%	323654	-3.52	N/A	1.03%	4155	1.10%	326122	-0.37	N/A
MT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	97.14%	35	94.25%	4035	-0.73	Yes	91.18%	34	92.34%	4347	0.31	Yes	92.31%	26	90.18%	4381	-0.36	Yes	80.65%	31	92.27%	3456	2.09	No
MT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	22	98.32%	894	-0.61	Yes	91.30%	23	97.82%	1008	1.63	Yes	96.67%	30	98.88%	982	0.93	Yes	100%	27	99.18%	976	-0.47	Yes
MT	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	28.75%	80	31.47%	7192	-0.52	N/A	33.72%	86	31.64%	7834	0.42	N/A	33.33%	84	29.91%	7652	0.69	N/A	22.67%	75	31.62%	6481	-1.66	N/A
MT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P			75%	4		N/A			83.33%	6		N/A			100%	3		N/A			100%	1		N/A
MT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P						N/A						N/A						N/A						N/A
MT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P			2.75	4		N/A			6.5	6		N/A			9	9		N/A			11	1		N/A
MT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A
MT	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P			100%	5		N/A			87.50%	8		N/A			100%	5		N/A			100%	2		N/A
MT	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A			87.50%	8		N/A			100%	5		N/A			100%	2		N/A
MT	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P			3	1		N/A						N/A						N/A						N/A
MT	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P						N/A			19	1		N/A						N/A						N/A
MT	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS			238	1		N/A			102.33	3		N/A			129.5	2		N/A			74.33	3		N/A
MT	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS			0			N/A			1			N/A			0			N/A			0			N/A
MT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P			100%	2		N/A			100%	3		N/A			100%	4		N/A			100%	9		N/A
MT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P						N/A			100%	1		N/A						N/A			100%	1		N/A
MT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P			100%	3		N/A			100%	5		N/A			100%	6		N/A			100%	9		N/A
MT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P						N/A			100%	1		N/A			100%	1		N/A			100%	2		N/A
MT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P			11:43	3		N/A			7:23	5		N/A			11:03	6		N/A			7:24	9		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
MT	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
MT	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
MT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					
MT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
MT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
MT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	0	0					
MT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
MT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
MT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	1	1	126	16.67%	14.52%	2.14%	
MT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	0	0					
MT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
MT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
MT	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
MT	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
MT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	1	1	126	90.48%	92.22%	-1.74%	
MT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	0	0					
MT	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
MT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
MT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
MT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	0	0					
MT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	0	0					
MT	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
MT	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
MT	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
MT	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
MT	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
MT	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
MT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
MT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
MT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
MT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
MT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P						N/A			5:01	1		N/A			1:14	1		N/A			9:35	2		N/A
MT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P			0%	3		N/A			20%	5		N/A			16.67%	6		N/A			11.11%	9		N/A
MT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P						N/A			0%	1		N/A			0%	1		N/A			0%	2		N/A
MT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A			20%	5		N/A			16.67%	6		N/A			11.11%	9		N/A
MT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A			0%	1		N/A			0%	1		N/A						N/A
MT	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P			0.16%	1931		N/A			0.30%	1984		N/A			0.36%	1959		N/A			0.56%	1959		N/A
MT	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A			0.30%	1984		N/A			0.36%	1959		N/A			0.46%	1959		N/A
MT	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS			0%	3		N/A			45.45%	11		N/A			41.67%	12		N/A			21.43%	14		N/A
MT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P			91.30%	23		N/A			89.74%	39		N/A			90.48%	21		N/A			100%	21		N/A
MT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P			100%	57		N/A			100%	14		N/A			100%	12		N/A	100%	1	100%	24	.	Yes
MT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P			9.3	23		N/A			5.05	40		N/A			6.43	21		N/A			4	21		N/A
MT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P			3.71	7		N/A			2.64	14		N/A			2.64	11		N/A	3	1	1.75	24	0.76	Yes
MT	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P			71.64%	67		N/A			70.45%	44		N/A	100%	1	66.67%	39	-0.7	Yes	100%	1	72.22%	54	-0.61	Yes
MT	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A			75%	44		N/A	100%	1	69.23%	39	-0.66	N/A	100%	1	83.33%	54	-0.44	N/A
MT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			7	1		N/A			3.33	3		N/A			1.5	2		N/A						N/A
MT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P						N/A						N/A						N/A						N/A
MT	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			47	1		N/A			18	1		N/A						N/A						N/A
MT	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			86.09	11		N/A			74.64	11		N/A			58.27	11		N/A			63.55	11		N/A
MT	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			2			N/A			3			N/A			4			N/A			2			N/A
MT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P			100%	48		N/A			85.29%	34		N/A			87.18%	39		N/A			87.50%	56		N/A
MT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P			100%	10		N/A			100%	15		N/A			100%	9		N/A			100%	16		N/A
MT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P			98.44%	64		N/A			95.56%	45		N/A			96.55%	58		N/A			97.30%	74		N/A
MT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P			100%	30		N/A			100%	28		N/A			95.24%	21		N/A			100%	32		N/A
MT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P			9:52	64		N/A			12:18	45		N/A			14:58	58		N/A			13:27	74		N/A
MT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P			3:53	30		N/A			6:14	28		N/A			8:38	21		N/A			5:10	32		N/A
MT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P			6.25%	64		N/A			23.91%	46		N/A			20.34%	59		N/A			14.86%	74		N/A
MT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P			16.67%	30		N/A			10.71%	28		N/A			19.05%	21		N/A			18.75%	32		N/A
MT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A			25%	40		N/A			21.82%	55		N/A			14.52%	62		N/A
MT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A			16.67%	18		N/A			18.18%	11		N/A			13.33%	15		N/A
MT	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0%	2	0.86%	10930	-0.13	Yes	0%	2	0.68%	10957	-0.12	Yes	0%	2	0.73%	10999	-0.12	Yes	0%	2	0.96%	11006	-0.14	Yes
MT	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0%	2	0.53%	10957	-0.1	N/A	0%	2	0.60%	10999	-0.11	N/A	0%	2	0.70%	11006	-0.12	N/A
MT	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P			32.37%	139		N/A			32.11%	109		N/A			37.50%	128		N/A			22.06%	136		N/A
MT	02-05	OP-3	Installation Commitments Met, EELs %		90%	100%	1				Yes						N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
MT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	0	0					
MT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	0	0					
MT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
MT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
MT	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	0	0					
MT	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
MT	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
MT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
MT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
MT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
MT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	0	0					
MT	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
MT	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
MT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
MT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
MT	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
MT	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
MT	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
MT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
MT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
MT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
MT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
MT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
MT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
MT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0	0					
MT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0	0					
MT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
MT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
MT	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0	0					
MT	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
MT	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
MT	02-05	OP-3	Installation Commitments Met, EELs %		90%	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	02-05	OP-5	New Service Installation Quality, EELs %		NS	100%	1				N/A						N/A						N/A						N/A
MT	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS						N/A	24	1				N/A	2	1				N/A						N/A
MT	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS						N/A	0					N/A	0					N/A						N/A
MT	02-05	MR-8	Trouble Rate, EELs %		NS	0%	2				N/A						N/A						N/A						N/A
MT	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A			92.18%	2251		N/A			91.60%	2405		N/A
MT	04-01	OP-3	Installation Commitments Met, UBL Analog %	ND	90%						N/A						N/A						N/A						N/A
MT	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	100%	87	90.86%	2428	-2.91	Yes	93.75%	32	90.74%	2214	-0.58	Yes	100%	55	92.18%	2251	-2.13	Yes	97%	100	91.60%	2405	-1.91	Yes
MT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A			6.2	2275		N/A			6.7	2423		N/A
MT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A						N/A
MT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	4.71	24	6.28	2439	-0.99	Yes	5.86	7	6.03	2224	-0.05	Yes	5	12	6.2	2275	-0.59	Yes	5.03	38	6.7	2423	-1.07	Yes
MT	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	98.33%	60	66.42%	2332	-5.17	Yes	97.73%	44	62.80%	2250	-4.75	Yes	97.44%	78	63.18%	2349	-6.17	Yes	95.60%	91	66.74%	2255	-5.73	Yes
MT	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	97.73%	44	69.91%	2250	-3.98	N/A	98.72%	78	68.75%	2349	-5.62	N/A	98.90%	91	72.55%	2255	-5.52	N/A
MT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P			5.55	74		N/A	5	2	5.68	93	-0.09	Yes			3.56	79		N/A	18	4	6.23	90	1.72	No
MT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			3.56	79		N/A			6.23	90		N/A
MT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			14.2	101		N/A			19.09	116		N/A
MT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P			13.67	153		N/A			14.74	115		N/A			14.2	101		N/A			19.09	116		N/A
MT	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			71.05	203		N/A	13	1	67.18	203	-0.6	N/A	3	2	64.23	201	-0.99	N/A			61.09	192		N/A
MT	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS			122			N/A	0		128		-1.3	N/A	0		127		-1.84	N/A			102			N/A
MT	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	100%	7	95.93%	3461	-0.54	Yes	100%	9	90.54%	3783	-0.97	Yes	100%	9	86.37%	3793	-1.19	Yes	100%	5	92.24%	3001	-0.65	Yes
MT	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	100%	11	97.83%	4877	-0.49	Yes	100%	18	95.69%	5288	-0.9	Yes	100%	9	95.70%	5302	-0.64	Yes	100%	7	97.79%	4386	-0.4	Yes
MT	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:36	11	12:24	4877	-1.4	Yes	2:17	18	14:26	5288	-3.2	Yes	2:52	9	15:10	5302	-2.17	Yes	5:14	7	12:40	4386	-1.28	Yes
MT	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	9.09%	11	13.25%	4929	-0.41	Yes	0%	18	15.46%	5355	-1.81	Yes	0%	9	15.48%	5363	-1.28	Yes	0%	7	12.48%	4432	-1	Yes
MT	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	0%	11	15.55%	4430	-1.42	N/A	0%	8	15.36%	4492	-1.2	N/A	0%	4	12.60%	3571	-0.76	N/A
MT	04-01	MR-8	Trouble Rate, UBL Analog %		P	0.65%	1693	1.54%	320257	-2.96	Yes	1.09%	1655	1.66%	322360	-1.82	Yes	0.54%	1677	1.66%	323654	-3.58	Yes	0.42%	1675	1.36%	326122	-3.32	Yes
MT	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.66%	1655	1.37%	322360	-2.47	N/A	0.48%	1677	1.39%	323654	-3.18	N/A	0.24%	1675	1.10%	326122	-3.36	N/A
MT	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	15.38%	13	31.47%	7192	-1.25	N/A	5.26%	19	31.64%	7834	-2.47	N/A	0%	9	29.91%	7652	-1.96	N/A	0%	7	31.62%	6481	-1.8	N/A
MT	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	100%	54	100%	11	.	Yes	100%	82	77.78%	9	-1.52	Yes	100%	71	88.24%	17	-1.35	Yes	100%	52	91.67%	12	-0.94	Yes
MT	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	4.27	45	10.18	11	-2.23	Yes	4.43	67	17.11	9	-1.57	Yes	4.14	65	8.47	17	-2.86	Yes	4.21	43	13.15	13	-3.19	Yes
MT	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	97.40%	77	81.82%	11	-1.25	Yes	98.81%	84	64.29%	14	-2.5	Yes	100%	70	93.75%	16	-0.93	Yes	100%	52	81.82%	22	-1.85	Yes
MT	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	100%	84	85.71%	14	-1.41	N/A	100%	70	100%	16	.	Yes	100%	52	81.82%	22	-1.85	N/A
MT	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P						N/A			35	2		N/A			6.5	2		N/A			14	2		N/A
MT	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P						N/A						N/A						N/A						N/A
MT	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS			148.33	15		N/A			153.44	16		N/A	23	1	120.33	18	-0.71	N/A	3	1	107.33	18	-0.78	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	02-05	OP-5	New Service Installation Quality, EELs %		NS	0	0					
MT	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	0	0					
MT	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	0	0					
MT	02-05	MR-8	Trouble Rate, EELs %		NS	0	0					
MT	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
MT	04-01	OP-3	Installation Commitments Met, UBL Analog %	ND	90%	0	0					
MT	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
MT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
MT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	ND	6	0	0					
MT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
MT	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
MT	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
MT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	1	1	6	13.67	5.30	8.37	
MT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
MT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
MT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
MT	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
MT	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
MT	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
MT	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
MT	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
MT	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					
MT	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
MT	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
MT	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
MT	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
MT	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
MT	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
MT	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
MT	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
MT	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
MT	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
MT	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS			6			N/A			0			N/A	0		0		.	N/A	0		0		.	N/A
MT	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	5	100%	17	.	Yes	100%	6	100%	22	.	Yes	100%	9	100%	15	.	Yes	100%	6	100%	30	.	Yes
MT	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	5	100%	18	.	Yes	100%	7	100%	22	.	Yes	100%	9	100%	15	.	Yes	100%	6	100%	30	.	Yes
MT	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	3:04	5	2:04	18	0.9	Yes	2:30	7	1:03	22	1.76	No	4:00	9	1:46	15	2.58	No	2:33	6	2:03	30	0.38	Yes
MT	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	20%	5	0%	18	1.29	Yes	0%	7	18.18%	22	-1.09	Yes	0%	9	13.33%	15	-0.93	Yes	16.67%	6	23.33%	30	-0.35	Yes
MT	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	0%	2	28.57%	7	-0.79	N/A	0%	7	25%	8	-1.12	N/A	33.33%	3	27.78%	18	0.11	N/A
MT	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0.42%	1204	0.91%	1982	-1.42	Yes	0.61%	1150	1.10%	1992	-1.28	Yes	0.83%	1084	0.75%	2008	0.26	Yes	0.58%	1035	1.45%	2074	-1.91	Yes
MT	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.17%	1150	0.35%	1992	-0.81	N/A	0.65%	1084	0.40%	2008	1.04	N/A	0.29%	1035	0.87%	2074	-1.64	N/A
MT	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	16.67%	6	10%	20	0.35	N/A	0%	7	31.25%	32	-1.62	N/A	10%	10	6.25%	16	0.25	N/A	0%	6	23.08%	39	-1.25	N/A
MT	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P			62.79%	258		N/A			74.58%	118		N/A			78.10%	105		N/A			78.95%	152		N/A
MT	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P			24.58	292		N/A			16.39	157		N/A			15.07	130		N/A			17.29	185		N/A
MT	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P			93.81%	226		N/A			91.72%	145		N/A			95.60%	159		N/A			93.08%	159		N/A
MT	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A			94.48%	145		N/A			97.48%	159		N/A			94.97%	159		N/A
MT	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			18.72	101		N/A			12.11	45		N/A			13.83	23		N/A			14.66	38		N/A
MT	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			10	1		N/A						N/A			21	6		N/A			62	1		N/A
MT	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			72.39	44		N/A			41.01	118		N/A			73.38	47		N/A			54.53	55		N/A
MT	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			12			N/A			9			N/A			5			N/A			5			N/A
MT	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P			79.69%	128		N/A			78.57%	126		N/A			76.30%	135		N/A			77.31%	119		N/A
MT	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P			2:28	128		N/A			2:29	126		N/A			4:36	135		N/A			3:24	119		N/A
MT	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P			19.53%	128		N/A			29.37%	126		N/A			27.41%	135		N/A			19.33%	119		N/A
MT	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			34.15%	82		N/A			21.59%	88		N/A			15.38%	78		N/A
MT	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P			1.79%	7136		N/A			1.82%	6909		N/A			1.96%	6878		N/A			1.74%	6843		N/A
MT	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A			1.19%	6909		N/A			1.28%	6878		N/A			1.14%	6843		N/A
MT	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS			11.11%	144		N/A			19.75%	157		N/A			8.78%	148		N/A			20.13%	149		N/A
MT	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	100%	14	62.79%	258	-2.81	Yes	84.62%	13	74.58%	118	-0.79	Yes	77.27%	22	78.10%	105	0.09	Yes	94.96%	119	78.95%	152	-3.21	Yes
MT	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	8.36	14	24.58	292	-2.75	Yes	9.36	11	16.39	157	-1.87	Yes	9.6	30	15.07	130	-2.5	Yes	8.8	122	17.29	185	-5.19	Yes
MT	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	100%	15	93.81%	226	-0.96	Yes	91.30%	23	91.72%	145	0.11	Yes	98.73%	79	95.60%	159	-1.11	Yes	100%	70	93.08%	159	-1.9	Yes
MT	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	95.65%	23	94.48%	145	-0.23	N/A	100%	79	97.48%	159	-1.17	N/A	100%	70	94.97%	159	-1.6	N/A
MT	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P			18.72	101		N/A	8.33	3	12.11	45	-0.4	Yes	4	8	13.83	23	-1.77	Yes	11.1	10	14.66	38	-0.45	Yes
MT	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P			10	1		N/A						N/A			21	6		N/A	19	1	62	1	.	N/A
MT	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS			72.39	44		N/A			41.01	118		N/A	10	1	73.38	47	-0.85	N/A	3	1	54.53	55	-0.8	N/A
MT	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS			12			N/A			9			N/A	0		5		-0.34	N/A	0		5		-0.31	N/A
MT	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	66.67%	12	79.69%	128	1.01	Yes	66.67%	6	78.57%	126	0.65	Yes	100%	5	76.30%	135	-1.22	Yes	100%	2	77.31%	119	-0.76	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
MT	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
MT	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
MT	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	2	2	27	3:06	1:44	1:22	
MT	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
MT	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
MT	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0	0					
MT	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
MT	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
MT	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
MT	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
MT	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
MT	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
MT	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
MT	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
MT	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
MT	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
MT	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
MT	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
MT	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
MT	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
MT	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					
MT	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
MT	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
MT	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
MT	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
MT	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	0	0					
MT	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
MT	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
MT	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
MT	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
MT	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
MT	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	3:49	12	2:28	128	1.16	Yes	2:45	6	2:29	126	0.35	Yes	1:17	5	4:36	135	-0.86	Yes	2:23	2	3:24	119	-0.26	Yes
MT	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	33.33%	12	19.53%	128	1.07	Yes	33.33%	6	29.37%	126	0.21	Yes	40%	5	27.41%	135	0.58	Yes	0%	2	19.33%	119	-0.69	Yes
MT	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A	50%	4	34.15%	82	0.59	N/A	50%	4	21.59%	88	1.16	N/A	0%	2	15.38%	78	-0.6	N/A
MT	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	5.56%	216	1.79%	7136	3.3	No	2.91%	206	1.82%	6909	1.11	Yes	2.63%	190	1.96%	6878	0.68	Yes	1.24%	161	1.74%	6843	-0.48	Yes
MT	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	1.94%	206	1.19%	6909	0.96	N/A	2.11%	190	1.28%	6878	0.97	N/A	1.24%	161	1.14%	6843	0.2	N/A
MT	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	7.69%	13	11.11%	144	-0.38	N/A	14.29%	7	19.75%	157	-0.36	N/A	28.57%	7	8.78%	148	1.45	N/A	0%	2	20.13%	149	-0.71	N/A
MT	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	100%	3	100%	11	.	Yes	100%	8	77.78%	9	-1.1	Yes	100%	6	88.24%	17	-0.77	Yes	100%	3	91.67%	12	-0.47	Yes
MT	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	5	2	10.18	11	-0.85	Yes	4.38	8	17.11	9	-1.15	Yes	4.5	6	8.47	17	-1.5	Yes	4	2	13.15	13	-1.36	Yes
MT	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	100%	6	81.82%	11	-0.93	Yes	88.89%	9	64.29%	14	-1.2	Yes	85.71%	7	93.75%	16	0.46	Yes	100%	6	81.82%	22	-1.02	Yes
MT	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	88.89%	9	85.71%	14	-0.21	N/A	100%	7	100%	16	.	Yes	100%	6	81.82%	22	-1.02	N/A
MT	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A	1	1	35	2	-0.68	Yes			6.5	2		N/A			14	2		N/A
MT	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A						N/A						N/A						N/A
MT	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			148.33	15		N/A			153.44	16		N/A	0	1	120.33	18	-0.87	N/A			107.33	18		N/A
MT	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS			6			N/A			0			N/A	0		0		.	N/A			0			N/A
MT	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	100%	2	100%	17	.	Yes	100%	2	100%	22	.	Yes	100%	2	100%	15	.	Yes	100%	2	100%	30	.	Yes
MT	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	2	100%	18	.	Yes	100%	2	100%	22	.	Yes	100%	2	100%	15	.	Yes	100%	2	100%	30	.	Yes
MT	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0:59	2	2:04	18	-0.71	Yes	3:38	2	1:03	22	1.76	No	0:32	2	1:46	15	-1.09	Yes	0:54	2	2:03	30	-0.64	Yes
MT	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0%	2	0%	18	.	Yes	0%	2	18.18%	22	-0.64	Yes	50%	2	13.33%	15	0.94	Yes	50%	2	23.33%	30	0.66	Yes
MT	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A	0%	1	28.57%	7	-0.59	N/A	100%	1	25%	8	1.01	N/A	50%	2	27.78%	18	0.48	N/A
MT	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	3.51%	57	0.91%	1982	1.58	Yes	3.51%	57	1.10%	1992	1.4	Yes	4.08%	49	0.75%	2008	1.88	No	4.88%	41	1.45%	2074	1.47	Yes
MT	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	1.75%	57	0.35%	1992	1.24	N/A	2.04%	49	0.40%	2008	1.26	N/A	4.88%	41	0.87%	2074	1.91	N/A
MT	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0%	2	10%	20	-0.45	N/A	0%	2	31.25%	32	-0.92	N/A	33.33%	3	6.25%	16	1.02	N/A	0%	2	23.08%	39	-0.76	N/A
MT	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%			64.29%	14		N/A			92%	25		N/A			92.31%	13		N/A	100%	1	72.73%	22	-0.6	Yes
MT	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6			8	14		N/A			7.19	26		N/A			11.31	13		N/A			9.5	22		N/A
MT	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P			100%	20		N/A			100%	20		N/A	100%	1	100%	18	.	Yes	100%	1	100%	18	.	Yes
MT	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A			100%	20		N/A	100%	1	100%	18	.	Yes	100%	1	100%	18	.	Yes
MT	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			4	5		N/A			1	1		N/A						N/A			2	6		N/A
MT	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P						N/A			1	1		N/A			11	1		N/A						N/A
MT	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			100%	10		N/A			90%	10		N/A			100%	7		N/A			77.78%	9		N/A
MT	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			100%	10		N/A			90%	10		N/A			100%	7		N/A			88.89%	9		N/A
MT	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			0:38	10		N/A			10:54	10		N/A			5:58	7		N/A			14:33	9		N/A
MT	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			50%	10		N/A			10%	10		N/A			28.57%	7		N/A			44.44%	9		N/A
MT	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			0%	5		N/A			33.33%	6		N/A			66.67%	3		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	0	0					
MT	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
MT	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
MT	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	1	1	773	3.23%	1.83%	1.41%	
MT	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
MT	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
MT	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
MT	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
MT	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	0	0					
MT	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
MT	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
MT	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
MT	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
MT	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
MT	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
MT	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
MT	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	1	1	8	1:30	1:44	-0:14	
MT	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					
MT	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
MT	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	1	1	204	3.92%	1.06%	2.87%	
MT	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
MT	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
MT	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
MT	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
MT	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
MT	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
MT	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
MT	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
MT	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
MT	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
MT	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
MT	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
MT	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0%	61	1.95%	513	-1.04	Yes	0%	62	1.88%	532	-1.03	Yes	0%	65	1.27%	551	-0.86	Yes	0%	67	1.57%	575	-0.98	Yes
MT	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A	0%	62	0.94%	532	-0.73	N/A	0%	65	1.09%	551	-0.8	N/A	0%	67	0.52%	575	-0.56	N/A
MT	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS			41.18%	17		N/A			52.38%	21		N/A			58.82%	17		N/A			50%	18		N/A
MT	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			70.59%	17		N/A			57.14%	14		N/A			81.82%	11		N/A			87.50%	16		N/A
MT	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			19.36	25		N/A			22.82	22		N/A			10	12		N/A			19.29	21		N/A
MT	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			100%	24		N/A			100%	17		N/A			100%	17		N/A			100%	12		N/A
MT	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	17		N/A			100%	17		N/A			100%	12		N/A
MT	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P			18.14	7		N/A			14.13	8		N/A			3	2		N/A			52	3		N/A
MT	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A						N/A						N/A						N/A
MT	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			18.13	8		N/A			41.63	8		N/A			21.25	16		N/A			132	1		N/A
MT	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			4			N/A			1			N/A			0			N/A			0			N/A
MT	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			100%	1		N/A			100%	2		N/A			100%	1		N/A			100%	1		N/A
MT	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			1:12	1		N/A			0:01	2		N/A			3:35	1		N/A			2:59	1		N/A
MT	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			0%	1		N/A			0%	2		N/A			0%	1		N/A			0%	1		N/A
MT	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A						N/A			0%	1		N/A			0%	1		N/A
MT	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			0.28%	358		N/A			0.56%	357		N/A			0.28%	351		N/A			0.28%	351		N/A
MT	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0%	357		N/A			0.28%	351		N/A			0.28%	351		N/A
MT	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			0%	1		N/A			0%	2		N/A			66.67%	3		N/A			66.67%	3		N/A
MT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	18				N/A						N/A	0:03	14				N/A	0:03	32				N/A
MT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A
MT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	100%	9				Yes						N/A	100%	5				Yes	100%	16				Yes
MT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%						N/A	100%	2				Yes						N/A	100%	1				Yes
MT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	9				N/A						N/A	0%	5				N/A	0%	16				N/A
MT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS						N/A	0%	2				N/A						N/A	0%	1				N/A
MT	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	100%	9				Yes	88.89%	9				No	100%	9				Yes	100%	13				Yes
MT	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	7.57	7				Yes	8	7				Yes	7.56	9				Yes	6.92	13				Yes
MT	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			90.86%	2428		N/A			90.74%	2214		N/A			92.18%	2251		N/A			91.60%	2405		N/A
MT	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	100%	18	99.43%	5987	-0.32	Yes	100%	14	99.30%	4735	-0.31	Yes	100%	15	99.58%	4712	-0.25	Yes	100%	20	99.56%	4779	-0.3	Yes
MT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			6.28	2439		N/A			6.03	2224		N/A			6.2	2275		N/A			6.7	2423		N/A
MT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	2.6	5	3.54	4697	-1.29	Yes	3	1	3.66	3639	-0.3	Yes	2	2	3.52	3569	-1.49	Yes	3	1	3.5	3635	-0.48	Yes
MT	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	100%	16	89.83%	7697	-1.34	Yes	100%	15	88%	6977	-1.43	Yes	100%	18	87.82%	7099	-1.58	Yes	100%	19	88.51%	6525	-1.57	Yes
MT	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	100%	15	90.30%	6977	-1.27	N/A	100%	18	89.66%	7099	-1.44	N/A	100%	19	90.51%	6525	-1.41	N/A
MT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			5.55	74		N/A			5.68	93		N/A			3.56	79		N/A			6.23	90		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
MT	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
MT	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
MT	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
MT	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
MT	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
MT	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
MT	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
MT	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
MT	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
MT	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
MT	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
MT	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
MT	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
MT	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
MT	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
MT	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					
MT	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
MT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0	0					
MT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0	0					
MT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
MT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	0	0					
MT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					
MT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
MT	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	1	1	40	97.50%			
MT	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
MT	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
MT	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
MT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
MT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
MT	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
MT	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
MT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.88	25		N/A			11.45	22		N/A			3.67	12		N/A			4.2	25		N/A
MT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS			13.67	153		N/A			14.74	115		N/A			14.2	101		N/A			19.09	116		N/A
MT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS			18.33	9		N/A			23.36	14		N/A			10	8		N/A			26	1		N/A
MT	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A	30	1				N/A	8	1				N/A						N/A
MT	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS						N/A	0					N/A	0					N/A						N/A
MT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P			95.65%	2989		N/A			89.73%	3261		N/A			84.86%	3296		N/A			91.20%	2522		N/A
MT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	100%	1	97.67%	472	-0.15	Yes			95.59%	522		N/A			96.38%	497		N/A			97.70%	479		N/A
MT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P			97.51%	3983		N/A			94.84%	4280		N/A			94.98%	4320		N/A			97.33%	3410		N/A
MT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	100%	1	99.22%	894	-0.09	Yes			99.31%	1008		N/A			98.88%	982		N/A			99.39%	976		N/A
MT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			13:45	3983		N/A			16:08	4280		N/A			17:10	4320		N/A			14:29	3410		N/A
MT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	6:52	1	6:22	894	0.51	Yes			7:13	1008		N/A			6:21	982		N/A			6:21	976		N/A
MT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS			100%	1		N/A			33.33%	3		N/A			100%	1		N/A			100%	2		N/A
MT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	100%	1	44.44%	9	0.67	N/A			0%	7		N/A			16.67%	6		N/A			28.57%	7		N/A
MT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A			0%	1		N/A			100%	1		N/A			100%	1		N/A
MT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A			0%	4		N/A			20%	5		N/A			50%	2		N/A
MT	04-10	MR-8	Trouble Rate, Line Sharing %		P	0.36%	281	1.54%	320257	-1.61	Yes	0%	286	1.66%	322360	-2.2	Yes	0%	291	1.66%	323654	-2.21	Yes	0%	293	1.36%	326122	-2.01	Yes
MT	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	0%	286	1.37%	322360	-2	N/A	0%	291	1.39%	323654	-2.02	N/A	0%	293	1.10%	326122	-1.8	N/A
MT	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P			62.79%	258		N/A	50%	2	74.58%	118	0.64	Yes			78.10%	105		N/A			78.95%	152		N/A
MT	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P			24.58	292		N/A	10	2	16.39	157	-0.75	Yes			15.07	130		N/A			17.29	185		N/A
MT	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	100%	1	93.81%	226	-0.26	Yes	100%	1	91.72%	145	-0.3	Yes			95.60%	159		N/A			93.08%	159		N/A
MT	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A	100%	1	94.48%	145	-0.24	N/A			97.48%	159		N/A			94.97%	159		N/A
MT	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			18.72	101		N/A	1	1	12.11	45	-0.7	Yes			13.83	23		N/A			14.66	38		N/A
MT	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			10	1		N/A						N/A			21	6		N/A			62	1		N/A
MT	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			72.39	44		N/A			41.01	118		N/A			73.38	47		N/A			54.53	55		N/A
MT	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			12			N/A			9			N/A			5			N/A			5			N/A
MT	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P			79.69%	128		N/A	100%	1	78.57%	126	-0.52	Yes			76.30%	135		N/A			77.31%	119		N/A
MT	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:28	128		N/A	1:28	1	2:29	126	-0.43	Yes			4:36	135		N/A			3:24	119		N/A
MT	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P			19.53%	128		N/A	0%	1	29.37%	126	-0.64	Yes			27.41%	135		N/A			19.33%	119		N/A
MT	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A	0%	1	34.15%	82	-0.72	N/A			21.59%	88		N/A			15.38%	78		N/A
MT	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0%	7	1.79%	7136	-0.36	Yes	14.29%	7	1.82%	6909	1.53	Yes	0%	5	1.96%	6878	-0.32	Yes	0%	5	1.74%	6843	-0.3	Yes
MT	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	14.29%	7	1.19%	6909	1.74	N/A	0%	5	1.28%	6878	-0.25	N/A	0%	5	1.14%	6843	-0.24	N/A
MT	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS			11.11%	144		N/A	0%	1	19.75%	157	-0.49	N/A			8.78%	148		N/A			20.13%	149		N/A
MT	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P			70.59%	17		N/A			57.14%	14		N/A			81.82%	11		N/A	100%	1	87.50%	16	-0.37	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
MT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
MT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
MT	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	0	0					
MT	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	0	0					
MT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	0	0					
MT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	0	0					
MT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	0	0					
MT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	0	0					
MT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	0	0					
MT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	0	0					
MT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
MT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
MT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
MT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
MT	04-10	MR-8	Trouble Rate, Line Sharing %		P	0	0					
MT	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
MT	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
MT	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
MT	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
MT	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
MT	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
MT	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
MT	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
MT	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
MT	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
MT	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
MT	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
MT	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
MT	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0	0					
MT	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
MT	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
MT	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P			19.36	25		N/A			22.82	22		N/A			10	12		N/A	0	1	19.29	21	-0.64	Yes
MT	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P			100%	24		N/A			100%	17		N/A	100%	1	100%	17	.	Yes	100%	1	100%	12	.	Yes
MT	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A			100%	17		N/A	100%	1	100%	17	.	Yes	100%	1	100%	12	.	Yes
MT	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P			18.14	7		N/A			14.13	8		N/A			3	2		N/A			52	3		N/A
MT	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A						N/A						N/A						N/A
MT	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			18.13	8		N/A			41.63	8		N/A			21.25	16		N/A			132	1		N/A
MT	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			4			N/A			1			N/A			0			N/A			0			N/A
MT	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P			100%	1		N/A			100%	2		N/A			100%	1		N/A			100%	1		N/A
MT	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P			1:12	1		N/A			0:01	2		N/A			3:35	1		N/A			2:59	1		N/A
MT	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P			0%	1		N/A			0%	2		N/A			0%	1		N/A			0%	1		N/A
MT	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A						N/A			0%	1		N/A			0%	1		N/A
MT	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0%	2	0.28%	358	-0.07	Yes	0%	1	0.56%	357	-0.07	Yes	0%	1	0.28%	351	-0.05	Yes	0%	1	0.28%	351	-0.05	Yes
MT	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0%	1	0%	357	.	Yes	0%	1	0.28%	351	-0.05	N/A	0%	1	0.28%	351	-0.05	N/A
MT	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS			0%	1		N/A			0%	2		N/A			66.67%	3		N/A			66.67%	3		N/A
MT	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:30	15658				N/A	1:20	13895				N/A	2:35	12784				N/A	1:11	14568				N/A
MT	07-01	OP-3	Installation Commitments Met, E911 %		P			0%	3		N/A						N/A						N/A						N/A
MT	07-01	OP-4	Installation Interv, E911, Avg Days		P			69	3		N/A						N/A						N/A						N/A
MT	07-01	OP-5	New Service Installation Quality, E911 %		P			100%	2		N/A						N/A						N/A						N/A
MT	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A						N/A						N/A						N/A
MT	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P			52	3		N/A						N/A						N/A						N/A
MT	07-01	MR-8	Trouble Rate, E911 %		P	0%	10	0%	53	.	Yes	0%	10	0%	47	.	Yes	0%	10	0%	47	.	Yes	0%	10	0%	47	.	Yes
MT	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	10	0%	47	.	Yes	0%	10	0%	47	.	Yes	0%	10	0%	47	.	Yes
MT	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.36	.		N/A			8.77	.		N/A			8.54	.		N/A			7.95	.		N/A
MT	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.51	.		N/A			8.51	.		N/A			9.67	.		N/A			9.43	.		N/A
MT	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	30872				N/A	0.11	28915				N/A	0.09	26809				N/A	0.1	29328				N/A
MT	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	96.31%	28672				N/A	96.11%	27386				N/A	96.03%	24707				N/A	96.47%	27508				N/A
MT	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
MT	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	100%	18				Yes						N/A	100%	14				Yes	100%	32				Yes
MT	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	99.80%	506				Yes	96.60%	235				Yes	100%	246				Yes	99.45%	181				Yes
MT	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	99.82%	545				Yes	100%	239				Yes	100%	263				Yes	100%	213				Yes
MT	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	545				N/A	100%	239				N/A	100%	263				N/A	100%	213				N/A
MT	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			52.75%	472		N/A			45.59%	522		N/A			52.92%	497		N/A			50.73%	479		N/A
MT	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss			99.22%	894		N/A			99.31%	1008		N/A			98.88%	982		N/A			99.39%	976		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
MT	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
MT	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
MT	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
MT	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
MT	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
MT	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					
MT	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
MT	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
MT	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
MT	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
MT	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0	0					
MT	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
MT	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
MT	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
MT	07-01	OP-3	Installation Commitments Met, E911 %		P	0	0					
MT	07-01	OP-4	Installation Interv, E911, Avg Days		P	0	0					
MT	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
MT	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
MT	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P	0	0					
MT	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
MT	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
MT	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
MT	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
MT	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
MT	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
MT	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
MT	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
MT	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
MT	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
MT	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
MT	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
MT	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	17381.16				Yes	100%	17953.85				Yes	100%	17322.12				Yes	100%	17666.79				Yes
MT	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	17381.16				Yes	100%	17953.85				Yes	100%	17322.12				Yes	100%	17666.79				Yes
MT	14-01	OP-3	Installation Commitments Met, Residence %	D	P	96.08%	51	91.05%	1967	-1.24	Yes	95%	40	90.50%	1747	-0.96	Yes	94.44%	54	92.37%	1769	-0.57	Yes	95%	40	92.48%	1808	-0.6	Yes
MT	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	1826	99.54%	5852	-2.54	Yes	100%	1257	99.30%	4598	-2.63	Yes	99.89%	902	99.58%	4575	-1.3	Yes	100%	498	99.63%	4634	-1.29	Yes
MT	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	3.76	51	6.16	1973	-2.24	Yes	3.95	41	6.01	1754	-1.48	Yes	3.74	54	6.11	1786	-2.42	Yes	4.41	41	6.42	1821	-1.45	Yes
MT	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	2.99	382	3.53	4593	-7.14	Yes	2.98	397	3.68	3548	-5.94	Yes	2.96	340	3.51	3474	-6.95	Yes	2.96	251	3.5	3532	-8.41	Yes
MT	14-01	OP-5	New Service Installation Quality, Residence %		P	98.17%	1588	89.99%	7093	-9.82	Yes	98.40%	1127	88.32%	6361	-9.71	Yes	97.19%	748	88.33%	6412	-7.14	Yes	95.53%	425	89%	5820	-4.15	Yes
MT	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	98.67%	1127	90.39%	6361	-8.69	N/A	97.73%	748	90.17%	6412	-6.57	N/A	96.94%	425	90.88%	5820	-4.19	N/A
MT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	3.5	2	3.75	48	-0.08	Yes	1	1	5.88	76	-0.43	Yes	2.33	3	3.09	58	-0.3	Yes			6.02	55		N/A
MT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			5.6	20		N/A			11.95	21		N/A	2	1	3.64	11	-0.38	Yes			4.29	21		N/A
MT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P			14.17	130		N/A	4	1	14.55	93	-0.48	Yes			15.18	80		N/A	9	2	19.37	84	-0.56	Yes
MT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			12	7		N/A			23.36	14		N/A			10	8		N/A			26	1		N/A
MT	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	21.8	5	70.74	300	-1.11	N/A	11.25	4	68.82	290	-1.2	N/A	12.17	23	60.54	284	-2.44	N/A	2.7	10	55.5	273	-1.9	N/A
MT	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	1		180		-1.81	N/A	0		175		-2.45	N/A	0		163		-5.35	N/A	0		143		-3.26	N/A
MT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	97.18%	71	95.57%	2619	-0.65	Yes	96.36%	55	89.52%	2854	-1.64	Yes	92.54%	67	84.81%	2877	-1.74	Yes	97.56%	41	91.55%	2177	-1.37	Yes
MT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	8	98.05%	411	-0.39	Yes	100%	7	95.48%	442	-0.57	Yes	100%	5	96.68%	422	-0.41	Yes	100%	10	97.82%	413	-0.47	Yes
MT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	100%	81	97.50%	3521	-1.42	Yes	100%	69	94.62%	3772	-1.96	Yes	98.80%	83	95.14%	3787	-1.53	Yes	94.83%	58	97.38%	2972	1.12	Yes
MT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	15	99.21%	755	-0.34	Yes	100%	15	99.16%	836	-0.35	Yes	90.91%	11	98.91%	826	1.53	Yes	100%	16	99.25%	797	-0.34	Yes
MT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	10:35	81	14:04	3521	-1.33	Yes	10:33	69	16:24	3772	-2.85	Yes	12:19	83	17:14	3787	-2.51	Yes	16:19	58	14:35	2972	0.96	Yes
MT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	7:12	15	6:34	755	0.34	Yes	2:52	15	7:43	836	-1.67	Yes	7:25	11	6:37	826	0.48	Yes	2:22	16	6:54	797	-1.69	Yes
MT	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	14.46%	83	13.61%	3570	0.25	Yes	8.70%	69	15.92%	3831	-1.63	Yes	14.46%	83	15.69%	3837	-0.31	Yes	13.79%	58	12.66%	3009	0.29	Yes
MT	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	13.33%	15	13.25%	755	0.07	Yes	0%	15	14.11%	836	-1.56	Yes	0%	11	14.89%	826	-1.38	Yes	25%	16	12.67%	797	1.35	Yes
MT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	8.82%	68	15.48%	3567	-1.5	N/A	14.29%	77	15.31%	3586	-0.25	N/A	14.55%	55	12.42%	2819	0.5	N/A
MT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	0%	9	17.02%	329	-1.34	N/A	0%	3	16.57%	338	-0.77	N/A	25%	4	15.64%	275	0.48	N/A
MT	14-01	MR-8	Trouble Rate, Residence %		P	1.27%	7739	1.74%	248032	-3.16	Yes	1.19%	7079	1.87%	249934	-4.17	Yes	1.40%	6693	1.86%	251017	-2.71	Yes	1.21%	6113	1.50%	253046	-1.86	Yes
MT	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	1.09%	7079	1.56%	249934	-3.16	N/A	1.20%	6693	1.56%	251017	-2.4	N/A	0.97%	6113	1.22%	253046	-1.81	N/A
MT	14-01	MR-9	Repair Appointments Met, Residence %	D	P	98.80%	83	95.07%	3570	-1.55	Yes	94.20%	69	93.06%	3831	-0.37	Yes	95.18%	83	91.06%	3837	-1.3	Yes	96.55%	58	93.49%	3009	-0.94	Yes
MT	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	15	98.54%	755	-0.47	Yes	100%	15	97.97%	836	-0.55	Yes	100%	11	99.39%	826	-0.26	Yes	100%	16	99.37%	797	-0.31	Yes
MT	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	27.41%	135	31.12%	6279	-0.92	N/A	31.71%	123	31.61%	6824	0.03	N/A	24.80%	125	29.73%	6636	-1.2	N/A	23.71%	97	31.53%	5559	-1.64	N/A
MT	14-02	OP-3	Installation Commitments Met, Business %	D	P	100%	6	90.02%	461	-0.81	Yes	87.50%	8	91.65%	467	0.44	Yes	100%	4	91.49%	482	-0.61	Yes	75%	8	88.94%	597	1.11	Yes
MT	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	23	94.81%	135	-1.04	Yes	100%	31	99.27%	137	-0.43	Yes	100%	18	99.27%	137	-0.34	Yes	100%	40	97.24%	145	-0.94	Yes
MT	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	2.83	6	6.76	466	-1.14	Yes	5.75	8	6.12	470	-0.14	Yes	3.5	4	6.5	489	-0.91	Yes	7.25	8	7.54	602	-0.07	Yes
MT	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	1.86	14	3.79	104	-1.24	Yes	2.11	19	3.03	91	-2.79	Yes	2.2	15	3.62	95	-2.45	Yes	2.41	32	3.62	103	-2.8	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
MT	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
MT	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
MT	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
MT	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
MT	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
MT	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
MT	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
MT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
MT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
MT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
MT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
MT	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
MT	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					
MT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
MT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	0	0					
MT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
MT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
MT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
MT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
MT	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
MT	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
MT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
MT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
MT	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
MT	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
MT	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
MT	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
MT	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
MT	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
MT	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
MT	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
MT	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-02	OP-5	New Service Installation Quality, Business %		P	100%	34	87.91%	604	-2.1	Yes	87.10%	31	84.77%	617	-0.35	Yes	88.57%	35	82.97%	687	-0.86	Yes	95.12%	41	84.40%	705	-1.84	Yes
MT	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	90.32%	31	89.30%	617	-0.18	N/A	91.43%	35	84.86%	687	-1.06	N/A	95.12%	41	87.52%	705	-1.43	N/A
MT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P			8.88	26		N/A			4.76	17		N/A			4.86	21		N/A	1	2	6.57	35	-0.74	Yes
MT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P			12	5		N/A			1	1		N/A			4	1		N/A			3.75	4		N/A
MT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			10.83	23		N/A	11	1	15.55	22	-0.31	Yes			10.48	21		N/A			18.34	32		N/A
MT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P			40.5	2		N/A						N/A						N/A						N/A
MT	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			88.12	94		N/A			79.85	99		N/A	3	1	76.98	94	-0.7	N/A			70.9	89		N/A
MT	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS			46			N/A			46			N/A	1		47		0.67	N/A			34			N/A
MT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	100%	13	96.22%	370	-0.7	Yes	100%	7	91.15%	407	-0.82	Yes	100%	6	85.20%	419	-1.01	Yes	83.33%	6	88.99%	345	0.44	Yes
MT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	100%	2	95.08%	61	-0.32	Yes	100%	3	96.25%	80	-0.34	Yes	100%	1	94.67%	75	-0.24	Yes	100%	4	96.97%	66	-0.34	Yes
MT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	100%	16	97.62%	462	-0.61	Yes	100%	8	96.46%	508	-0.54	Yes	100%	7	93.81%	533	-0.68	Yes	100%	8	97.03%	438	-0.49	Yes
MT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	4	99.28%	139	-0.17	Yes	100%	5	100%	172	.	Yes	100%	2	98.72%	156	-0.16	Yes	100%	6	100%	179	.	Yes
MT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	9:18	16	11:22	462	-0.63	Yes	7:23	8	14:06	508	-1.33	Yes	10:55	7	16:44	533	-0.85	Yes	9:04	8	13:52	438	-0.82	Yes
MT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	2:01	4	5:13	139	-0.78	Yes	2:06	5	4:46	172	-0.82	Yes	0:10	2	4:57	156	-0.74	Yes	2:24	6	3:51	179	-0.55	Yes
MT	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	18.75%	16	11.83%	465	0.82	Yes	25%	8	16.47%	516	0.63	Yes	14.29%	7	15.26%	544	-0.07	Yes	12.50%	8	11.86%	447	0.12	Yes
MT	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0%	4	8.63%	139	-0.61	Yes	0%	5	8.72%	172	-0.68	Yes	0%	2	14.10%	156	-0.57	Yes	16.67%	6	10.06%	179	0.5	Yes
MT	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	25%	8	16.45%	456	0.64	N/A	14.29%	7	14.55%	488	-0.02	N/A	12.50%	8	12.15%	395	0.09	N/A
MT	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A	0%	2	7.69%	78	-0.4	N/A	0%	1	17.50%	80	-0.46	N/A	20%	5	10.98%	82	0.55	N/A
MT	14-02	MR-8	Trouble Rate, Business %		P	1.19%	1683	0.84%	72225	1.57	Yes	0.73%	1782	0.95%	72426	-0.95	Yes	0.50%	1783	0.96%	72637	-1.96	Yes	0.76%	1836	0.86%	73076	-0.43	Yes
MT	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.56%	1782	0.74%	72426	-0.86	N/A	0.45%	1783	0.78%	72637	-1.58	N/A	0.71%	1836	0.65%	73076	0.29	N/A
MT	14-02	MR-9	Repair Appointments Met, Business %	D	P	100%	16	87.96%	465	-1.46	Yes	100%	8	87.02%	516	-1.08	Yes	85.71%	7	84.01%	544	-0.12	Yes	87.50%	8	84.12%	447	-0.26	Yes
MT	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	4	97.12%	139	-0.34	Yes	100%	5	97.09%	172	-0.38	Yes	100%	2	96.15%	156	-0.28	Yes	100%	6	98.32%	179	-0.31	Yes
MT	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	16.67%	24	33.84%	913	-1.76	N/A	13.33%	15	31.88%	1010	-1.53	N/A	55%	20	31.10%	1016	2.18	N/A	22.22%	18	32.10%	922	-0.89	N/A
MT	14-03	OP-3	Installation Commitments Met, Centrex %	D	P			75%	4		N/A			83.33%	6		N/A			100%	3		N/A			100%	1		N/A
MT	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P						N/A						N/A						N/A						N/A
MT	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P			2.75	4		N/A			6.5	6		N/A			9	9		N/A			11	1		N/A
MT	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A
MT	14-03	OP-5	New Service Installation Quality, Centrex %		P			100%	5		N/A			87.50%	8		N/A			100%	5		N/A			100%	2		N/A
MT	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A			87.50%	8		N/A			100%	5		N/A			100%	2		N/A
MT	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P			3	1		N/A						N/A						N/A						N/A
MT	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P						N/A			19	1		N/A						N/A						N/A
MT	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			238	1		N/A			102.33	3		N/A			129.5	2		N/A			74.33	3		N/A
MT	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			0			N/A			1			N/A			0			N/A			0			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-02	OP-5	New Service Installation Quality, Business %		P	0	0					
MT	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
MT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
MT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
MT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
MT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
MT	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
MT	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
MT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
MT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
MT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
MT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
MT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0	0					
MT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					
MT	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
MT	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
MT	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
MT	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
MT	14-02	MR-8	Trouble Rate, Business %		P	0	0					
MT	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
MT	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					
MT	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
MT	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
MT	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
MT	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
MT	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
MT	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
MT	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
MT	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
MT	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
MT	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
MT	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
MT	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P			100%	2		N/A			100%	3		N/A			100%	4		N/A			100%	9		N/A
MT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P						N/A			100%	1		N/A						N/A			100%	1		N/A
MT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P			100%	3		N/A			100%	5		N/A			100%	6		N/A			100%	9		N/A
MT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P						N/A			100%	1		N/A			100%	1		N/A			100%	2		N/A
MT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			11:43	3		N/A			7:23	5		N/A			11:03	6		N/A			7:24	9		N/A
MT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P						N/A			5:01	1		N/A			1:14	1		N/A			9:35	2		N/A
MT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P			0%	3		N/A			20%	5		N/A			16.67%	6		N/A			11.11%	9		N/A
MT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P						N/A			0%	1		N/A			0%	1		N/A			0%	2		N/A
MT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A			20%	5		N/A			16.67%	6		N/A			11.11%	9		N/A
MT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A			0%	1		N/A			0%	1		N/A						N/A
MT	14-03	MR-8	Trouble Rate, Centrex %		P			0.16%	1931		N/A			0.30%	1984		N/A			0.36%	1959		N/A			0.56%	1959		N/A
MT	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A			0.30%	1984		N/A			0.36%	1959		N/A			0.46%	1959		N/A
MT	14-03	MR-9	Repair Appointments Met, Centrex %	D	P			66.67%	3		N/A			80%	5		N/A			50%	6		N/A			66.67%	9		N/A
MT	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P						N/A			100%	1		N/A			100%	1		N/A			100%	2		N/A
MT	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS			0%	3		N/A			45.45%	11		N/A			41.67%	12		N/A			21.43%	14		N/A
MT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P			91.30%	23		N/A			89.74%	39		N/A			90.48%	21		N/A			100%	21		N/A
MT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	100%	1	100%	57	.	Yes	100%	1	100%	14	.	Yes	100%	1	100%	12	.	Yes			100%	24		N/A
MT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	2	1	3.71	7	-1.16	Yes	5	1	2.64	14	1.81	No	5	1	2.64	11	1.1	Yes			1.75	24		N/A
MT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P			9.3	23		N/A			5.05	40		N/A			6.43	21		N/A			4	21		N/A
MT	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	100%	1	71.64%	67	-0.62	Yes	100%	1	70.45%	44	-0.64	Yes	100%	1	66.67%	39	-0.7	Yes			72.22%	54		N/A
MT	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	100%	1	75%	44	-0.57	N/A	100%	1	69.23%	39	-0.66	N/A			83.33%	54		N/A
MT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P			7	1		N/A			3.33	3		N/A			1.5	2		N/A						N/A
MT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A						N/A
MT	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P			47	1		N/A			18	1		N/A						N/A						N/A
MT	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			86.09	11		N/A			74.64	11		N/A			58.27	11		N/A			63.55	11		N/A
MT	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			2			N/A			3			N/A			4			N/A			2			N/A
MT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P			100%	48		N/A	100%	1	85.29%	34	-0.41	Yes			87.18%	39		N/A			87.50%	56		N/A
MT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			100%	10		N/A			100%	15		N/A			100%	9		N/A			100%	16		N/A
MT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P			98.44%	64		N/A	100%	1	95.56%	45	-0.21	Yes			96.55%	58		N/A			97.30%	74		N/A
MT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P			100%	30		N/A	100%	1	100%	28	.	Yes			95.24%	21		N/A			100%	32		N/A
MT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			9:52	64		N/A	3:56	1	12:18	45	-0.55	Yes			14:58	58		N/A			13:27	74		N/A
MT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:53	30		N/A	4:55	1	6:14	28	-0.16	Yes			8:38	21		N/A			5:10	32		N/A
MT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P			6.25%	64		N/A	0%	1	23.91%	46	-0.55	Yes			20.34%	59		N/A			14.86%	74		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
MT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
MT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
MT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					
MT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
MT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
MT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
MT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
MT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
MT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
MT	14-03	MR-8	Trouble Rate, Centrex %		P	0	0					
MT	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
MT	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					
MT	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
MT	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
MT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
MT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
MT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	1	1	3	4.00	2.39	1.61	
MT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
MT	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
MT	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
MT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
MT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
MT	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
MT	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
MT	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
MT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
MT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
MT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
MT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
MT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
MT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
MT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P			16.67%	30		N/A	0%	1	10.71%	28	-0.34	Yes			19.05%	21		N/A			18.75%	32		N/A
MT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A	0%	1	25%	40	-0.57	N/A			21.82%	55		N/A			14.52%	62		N/A
MT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A			16.67%	18		N/A			18.18%	11		N/A			13.33%	15		N/A
MT	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0%	67	0.86%	10930	-0.76	Yes	2.99%	67	0.68%	10957	1.73	No	0%	56	0.73%	10999	-0.64	Yes	0%	48	0.96%	11006	-0.68	Yes
MT	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	1.49%	67	0.53%	10957	0.93	N/A	0%	56	0.60%	10999	-0.58	N/A	0%	48	0.70%	11006	-0.58	N/A
MT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P			90.63%	64		N/A	100%	1	76.09%	46	-0.55	Yes			86.44%	59		N/A			77.03%	74		N/A
MT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P			96.67%	30		N/A	100%	1	100%	28	.	Yes			95.24%	21		N/A			96.88%	32		N/A
MT	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS			32.37%	139		N/A	0%	2	32.11%	109	-0.96	N/A			37.50%	128		N/A			22.06%	136		N/A
MT	14-05	OP-3	Installation Commitments Met, PBX %	D	P						N/A			100%	7		N/A			75%	4		N/A			80%	10		N/A
MT	14-05	OP-3	Installation Commitments Met, PBX %	ND	P			100%	2		N/A			100%	2		N/A			100%	1		N/A			100%	3		N/A
MT	14-05	OP-3	Installation Commitments Met, PBX %		P			80%	10		N/A	100%	4	66.67%	3	-0.93	Yes			50%	4		N/A			60%	5		N/A
MT	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P						N/A			5.43	7		N/A			9.2	5		N/A			3.9	10		N/A
MT	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P			2	2		N/A						N/A			3	1		N/A			1.5	2		N/A
MT	14-05	OP-4	Installation Interv, PBX, Avg Days		P			18.33	9		N/A	8.25	4	16.91	11	-0.69	Yes			21.17	6		N/A			13.33	6		N/A
MT	14-05	OP-5	New Service Installation Quality, PBX %		P	100%	2	100%	17	.	Yes	100%	2	94.12%	17	-0.33	Yes			93.75%	16		N/A			70.59%	17		N/A
MT	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A	100%	2	94.12%	17	-0.33	N/A			93.75%	16		N/A			82.35%	17		N/A
MT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			10	1		N/A			2	2		N/A
MT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A
MT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P			21	4		N/A			64	1		N/A			13	3		N/A			11.33	3		N/A
MT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A
MT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P						N/A						N/A						N/A						N/A
MT	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			24.67	9		N/A			23.5	6		N/A			29.5	2		N/A			19	2		N/A
MT	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS			1			N/A			1			N/A			1			N/A			1			N/A
MT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P			100%	5		N/A			94.44%	18		N/A			76.92%	13		N/A	100%	1	91.67%	12	-0.29	Yes
MT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P			100%	20		N/A	100%	2	100%	10	.	Yes			100%	10		N/A			100%	16		N/A
MT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P			100%	8		N/A			100%	20		N/A			94.12%	17		N/A	100%	1	94.44%	18	-0.24	Yes
MT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P			100%	23		N/A	100%	2	100%	16	.	Yes			100%	15		N/A			100%	18		N/A
MT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			9:06	8		N/A			12:09	20		N/A			0.83333	17		N/A	3:59	1	11:32	18	-0.59	Yes
MT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			2:47	23		N/A	2:20	2	1:59	16	0.52	Yes			2:31	15		N/A			1:03	18		N/A
MT	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P			21.74%	23		N/A	50%	2	0%	16	1.69	No			33.33%	15		N/A			27.78%	18		N/A
MT	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			12.50%	8		N/A			5%	20		N/A			35.29%	17		N/A	0%	1	0%	18	.	Yes
MT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A			5.88%	17		N/A			27.27%	11		N/A			0%	14		N/A
MT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A	100%	1	0%	9	1.77	N/A			20%	5		N/A			20%	5		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0	0					
MT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
MT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
MT	14-04	MR-8	Trouble Rate, Centrex 21 %		P	1	1	238	0.84%	0.81%	0.03%	
MT	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
MT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
MT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
MT	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
MT	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
MT	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
MT	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
MT	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
MT	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					
MT	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
MT	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
MT	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
MT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
MT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
MT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
MT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
MT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P	0	0					
MT	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
MT	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
MT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
MT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
MT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
MT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
MT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
MT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					
MT	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	1	1	2	50.00%	20.83%	29.17%	
MT	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
MT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
MT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-05	MR-8	Trouble Rate, PBX %		P	0%	331	0.23%	13720	-0.86	Yes	0.61%	327	0.26%	14097	1.13	Yes	0%	341	0.23%	14083	-0.87	Yes	0.29%	349	0.25%	14158	0.2	Yes
MT	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0.31%	327	0.18%	14097	0.53	N/A	0%	341	0.11%	14083	-0.62	N/A	0%	349	0.13%	14158	-0.68	N/A
MT	14-05	MR-9	Repair Appointments Met, PBX %	D	P			66.67%	6		N/A			50%	16		N/A			68.75%	16		N/A	100%	1	75%	12	-0.55	Yes
MT	14-05	MR-9	Repair Appointments Met, PBX %	ND	P			100%	4		N/A			100%	7		N/A			100%	10		N/A			100%	5		N/A
MT	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	100%	1	34.04%	47	0.94	N/A	0%	2	35.71%	56	-1.04	N/A			37.25%	51		N/A	50%	2	29.41%	51	0.49	N/A
MT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P						N/A						N/A			100%	1		N/A						N/A
MT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P						N/A						N/A			100%	2		N/A						N/A
MT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			100%	11		N/A			77.78%	9		N/A			85.71%	14		N/A			91.67%	12		N/A
MT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			1	1		N/A						N/A
MT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A			6.5	2		N/A						N/A
MT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			10.18	11		N/A			17.11	9		N/A			9.29	14		N/A			13.15	13		N/A
MT	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			81.82%	11		N/A			64.29%	14		N/A			93.75%	16		N/A			81.82%	22		N/A
MT	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			85.71%	14		N/A			100%	16		N/A			81.82%	22		N/A
MT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A
MT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			35	2		N/A			6.5	2		N/A			14	2		N/A
MT	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A						N/A						N/A
MT	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			148.33	15		N/A			153.44	16		N/A			120.33	18		N/A			107.33	18		N/A
MT	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			6			N/A			0			N/A			0			N/A			0			N/A
MT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			100%	4		N/A			100%	5		N/A			100%	4		N/A			100%	9		N/A
MT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	13		N/A			100%	17		N/A			100%	11		N/A			100%	21		N/A
MT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	4		N/A			100%	5		N/A			100%	4		N/A			100%	9		N/A
MT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	14		N/A			100%	17		N/A			100%	11		N/A			100%	21		N/A
MT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			0.08333	4		N/A			1:33	5		N/A			3:26	4		N/A			4:46	9		N/A
MT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			2:05	14		N/A			0:54	17		N/A			1:10	11		N/A			0:53	21		N/A
MT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			0%	4		N/A			20%	5		N/A			0%	4		N/A			55.56%	9		N/A
MT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			0%	14		N/A			17.65%	17		N/A			18.18%	11		N/A			9.52%	21		N/A
MT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			50%	2		N/A			0%	4		N/A			50%	8		N/A
MT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			20%	5		N/A			50%	4		N/A			10%	10		N/A
MT	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	5	0.91%	1982	-0.21	Yes	0%	5	1.10%	1992	-0.24	Yes	0%	5	0.75%	2008	-0.19	Yes	0%	5	1.45%	2074	-0.27	Yes
MT	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	5	0.35%	1992	-0.13	N/A	0%	5	0.40%	2008	-0.14	N/A	0%	5	0.87%	2074	-0.21	N/A
MT	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P			100%	1		N/A						N/A						N/A						N/A
MT	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			10%	20		N/A			31.25%	32		N/A			6.25%	16		N/A			23.08%	39		N/A
MT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			64.29%	14		N/A			91.67%	24		N/A			92.31%	13		N/A			72.73%	22		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-05	MR-8	Trouble Rate, PBX %		P	0	0					
MT	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
MT	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
MT	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
MT	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
MT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
MT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
MT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
MT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
MT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
MT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
MT	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
MT	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
MT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
MT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
MT	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
MT	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
MT	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
MT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
MT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
MT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
MT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
MT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
MT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
MT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
MT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
MT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
MT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
MT	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
MT	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
MT	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
MT	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
MT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P			98.61%	359		N/A			99.27%	409		N/A			98.25%	343		N/A			99.20%	249		N/A
MT	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			0%	1		N/A			100%	1		N/A			100%	1		N/A			100%	2		N/A
MT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			8	14		N/A			7.36	25		N/A			11.31	13		N/A			9.5	22		N/A
MT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P			4.97	260		N/A			4.92	222		N/A			9.73	233		N/A			9.71	180		N/A
MT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P						N/A			3	1		N/A			2	1		N/A						N/A
MT	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P			100%	406		N/A			100%	397		N/A			100%	315		N/A			100%	299		N/A
MT	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A			100%	397		N/A			100%	315		N/A			100%	299		N/A
MT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4	5		N/A			1	1		N/A						N/A			2	6		N/A
MT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			9.33	6		N/A			4.5	2		N/A			2	2		N/A			1.5	2		N/A
MT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A						N/A
MT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A			1	1		N/A			11	1		N/A						N/A
MT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A			18	1		N/A			8.25	4		N/A						N/A
MT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days		P			9	1		N/A						N/A						N/A						N/A
MT	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			100%	10		N/A			90%	10		N/A			100%	7		N/A			77.78%	9		N/A
MT	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			100%	10		N/A			90%	10		N/A			100%	7		N/A			88.89%	9		N/A
MT	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			0:38	10		N/A			10:54	10		N/A			5:58	7		N/A			14:33	9		N/A
MT	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			50%	10		N/A			10%	10		N/A			28.57%	7		N/A			44.44%	9		N/A
MT	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			0%	5		N/A			33.33%	6		N/A			66.67%	3		N/A
MT	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	1	1.95%	513	-0.14	Yes	0%	1	1.88%	532	-0.14	Yes	0%	1	1.27%	551	-0.11	Yes	0%	1	1.57%	575	-0.13	Yes
MT	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	0%	1	0.94%	532	-0.1	N/A	0%	1	1.09%	551	-0.1	N/A	0%	1	0.52%	575	-0.07	N/A
MT	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			41.18%	17		N/A			52.38%	21		N/A			58.82%	17		N/A			50%	18		N/A
MT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P						N/A						N/A						N/A						N/A
MT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P			100%	1		N/A						N/A			100%	1		N/A			0%	2		N/A
MT	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P			92.44%	172		N/A			97.33%	75		N/A			98.48%	66		N/A			38.46%	13		N/A
MT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A
MT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P			4	1		N/A						N/A			7.5	2		N/A						N/A
MT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P			12.95	189		N/A	12	1	9.73	94	0.87	Yes			7.39	70		N/A			41.7	37		N/A
MT	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	100%	1	96.62%	148	-0.19	Yes	100%	1	100%	98	.	Yes	100%	1	98.61%	72	-0.12	Yes	100%	1	100%	28	.	Yes
MT	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A	100%	1	100%	98	.	Yes	100%	1	100%	72	.	Yes	100%	1	100%	28	.	Yes
MT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A			73.13	23		N/A			72	4		N/A
MT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P			35.65	23		N/A			23.46	13		N/A			16	4		N/A			40.27	15		N/A
MT	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P			34	1		N/A						N/A						N/A						N/A
MT	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			8	1		N/A			210.4	153		N/A			191.83	153		N/A			171.19	154		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	0	0					
MT	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
MT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	0	0					
MT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					
MT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
MT	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
MT	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
MT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
MT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
MT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
MT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
MT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
MT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days		P	0	0					
MT	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
MT	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
MT	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
MT	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
MT	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
MT	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0	0					
MT	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
MT	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
MT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P	0	0					
MT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P	0	0					
MT	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
MT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
MT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
MT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
MT	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	0	0					
MT	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
MT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	0	0					
MT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
MT	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P	0	0					
MT	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			0			N/A			3			N/A			2			N/A			2			N/A
MT	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P			100%	7		N/A	100%	2	71.43%	7	-0.79	Yes			100%	4		N/A			100%	4		N/A
MT	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:11	7		N/A	1:17	2	2:27	7	-0.42	Yes			0:14	4		N/A			0:22	4		N/A
MT	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P			0%	7		N/A	0%	2	0%	7	.	Yes			25%	4		N/A			0%	4		N/A
MT	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A			0%	4		N/A						N/A			0%	2		N/A
MT	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0%	93	0.04%	19811	-0.18	Yes	2.15%	93	0.04%	17858	3.39	No	0%	90	0.02%	16240	-0.15	Yes	0%	90	0.03%	16023	-0.15	Yes
MT	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A	0%	93	0.02%	17858	-0.14	N/A	0%	90	0%	16240	.	Yes	0%	90	0.01%	16023	-0.11	N/A
MT	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS			0%	7		N/A	0%	2	0%	7	.	Yes			42.86%	7		N/A			0%	4		N/A
MT	14-09	OP-3	Installation Commitments Met, DS0 %	D	P						N/A			100%	2		N/A	0%	1	100%	1	0.67	Yes						N/A
MT	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P			100%	1		N/A						N/A			100%	2		N/A						N/A
MT	14-09	OP-3	Installation Commitments Met, DS0 %		P			25%	8		N/A	100%	1	71.43%	7	-0.59	Yes			83.33%	6		N/A			37.50%	8		N/A
MT	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P						N/A			4.5	2		N/A	46	1	4.5	2	0.67	Yes			5.5	2		N/A
MT	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P			0	1		N/A						N/A			0	2		N/A						N/A
MT	14-09	OP-4	Installation Interv, DS0, Avg Days		P			31.27	11		N/A	6	1	7.09	11	-0.28	Yes			8.43	7		N/A			18.75	8		N/A
MT	14-09	OP-5	New Service Installation Quality, DS0 %		P	100%	1	69.23%	13	-0.64	Yes	100%	1	75%	12	-0.55	Yes	100%	1	54.55%	11	-0.87	Yes	100%	2	95.24%	21	-0.3	Yes
MT	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A	100%	1	83.33%	12	-0.43	N/A	100%	1	63.64%	11	-0.72	N/A	100%	2	100%	21	.	Yes
MT	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P			31.63	8		N/A			6	2		N/A			8.5	2		N/A			17	5		N/A
MT	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days	D	P						N/A						N/A	40	1				N/A						N/A
MT	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P			7	1		N/A						N/A						N/A						N/A
MT	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			37	4		N/A			32.5	4		N/A			23.8	5		N/A	588	1	9	5	1.24	N/A
MT	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS			2			N/A			0			N/A			3			N/A	0		2		-0.75	N/A
MT	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P			77.36%	106		N/A	100%	1	78.63%	131	-0.52	Yes			82.86%	140		N/A			73.68%	114		N/A
MT	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			3:23	106		N/A	0:01	1	2:45	131	-0.74	Yes			2:30	140		N/A			3:18	114		N/A
MT	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P			24.53%	106		N/A	0%	1	29.77%	131	-0.65	Yes			20.71%	140		N/A			20.18%	114		N/A
MT	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A			37.35%	83		N/A			21.05%	95		N/A			19.23%	78		N/A
MT	14-09	MR-8	Trouble Rate, DS0 %		P	0%	56	0.77%	13811	-0.66	Yes	1.79%	56	1%	13133	0.61	Yes	0%	63	1.10%	12741	-0.83	Yes	0%	82	0.89%	12789	-0.86	Yes
MT	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0%	56	0.63%	13133	-0.6	N/A	0%	63	0.75%	12741	-0.69	N/A	0%	82	0.61%	12789	-0.71	N/A
MT	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS			29.80%	151		N/A	0%	1	25.14%	175	-0.58	N/A			22.22%	180		N/A			27.85%	158		N/A
MT	14-10	OP-3	Installation Commitments Met, DS1 %		P			62.79%	258		N/A	100%	1	74.58%	118	-0.58	Yes			78.10%	105		N/A			78.95%	152		N/A
MT	14-10	OP-4	Installation Interv, DS1, Avg Days		P			24.58	292		N/A	2	1	16.39	157	-1.19	Yes			15.07	130		N/A			17.29	185		N/A
MT	14-10	OP-5	New Service Installation Quality, DS1 %		P	100%	1	93.81%	226	-0.26	Yes	100%	1	91.72%	145	-0.3	Yes	100%	1	95.60%	159	-0.21	Yes	0%	1	93.08%	159	1.81	No
MT	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A	100%	1	94.48%	145	-0.24	N/A	100%	1	97.48%	159	-0.16	N/A	0%	1	94.97%	159	1.95	N/A
MT	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			18.72	101		N/A			12.11	45		N/A			13.83	23		N/A	20	1	14.66	38	0.81	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
MT	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
MT	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
MT	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
MT	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
MT	14-08	MR-8	Trouble Rate, ISDN Primary %		P	1	1	366	0.55%	0.03%	0.51%	
MT	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					
MT	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
MT	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
MT	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
MT	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
MT	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
MT	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					
MT	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
MT	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
MT	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
MT	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
MT	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days	D	P	0	0					
MT	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P	0	0					
MT	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
MT	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
MT	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	0	0					
MT	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0	0					
MT	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
MT	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
MT	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
MT	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
MT	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
MT	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
MT	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
MT	14-10	OP-5	New Service Installation Quality, DS1 %		P	1	1	4	75.00%	93.61%	-18.61%	
MT	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
MT	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			10	1		N/A						N/A			21	6		N/A			62	1		N/A
MT	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			72.39	44		N/A			41.01	118		N/A			73.38	47		N/A			54.53	55		N/A
MT	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			12			N/A			9			N/A			5			N/A			5			N/A
MT	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	50%	2	79.69%	128	0.81	Yes	100%	1	78.57%	126	-0.52	Yes			76.30%	135		N/A	0%	1	77.31%	119	1.21	Yes
MT	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	3:21	2	2:28	128	0.73	Yes	0:01	1	2:29	126	-1.04	Yes			4:36	135		N/A	9:43	1	3:24	119	1.29	Yes
MT	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	100%	2	19.53%	128	2.1	No	100%	1	29.37%	126	1.05	Yes			27.41%	135		N/A	0%	1	19.33%	119	-0.49	Yes
MT	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A			34.15%	82		N/A			21.59%	88		N/A	0%	1	15.38%	78	-0.42	N/A
MT	14-10	MR-8	Trouble Rate, DS1 %		P	7.41%	27	1.79%	7136	1.67	No	3.45%	29	1.82%	6909	0.65	Yes	0%	29	1.96%	6878	-0.76	Yes	3.45%	29	1.74%	6843	0.68	Yes
MT	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	0%	29	1.19%	6909	-0.59	N/A	0%	29	1.28%	6878	-0.61	N/A	3.45%	29	1.14%	6843	0.98	N/A
MT	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0%	2	11.11%	144	-0.5	N/A	0%	1	19.75%	157	-0.49	N/A			8.78%	148		N/A	0%	1	20.13%	149	-0.5	N/A
MT	14-11	OP-3	Installation Commitments Met, DS3 %		P			70.59%	17		N/A			57.14%	14		N/A			81.82%	11		N/A			87.50%	16		N/A
MT	14-11	OP-4	Installation Interv, DS3, Avg Days		P			19.36	25		N/A			22.82	22		N/A			10	12		N/A			19.29	21		N/A
MT	14-11	OP-5	New Service Installation Quality, DS3 %		P			100%	24		N/A			100%	17		N/A			100%	17		N/A			100%	12		N/A
MT	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	17		N/A			100%	17		N/A			100%	12		N/A
MT	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P			18.14	7		N/A			14.13	8		N/A			3	2		N/A			52	3		N/A
MT	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A						N/A
MT	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			18.13	8		N/A			41.63	8		N/A			21.25	16		N/A			132	1		N/A
MT	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			4			N/A			1			N/A			0			N/A			0			N/A
MT	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			100%	1		N/A			100%	2		N/A			100%	1		N/A			100%	1		N/A
MT	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:12	1		N/A			0:01	2		N/A			3:35	1		N/A			2:59	1		N/A
MT	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			0%	1		N/A			0%	2		N/A			0%	1		N/A			0%	1		N/A
MT	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A						N/A			0%	1		N/A			0%	1		N/A
MT	14-11	MR-8	Trouble Rate, DS3 %		P			0.28%	358		N/A			0.56%	357		N/A			0.28%	351		N/A			0.28%	351		N/A
MT	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A			0%	357		N/A			0.28%	351		N/A			0.28%	351		N/A
MT	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			0%	1		N/A			0%	2		N/A			66.67%	3		N/A			66.67%	3		N/A
MT	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			70.83%	24		N/A			80%	35		N/A			68.18%	22		N/A			83.33%	18		N/A
MT	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P						N/A						N/A						N/A						N/A
MT	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			96.88%	32		N/A			96.77%	31		N/A			86.36%	22		N/A			96.67%	30		N/A
MT	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			100%	31		N/A			95.45%	22		N/A			96.67%	30		N/A
MT	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			16.38	8		N/A			7.33	9		N/A			25.25	8		N/A			4.67	3		N/A
MT	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P						N/A						N/A						N/A						N/A
MT	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			70.25	4		N/A			54	4		N/A			32.29	7		N/A			40	7		N/A
MT	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			3			N/A			0			N/A			2			N/A			2			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
MT	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
MT	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
MT	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
MT	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0	0					
MT	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	1	1	4	75.00%	24.02%	50.98%	
MT	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
MT	14-10	MR-8	Trouble Rate, DS1 %		P	1	1	114	3.51%	1.83%	1.68%	
MT	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
MT	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
MT	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
MT	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
MT	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					
MT	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
MT	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
MT	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
MT	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
MT	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
MT	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
MT	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
MT	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
MT	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
MT	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
MT	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
MT	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
MT	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
MT	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
MT	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
MT	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
MT	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
MT	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
MT	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
MT	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
MT	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			72.73%	33		N/A			79.07%	43		N/A			86.96%	46		N/A			68.75%	32		N/A
MT	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:30	33		N/A			2:34	43		N/A			1:24	46		N/A			3:51	32		N/A
MT	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			15.15%	33		N/A			32.56%	43		N/A			17.39%	46		N/A			6.25%	32		N/A
MT	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			31.25%	32		N/A			17.86%	28		N/A			4.35%	23		N/A
MT	14-12	MR-8	Trouble Rate, Frame Relay %		P			1.48%	2229		N/A			1.97%	2183		N/A			2.09%	2205		N/A			1.45%	2202		N/A
MT	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A			1.47%	2183		N/A			1.27%	2205		N/A			1.04%	2202		N/A
MT	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			26.67%	45		N/A			15.69%	51		N/A			14.81%	54		N/A			20%	40		N/A
ND	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	100%	5	100%	11	.	Yes	100%	3	100%	9	.	Yes	100%	5				N/A	100%	3	100%	6	.	Yes
ND	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	12.8	5	15.64	11	-1.01	Yes	18	3	27.9	10	-2.26	Yes	15.2	5	21	2	.	N/A	18.33	3	19	7	-0.33	Yes
ND	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	4	100%	11	.	Yes	25%	4	100%	6	2.25	No	100%	4	100%	5	.	Yes	100%	3	100%	4	.	Yes
ND	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	25%	4	100%	6	2.25	N/A	100%	4	100%	5	.	Yes	100%	3	100%	4	.	Yes
ND	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A						N/A						N/A
ND	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS						N/A						N/A						N/A						N/A
ND	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P			100%	2		N/A	100%	3				N/A			100%	2		N/A	100%	1	85.71%	7	-0.38	Yes
ND	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P			0:30	2		N/A	1:39	3				N/A			1:53	2		N/A	0:31	1	1:04	7	-0.28	Yes
ND	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P			50%	2		N/A	33.33%	3				N/A			0%	2		N/A	0%	1	0%	7	.	Yes
ND	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	33.33%	3				N/A			0%	2		N/A	0%	1	0%	4	.	Yes
ND	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0%	7031	0.01%	19209	-0.73	Yes	0.04%	6719	0%	19183	.	N/A	0%	6767	0.01%	19483	-0.72	Yes	0.02%	6528	0.04%	19995	-0.74	Yes
ND	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0.04%	6719	0%	19183	.	N/A	0%	6767	0.01%	19483	-0.72	N/A	0.02%	6528	0.02%	19995	-0.23	N/A
ND	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS			50%	4		N/A	25%	4				N/A			50%	4		N/A	0%	1	12.50%	8	-0.36	N/A
ND	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0%	48				Yes	0%	48				Yes	0%	48				Yes	0%	48				Yes
ND	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0%	696	0%	720	.	Yes	0.91%	696	1.23%	720	.	Yes	0%	720	0%	720	.	Yes	0%	720	0%	720	.	Yes
ND	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0%	48				N/A	0%	48				N/A	0%	48				N/A	0%	48				N/A
ND	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0%	696	0%	720	.	Yes	0.91%	696	1.23%	720	.	N/A	0%	720	0%	720	.	Yes	0%	720	0%	720	.	Yes
ND	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	100%	1				Yes	100%	1				Yes						N/A	100%	1				Yes
ND	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10						N/A	7.33	3				Yes						N/A						N/A
ND	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%						N/A	100%	3				Yes						N/A						N/A
ND	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	1.6	1412752	6.47	838810	-359.7	Yes	1.88	1255640	5.7	819398	-299.6	Yes	2.01	1081487	5.57	647914	-266.6	Yes	1.63	1409503	6.06	1026815	-408.8	Yes
ND	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	100%	156998				Yes	100%	187409				Yes	100%	121664				Yes	100%	121427				Yes
ND	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	1.58	860601	6.47	838810	-324.1	N/A	1.97	759677	5.7	819398	-260.7	N/A	2.1	666788	5.57	647914	-233.7	N/A						N/A
ND	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	1.62	552151	6.47	838810	-284.8	N/A	1.74	495963	5.7	819398	-245.2	N/A	1.86	414699	5.57	647914	-219.7	N/A						N/A
ND	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	1236				N/A	100%	1256				N/A	100%	1176				N/A	100%	1225				N/A
ND	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	98.69%	1104063	98.51%	7692292.46	-14.96	Yes	97.82%	1137680	99.57%	8952776.33	269.49	No	97.62%	1169932	99.56%	8983055.44	297.34	No	99.45%	1166268	98.89%	8867708.01	-53.66	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
MT	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
MT	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
MT	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
MT	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
MT	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
MT	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
MT	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
ND	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
ND	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	0	0					
ND	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	1	1	15	80.00%	100.00%	-20.00%	
ND	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
ND	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	0	0					
ND	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	0	0					
ND	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
ND	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					
ND	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
ND	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
ND	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0	0					
ND	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
ND	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
ND	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
ND	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
ND	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
ND	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
ND	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
ND	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
ND	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
ND	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
ND	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	0	0					
ND	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
ND	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
ND	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
ND	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	2	2	4577942.34	98.39%	99.16%	-0.76%	

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	96.49%	2902	97.40%	25577	2.92	No	97.31%	3306	97.25%	22830	-0.18	Yes	93.47%	4071	86.84%	27948	-11.69	Yes	97.47%	3358	96.15%	28847	-3.75	Yes
ND	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
ND	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
ND	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
ND	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
ND	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
ND	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
ND	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
ND	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
ND	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
ND	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
ND	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
ND	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
ND	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
ND	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
ND	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
ND	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
ND	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
ND	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
ND	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
ND	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
ND	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
ND	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
ND	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
ND	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
ND	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
ND	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
ND	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
ND	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
ND	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
ND	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
ND	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
ND	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	1	1	13637	96.03%	94.22%	1.81%	
ND	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
ND	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
ND	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
ND	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
ND	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
ND	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
ND	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
ND	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
ND	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
ND	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
ND	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
ND	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
ND	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
ND	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
ND	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
ND	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
ND	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
ND	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
ND	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
ND	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
ND	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
ND	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
ND	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
ND	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
ND	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
ND	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
ND	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
ND	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
ND	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
ND	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
ND	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
ND	02-01	OA-1	Order Accuracy %		NS	99.33%	1639				N/A	99.20%	1002				N/A						N/A						N/A
ND	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
ND	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
ND	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
ND	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
ND	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
ND	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
ND	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
ND	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
ND	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
ND	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
ND	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
ND	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
ND	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
ND	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	73.29%	1344				N/A	65.94%	775				N/A	57.14%	707				N/A	66.10%	938				N/A
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	54.37%	686				N/A	44.60%	556				N/A	37.16%	479				N/A	44.09%	626				N/A
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	13.95%	43				N/A	22.92%	48				N/A	22.95%	61				N/A	57.14%	35				N/A
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	36.96%	92				N/A	36.90%	84				N/A	32.14%	56				N/A	31.53%	111				N/A
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	63.93%	122				N/A	58%	50				N/A	67.07%	82				N/A	8.82%	34				N/A
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	17.98%	979				N/A	79.37%	223				N/A	71.19%	118				N/A	35.47%	265				N/A
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0%	3				N/A	0%	1				N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
ND	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
ND	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
ND	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
ND	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
ND	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
ND	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
ND	02-01	OA-1	Order Accuracy %		NS	0	0					
ND	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
ND	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
ND	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
ND	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
ND	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
ND	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
ND	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
ND	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
ND	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
ND	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
ND	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
ND	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
ND	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
ND	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	83.78%	37				N/A	74.36%	39				N/A	37.78%	45				N/A	91.23%	57				N/A
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	85.71%	7				No	91.67%	12				No	100%	14				Yes	90.91%	22				Yes
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	80.95%	42				No	91.18%	34				Yes	90%	20				Yes	92.11%	38				Yes
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	97.43%	1011				Yes	96.42%	530				Yes	95.28%	424				Yes	97.95%	633				Yes
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	96.88%	385				Yes	90.84%	273				Yes	89.45%	199				Yes	80.23%	344				Yes
ND	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	100%	78				Yes	100%	29				Yes	100%	55				Yes	100%	3				Yes
ND	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	96.70%	182				Yes	95.68%	185				Yes	100%	84				Yes	100%	94				Yes
ND	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	96.88%	32				Yes	90.63%	32				Yes	100%	17				Yes	98.11%	53				Yes
ND	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	3:33	75				Yes	2:43	85				Yes	4:49	146				Yes	4:52	128				Yes
ND	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
ND	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	1:42	154				Yes	1:00	103				Yes	3:07	363				Yes	3:05	217				Yes
ND	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes
ND	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:06	13:36	11				Yes	23:39	7				Yes	3:57	2				Yes	16:35	9				Yes
ND	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
ND	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
ND	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
ND	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
ND	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	33.33%	33				N/A	17.07%	41				N/A	28.57%	7				N/A	20%	45				N/A
ND	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	100%	951				Yes	100%	514				Yes	100%	420				Yes	100%	648				Yes
ND	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	345				Yes	99.56%	225				Yes	100%	155				Yes	100%	237				Yes
ND	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	6				Yes	100%	10				Yes	100%	13				Yes	100%	20				Yes
ND	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	100%	109				Yes	100%	58				Yes	97.22%	72				Yes	100%	55				Yes
ND	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	165				Yes	100%	175				Yes	100%	84				Yes	100%	92				Yes
ND	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	98.71%	388				Yes	98.66%	298				Yes	96.30%	324				Yes	98.36%	365				Yes
ND	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	98.05%	308				Yes	98.63%	293				Yes	98.98%	294				Yes	99.71%	339				Yes
ND	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	96.88%	32				Yes	100%	33				Yes	97.30%	37				Yes	100%	15				Yes
ND	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	99.55%	447				Yes	100%	518				Yes	94.95%	1248				Yes	100%	885				Yes
ND	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	100%	796				Yes	100%	41				Yes	100%	33				Yes	100%	169				Yes
ND	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	75%	4				No						N/A						N/A						N/A
ND	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	100%	13				Yes	91.67%	12				Yes	66.67%	3				No	100%	16				Yes
ND	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	2				Yes	100%	7				Yes	100%	2				Yes	100%	13				Yes
ND	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	2				Yes	100%	5				Yes						N/A	100%	1				Yes
ND	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	4				Yes	100%	8				Yes	100%	6				Yes	80%	5				No

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	2	2	55	92.73%			
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	1	1	134	88.06%			
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	0	0					
ND	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	0	0					
ND	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	0	0					
ND	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	0	0					
ND	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	0	0					
ND	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
ND	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
ND	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
ND	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
ND	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:06	0	0					
ND	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
ND	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
ND	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
ND	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
ND	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
ND	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
ND	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
ND	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
ND	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
ND	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
ND	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
ND	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
ND	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
ND	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
ND	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
ND	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	1	1	4	75.00%			
ND	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	1	1	44	95.46%			
ND	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
ND	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					
ND	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	1	1	23	95.65%			

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	1:28	1664				Yes	1:26	1103				Yes	0:29	1152				Yes	0:34	1427				Yes
ND	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	2:46	1292				Yes	3:46	668				Yes	1:07	1826				Yes	1:28	981				Yes
ND	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	98.78%	1554	97.06%	27220	-3.9	Yes	96.91%	1101	96.59%	26860	-0.58	Yes	94.62%	1189	96.20%	24784	2.79	No	95.90%	1389	92.01%	33191	-5.23	Yes
ND	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			97.06%	27220		N/A			96.59%	26860		N/A			96.20%	24784		N/A			92.01%	33191		N/A
ND	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.33	3	6.36	132	2.03	No	5	3	5.36	116	-0.15	Yes	12	1	5.82	105	-0.41	Yes	1	1	5.47	113	0.82	Yes
ND	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	3.82	11	6.36	132	1.1	Yes	10.18	11	5.36	116	-2.39	Yes	3.2	5	5.82	105	0.35	Yes	3.67	3	5.47	113	0.37	Yes
ND	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P			6.36	132		N/A			5.36	116		N/A			5.82	105		N/A			5.47	113		N/A
ND	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0%	1	37.72%	114	0.48	Yes	25%	8	35.48%	93	0.53	Yes	0%	8	25.77%	97	1.74	No	20%	5	26.26%	99	0.2	Yes
ND	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P			37.72%	114		N/A	57.14%	7	35.48%	93	-1.15	Yes	6.25%	16	25.77%	97	1.79	No	2.94%	34	26.26%	99	3.1	No
ND	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P						N/A			0%	3		N/A						N/A	0%	1				N/A
ND	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P			37.72%	114		N/A			35.48%	93		N/A	0%	4	25.77%	97	1.07	Yes			26.26%	99		N/A
ND	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
ND	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.02	2280	0.02	5428	0.18	N/A	0.05	1030	0.03	4236	1.42	N/A	0.06	1013	0.03	4051	3.74	N/A	0.05	1282	0.02	4687	3.55	N/A
ND	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
ND	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
ND	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
ND	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
ND	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
ND	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
ND	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	100%	62	99.56%	3670	-0.52	Yes	100%	85	99.36%	2647	-0.73	Yes	95.95%	74	99.17%	2645	2.18	No	100%	50	99.27%	3010	-0.6	Yes
ND	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	100%	9	92.88%	1110	-0.83	Yes	100%	10	92.69%	876	-0.88	Yes	87.50%	8	92.20%	846	0.5	Yes	100%	5	93.80%	1000	-0.57	Yes
ND	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.78	36	3.4	2886	-3.25	Yes	2.86	36	3.54	1820	-3.14	Yes	4.16	38	3.51	1872	2.33	No	3.56	36	3.43	2065	0.77	Yes
ND	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	3.3	10	5.53	1121	-1.13	Yes	3	11	5.13	886	-0.99	Yes	4	8	5.64	858	-0.48	Yes	2.6	5	5.1	1004	-1.06	Yes
ND	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	94.05%	84	90.44%	4163	-1.11	Yes	94.38%	89	89.68%	3518	-1.44	Yes	91.30%	69	90.21%	3760	-0.3	Yes	84.44%	45	89.81%	3552	1.15	Yes
ND	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	95.51%	89	91.47%	3518	-1.35	N/A	91.30%	69	91.73%	3760	0.18	N/A	88.89%	45	91.72%	3552	0.7	N/A
ND	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P			3.15	27		N/A			3.19	27		N/A	6	1	7.87	39	-0.12	Yes			6.5	34		N/A
ND	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P			3.42	12		N/A			4.42	12		N/A	6.67	3	4.41	17	0.71	Yes			3.52	21		N/A
ND	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P			8.4	52		N/A			9.9	39		N/A			12.89	28		N/A			7.07	29		N/A
ND	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P			4.5	4		N/A			4.8	5		N/A			2.6	5		N/A			4	1		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
ND	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
ND	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	1	1	5233	96.68%	95.26%	1.42%	
ND	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
ND	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1	1	8	4.00	5.77	-1.77	
ND	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	0	0					
ND	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
ND	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	1	1	22	13.64%	31.51%	-17.88%	
ND	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	2	2	57	10.53%	31.51%	-20.99%	
ND	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
ND	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					
ND	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
ND	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
ND	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
ND	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
ND	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
ND	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
ND	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
ND	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
ND	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
ND	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	1	1	271	98.89%	99.36%	-0.46%	
ND	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
ND	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	1	1	146	3.35	3.46	-0.11	
ND	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
ND	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
ND	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
ND	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
ND	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
ND	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
ND	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	243	2	66.96	159	2.17	N/A	216	2	65.67	138	1.91	N/A	102	4	62.83	129	0.97	N/A	49.88	8	75.25	105	-0.8	N/A
ND	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0		57		-1.05	N/A	0		59		-1.21	N/A	0		43		-1.39	N/A	0		32		-1.81	N/A
ND	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	93.33%	15	86.27%	1428	-0.79	Yes	81.82%	11	86.58%	1520	0.49	Yes	100%	12	87.88%	1353	-1.28	Yes	82.35%	17	89.31%	1281	0.89	Yes
ND	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	5	95.05%	222	-0.5	Yes	100%	3	96.62%	207	-0.32	Yes	100%	1	98.45%	194	-0.13	Yes	100%	2	99.59%	246	-0.09	Yes
ND	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	100%	17	95.41%	1850	-0.9	Yes	100%	15	94.74%	1959	-0.91	Yes	100%	17	95.28%	1823	-0.91	Yes	100%	20	95.36%	1769	-0.98	Yes
ND	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	8	99.11%	451	-0.27	Yes	92.86%	14	99.10%	443	1.46	Yes	100%	3	99.30%	428	-0.15	Yes	100%	11	99.82%	542	-0.14	Yes
ND	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	11:44	17	18:41	1850	-1.71	Yes	14:35	15	18:39	1959	-1	Yes	11:41	17	18:15	1823	-1.7	Yes	14:51	20	17:42	1769	-0.81	Yes
ND	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	3:31	8	6:50	451	-0.97	Yes	7:02	14	8:10	443	-0.4	Yes	1:09	3	7:27	428	-0.91	Yes	1:25	11	5:50	542	-1.86	Yes
ND	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	0%	17	14.40%	1896	-1.68	Yes	13.33%	15	13.94%	2002	-0.07	Yes	29.41%	17	12.52%	1853	1.85	No	25%	20	14.36%	1804	1.27	Yes
ND	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	25%	8	13.30%	451	0.9	Yes	7.14%	14	11.96%	443	-0.55	Yes	0%	3	14.95%	428	-0.72	Yes	18.18%	11	16.05%	542	0.23	Yes
ND	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	13.33%	15	13.74%	1885	-0.05	N/A	28.57%	14	12.26%	1787	1.64	N/A	29.41%	17	13.91%	1690	1.66	N/A
ND	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	9.09%	11	13.46%	156	-0.41	N/A	0%	2	17.45%	149	-0.65	N/A	25%	8	19.25%	265	0.42	N/A
ND	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	1.08%	2320	1.34%	175306	-1.09	Yes	1.25%	2320	1.39%	175306	-0.59	Yes	0.86%	2320	1.30%	175306	-1.85	Yes	1.38%	2252	1.33%	177006	0.21	Yes
ND	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	1.12%	2320	1.16%	175306	-0.19	N/A	0.69%	2320	1.10%	175306	-1.9	N/A	1.11%	2252	1.10%	177006	0.03	N/A
ND	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	100%	17	93.99%	1896	-1.04	Yes	86.67%	15	94.11%	2002	1.09	Yes	100%	17	92.66%	1853	-1.16	Yes	100%	20	93.46%	1804	-1.18	Yes
ND	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	8	99.56%	451	-0.19	Yes	100%	14	99.55%	443	-0.25	Yes	100%	3	98.60%	428	-0.21	Yes	90.91%	11	99.08%	542	1.59	Yes
ND	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	32.43%	37	29.79%	3343	0.36	N/A	17.14%	35	30.52%	3519	-1.71	N/A	28.57%	28	30.82%	3297	-0.26	N/A	18.42%	38	23.81%	3079	-0.77	N/A
ND	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	94.79%	96	95.45%	44	0.04	Yes	98.72%	78	70.59%	17	-2.31	Yes	96.94%	98	28.57%	7	-3.87	Yes	91.67%	96	86.67%	15	-0.53	Yes
ND	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	97.67%	43	100%	1	-0.29	Yes	100%	69	0%	1	.	N/A	98.41%	63	66.67%	3	-1.14	Yes	95.65%	69				N/A
ND	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	5.35	97	4.14	44	2.23	No	5.59	78	5.53	17	0.13	Yes	5.53	98	16.57	7	-1.24	Yes	8.01	96	6.87	15	-0.14	Yes
ND	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	4.71	41	4	1	.	N/A	5.02	66	12	1	.	N/A	4.9	61	7.67	3	-0.85	Yes	5	64				N/A
ND	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	94.44%	144	90.63%	32	-0.67	Yes	90.26%	154	50%	14	-2.88	Yes	91.41%	163	84.62%	13	-0.65	Yes	91.14%	158	100%	12	1.02	Yes
ND	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A	93.51%	154	64.29%	14	-2.18	N/A	93.25%	163	84.62%	13	-0.83	N/A	93.04%	158	100%	12	0.84	N/A
ND	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	1.5	2	3	1	.	N/A	1	1				N/A			6	1		N/A	34	4	3	1	.	N/A
ND	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	1	1				N/A						N/A	3	1	5	1	.	N/A	2	2				N/A
ND	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	4.67	3	2	1	.	N/A			7.2	5		N/A	6.67	3	19.5	4	-0.57	Yes	8.5	4	32	1	.	N/A
ND	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P						N/A			7	1		N/A						N/A	5	1				N/A
ND	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	19.4	5	3	1	.	N/A	29.5	4	1.5	2	1.22	N/A	24.83	6	9	2	.	N/A	56.67	9	21.33	3	0.7	N/A
ND	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0		0		.	N/A	0		0		.	N/A	0		0		.	N/A	2		3		.	N/A
ND	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	85.90%	78	92.86%	14	0.61	Yes	89.83%	59	80%	10	-0.72	Yes	96.77%	93	71.43%	14	-1.96	Yes	89.71%	68	100%	8	0.83	Yes
ND	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	100%	17	100%	4	.	Yes	100%	15	100%	5	.	Yes	100%	13	100%	2	.	Yes	100%	24	100%	2	.	Yes
ND	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	96.74%	92	94.44%	18	-0.39	Yes	97.01%	67	100%	15	0.42	Yes	98.20%	111	100%	16	0.24	Yes	100%	99	100%	10	.	Yes
ND	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	100%	44	100%	9	.	Yes	96.67%	30	100%	11	0.25	Yes	100%	30	100%	7	.	Yes	100%	49	100%	3	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
ND	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
ND	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					
ND	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
ND	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
ND	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	0	0					
ND	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
ND	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
ND	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	1	1	69	17.39%	13.81%	3.58%	
ND	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	0	0					
ND	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
ND	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
ND	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
ND	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
ND	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	0	0					
ND	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	0	0					
ND	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
ND	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
ND	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
ND	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	1	1	369	6.14	5.97	0.17	
ND	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	0	0					
ND	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
ND	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
ND	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
ND	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
ND	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
ND	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
ND	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
ND	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
ND	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
ND	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
ND	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
ND	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	18:58	92	19:49	18	-0.24	Yes	16:16	67	19:18	15	-0.95	Yes	14:21	111	18:19	16	-1.23	Yes	15:29	99	12:23	10	1.16	Yes
ND	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	5:30	44	5:27	9	0.03	Yes	6:28	30	2:07	11	1.51	Yes	5:53	30	5:10	7	0.1	Yes	3:19	49	2:34	3	-0.08	Yes
ND	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	14.74%	95	10%	20	0.47	Yes	10%	70	20%	15	-0.88	Yes	10.71%	112	17.65%	17	-0.7	Yes	11.88%	101	0%	11	1.2	Yes
ND	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	25%	44	22.22%	9	0.08	Yes	10%	30	9.09%	11	-0.11	Yes	13.33%	30	14.29%	7	-0.06	Yes	14.29%	49	33.33%	3	-0.68	Yes
ND	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A	10.14%	69	20%	10	-0.73	N/A	10.48%	105	17.65%	17	-0.72	N/A	11.58%	95	0%	11	1.18	N/A
ND	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A	33.33%	6	10%	10	1	N/A	21.43%	14	33.33%	3	-0.4	N/A	9.09%	22	50%	2	-1.11	N/A
ND	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	0.88%	15732	0.34%	8583	7.01	No	0.64%	15732	0.30%	8583	4.51	No	0.90%	15732	0.28%	8583	8.79	No	0.92%	16285	0.16%	8615	14.14	No
ND	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A	0.48%	15732	0.23%	8583	3.77	N/A	0.76%	15732	0.23%	8583	8.09	N/A	0.72%	16285	0.15%	8615	10.98	N/A
ND	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	27.23%	191	12.12%	33	1.91	N/A	37.11%	159	29.73%	37	0.83	N/A	27.18%	195	20%	30	0.8	N/A	26.11%	203	30%	20	-0.36	N/A
ND	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P			100%	3		N/A			100%	3		N/A	100%	2	100%	4	.	Yes	100%	1	85.71%	7	-0.38	Yes
ND	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	100%	3	100%	5	.	Yes	100%	2	80%	5	-0.6	Yes	100%	4	100%	3	.	Yes	100%	3	71.43%	7	-0.92	Yes
ND	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P			3.4	5		N/A			1.67	3		N/A	5	4	1.67	3	1.86	No	4	3	9.43	7	-0.71	Yes
ND	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P			1.67	3		N/A			3.33	3		N/A	5	2	3.5	4	0.83	Yes	3	1	5.25	8	-0.43	Yes
ND	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	100%	3	100%	8	.	Yes	100%	4	75%	8	-0.94	Yes	100%	5	54.55%	11	-1.69	Yes	50%	2	52.94%	17	-0.04	Yes
ND	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A	100%	4	87.50%	8	-0.62	N/A	100%	5	54.55%	11	-1.69	N/A	50%	2	70.59%	17	0.43	N/A
ND	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P						N/A						N/A						N/A			5	2		N/A
ND	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P						N/A			1	1		N/A						N/A			22	2		N/A
ND	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P						N/A						N/A						N/A						N/A
ND	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			95	3		N/A			55.25	4		N/A			43.5	4		N/A			63	2		N/A
ND	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			0			N/A			0			N/A			0			N/A			0			N/A
ND	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P			100%	14		N/A			75%	16		N/A			80%	15		N/A	100%	1	100%	7	.	Yes
ND	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	100%	1	100%	4	.	Yes	100%	1	100%	1	.	Yes	100%	1	100%	3	.	Yes			100%	4		N/A
ND	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P			100%	17		N/A			83.33%	18		N/A	100%	1	100%	20	.	Yes	100%	3	100%	12	.	Yes
ND	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	100%	2	100%	5	.	Yes	100%	2	100%	2	.	Yes	100%	1	100%	7	.	Yes	100%	2	100%	16	.	Yes
ND	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P			14:47	17		N/A			20:32	18		N/A	22:08	1	15:34	20	2.03	No	18:27	3	12:00	12	0.9	Yes
ND	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	8:16	2	13:01	5	-0.85	Yes	0:58	2	0.125	2	-0.62	Yes	15:28	1	19:48	7	-0.3	Yes	0:39	2	2:36	16	-0.69	Yes
ND	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P			16.67%	18		N/A			10.53%	19		N/A	0%	1	0%	20	.	Yes	0%	3	8.33%	12	-0.47	Yes
ND	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0%	2	20%	5	-0.6	Yes	0%	2	0%	2	.	Yes	0%	1	14.29%	7	-0.38	Yes	50%	2	12.50%	16	0.98	Yes
ND	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A			6.25%	16		N/A	0%	1	0%	19	.	Yes	0%	3	9.09%	11	-0.49	N/A
ND	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A	0%	2	0%	2	.	Yes			25%	4		N/A	50%	2	20%	10	0.64	N/A
ND	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0.68%	293	0.59%	3920	0.27	Yes	0.68%	293	0.54%	3920	0.38	Yes	0.68%	293	0.69%	3920	-0.01	Yes	1.75%	285	0.71%	3959	1.73	No
ND	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0.68%	293	0.46%	3920	0.57	N/A	0.34%	293	0.59%	3920	-0.53	N/A	1.75%	285	0.53%	3959	2.16	N/A
ND	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	50%	4	25.81%	31	0.89	Yes	0%	2	30%	30	-0.9	Yes	50%	4	18.18%	33	1.26	Yes	28.57%	7	12.50%	32	0.95	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
ND	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
ND	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	0	0					
ND	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	0	0					
ND	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
ND	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
ND	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	4	4	63481	0.84%	0.27%	0.57%	
ND	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
ND	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
ND	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
ND	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
ND	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	1	1	7	4.57	5.17	-0.60	
ND	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
ND	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
ND	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
ND	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
ND	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
ND	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
ND	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
ND	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
ND	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
ND	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
ND	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
ND	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
ND	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	1	1	4	1:22	16:03	9:18	
ND	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
ND	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0	0					
ND	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0	0					
ND	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
ND	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
ND	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	1	1	1164	0.94%	0.63%	0.31%	
ND	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
ND	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A			92.20%	846		N/A			93.80%	1000		N/A
ND	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	99.13%	1264	92.88%	1110	-5.91	Yes	99.23%	391	92.69%	876	-4.13	Yes	99.32%	441	92.20%	846	-4.52	Yes	98.98%	685	93.80%	1000	-4.33	Yes
ND	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A	7	1	5.64	858	0.72	No			5.1	1004		N/A
ND	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	4.56	325	5.53	1121	-2.47	Yes	4.78	221	5.13	886	-0.65	Yes	5.15	272	5.64	858	-0.74	Yes	4.97	251	5.1	1004	-0.35	Yes
ND	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	96.86%	829	60.36%	1004	-15.9	Yes	95.92%	417	58.37%	872	-12.79	Yes	96.10%	564	60.47%	931	-13.66	Yes	96.31%	569	59.69%	898	-13.93	Yes
ND	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	96.88%	417	65.60%	872	-11.06	N/A	96.45%	564	66.60%	931	-11.86	N/A	96.84%	569	67.26%	898	-11.76	N/A
ND	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	3.5	8	3.15	27	0.21	Yes	8.25	4	3.19	27	1.49	Yes	8.67	3	7.87	39	0.66	Yes	46.83	6	6.5	34	1.65	No
ND	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			7.87	39		N/A			6.5	34		N/A
ND	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			12.89	28		N/A			7.07	29		N/A
ND	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	6	3	8.4	52	-0.39	Yes			9.9	39		N/A			12.89	28		N/A			7.07	29		N/A
ND	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	114.68	22	60.34	59	2.58	N/A	109.79	19	45.43	61	2.88	N/A	94.72	18	49.6	50	2.17	N/A	81.06	17	73.39	44	0.36	N/A
ND	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	4		31		-2.75	N/A	2		40		-4.41	N/A	2		29		-3.46	N/A	1		22		-3.09	N/A
ND	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	97.32%	112	87.45%	1650	-3.05	Yes	96.30%	108	87.78%	1727	-2.62	Yes	96.12%	129	89.20%	1547	-2.43	Yes	99.12%	113	90.96%	1527	-2.92	Yes
ND	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	100%	115	96.13%	2301	-2.1	Yes	100%	109	95.55%	2402	-2.2	Yes	100%	132	96.05%	2251	-2.27	Yes	100%	113	96.41%	2311	-2	Yes
ND	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	7:52	115	16:22	2301	-5.48	Yes	9:01	109	16:43	2402	-5.09	Yes	8:36	132	16:12	2251	-5.37	Yes	6:48	113	14:55	2311	-5.59	Yes
ND	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	10.43%	115	14.19%	2347	-1.13	Yes	11.93%	109	13.58%	2445	-0.49	Yes	14.39%	132	12.98%	2281	0.49	Yes	8.85%	113	14.75%	2346	-1.73	Yes
ND	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	10.47%	86	13.72%	2041	-0.86	N/A	12.75%	102	12.66%	1936	0.06	N/A	10.23%	88	14.63%	1955	-1.14	N/A
ND	04-01	MR-8	Trouble Rate, UBL Analog %		P	0.93%	12425	1.34%	175306	-3.87	Yes	0.96%	11349	1.39%	175306	-3.82	Yes	1.19%	11138	1.30%	175306	-1.05	Yes	1.05%	10798	1.33%	177006	-2.46	Yes
ND	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.76%	11349	1.16%	175306	-3.91	N/A	0.92%	11138	1.10%	175306	-1.85	N/A	0.82%	10798	1.10%	177006	-2.79	N/A
ND	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	14.18%	134	29.79%	3343	-3.88	N/A	14.17%	127	30.52%	3519	-3.93	N/A	18.52%	162	30.82%	3297	-3.31	N/A	15.67%	134	23.81%	3079	-2.16	N/A
ND	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	100%	42	100%	6	.	Yes	95.92%	49	100%	9	0.33	Yes	98.41%	63	100%	3	-0.23	Yes	100%	72	88.89%	9	-1	Yes
ND	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	4.84	19	6.8	5	-1.07	Yes	6.13	23	11.6	5	-0.75	No	4.94	35	17.5	4	-1.43	Yes	4.78	36	12.13	8	-0.94	Yes
ND	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	100%	46	100%	8	.	Yes	96.49%	57	100%	7	0.18	Yes	95.65%	69	100%	7	0.28	Yes	98.73%	79	100%	6	-0.17	Yes
ND	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	98.25%	57	100%	7	-0.08	N/A	97.10%	69	100%	7	0.12	N/A	100%	79	100%	6	.	Yes
ND	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P						N/A	17	2				N/A	1	1	29	1	.	N/A			47	1		N/A
ND	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	56.14	7	188.5	4	-3.62	N/A	99.67	3	166.5	4	-1.5	N/A	58.5	4	107.57	7	-1.21	N/A	45.25	4	102	6	-1.53	N/A
ND	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	3		2		-0.23	N/A	1		1		0.05	N/A	1		1		0.29	N/A	2		1		0.93	N/A
ND	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	20	100%	2	.	Yes	100%	19	100%	10	.	Yes	100%	20	100%	11	.	Yes	100%	17	100%	6	.	Yes
ND	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	20	100%	2	.	Yes	100%	19	100%	10	.	Yes	100%	20	100%	11	.	Yes	100%	17	100%	6	.	Yes
ND	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	2:10	20	0:56	2	1.23	Yes	2:29	19	3:54	10	-0.75	Yes	3:30	20	1:48	11	0.8	Yes	1:20	17	2:22	6	-1.4	Yes
ND	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	20%	20	0%	2	0.42	Yes	5.26%	19	10%	10	-0.4	Yes	10%	20	18.18%	11	-0.57	Yes	0%	17	0%	6	.	Yes
ND	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	0%	17	0%	4	.	Yes	11.76%	17	33.33%	3	-0.73	N/A	0%	12	0%	3	.	Yes
ND	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0.56%	3573	0.23%	864	1.8	No	0.53%	3575	1.15%	870	-1.53	Yes	0.56%	3584	1.27%	867	-1.68	Yes	0.48%	3526	0.66%	906	-0.6	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
ND	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
ND	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	1	1	1	7.00	5.35	1.65	
ND	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
ND	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
ND	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
ND	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	1	1	21	17.52	5.50	12.02	
ND	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
ND	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
ND	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
ND	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
ND	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
ND	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
ND	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
ND	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
ND	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					
ND	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
ND	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
ND	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
ND	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
ND	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
ND	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	1	1	113	5.11	11.77	-6.66	
ND	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
ND	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
ND	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
ND	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
ND	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
ND	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
ND	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
ND	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	0	0					
ND	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
ND	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
ND	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	1	1	14258	0.53%	0.83%	-0.29%	

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.48%	3575	0.46%	870	0.06	N/A	0.47%	3584	0.35%	867	0.58	N/A	0.34%	3526	0.33%	906	0.04	N/A
ND	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	4.76%	21	66.67%	6	-2.84	N/A	9.52%	21	16.67%	12	-0.53	N/A	13.04%	23	42.11%	19	-1.9	N/A	22.73%	22	25%	8	-0.13	N/A
ND	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	100%	4	86.55%	119	-0.78	Yes	100%	6	88.80%	125	-0.85	Yes	100%	8	76.25%	80	-1.51	Yes			69.72%	142		N/A
ND	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	3	1	16.61	151	-1.36	Yes			20.99	137		N/A	5	1	15.1	91	-0.94	Yes			17.85	157		N/A
ND	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	80%	5	97.97%	148	1.55	Yes	100%	7	96.67%	120	-0.48	Yes	100%	4	90.63%	128	-0.63	Yes	100%	1	97.30%	148	-0.17	Yes
ND	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A	100%	7	99.17%	120	-0.24	N/A	100%	4	93.75%	128	-0.51	N/A	100%	1	97.97%	148	-0.14	N/A
ND	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			14.8	15		N/A			17.29	17		N/A			17.48	23		N/A			14.79	42		N/A
ND	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			19.33	3		N/A			21	1		N/A			14	2		N/A			18.4	5		N/A
ND	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			51.47	30		N/A			44.24	34		N/A			34.97	30		N/A			26.03	33		N/A
ND	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			17			N/A			9			N/A			5			N/A			8			N/A
ND	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	100%	1	83.56%	73	-0.44	Yes			76.39%	72		N/A			86.36%	88		N/A			84%	50		N/A
ND	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0:55	1	3:08	73	-0.47	Yes			3:07	72		N/A			2:19	88		N/A			2:32	50		N/A
ND	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0%	1	41.10%	73	-0.83	Yes			36.11%	72		N/A			40.91%	88		N/A			24%	50		N/A
ND	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			40.43%	47		N/A			48.44%	64		N/A			25.64%	39		N/A
ND	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	1.30%	77	1.29%	5660	0.1	Yes	0%	74	1.29%	5590	-0.98	Yes	0%	68	1.56%	5637	-1.03	Yes	0%	61	0.89%	5641	-0.73	Yes
ND	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A	0%	74	0.84%	5590	-0.79	N/A	0%	68	1.14%	5637	-0.88	N/A	0%	61	0.69%	5641	-0.65	N/A
ND	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0%	1	23.16%	95	-0.55	N/A			27.27%	99		N/A			31.25%	128		N/A			32.43%	74		N/A
ND	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	80%	5	86.55%	119	0.4	Yes	83.33%	6	88.80%	125	0.4	Yes	100%	4	76.25%	80	-1.09	Yes	100%	2	69.72%	142	-0.93	Yes
ND	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	11	4	16.61	151	-1.11	Yes	9.67	6	20.99	137	-2.18	Yes	8.67	3	15.1	91	-1.03	Yes	13	4	17.85	157	-0.77	Yes
ND	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	83.33%	6	97.97%	148	1.46	Yes	100%	7	96.67%	120	-0.48	Yes	83.33%	6	90.63%	128	0.55	Yes	100%	8	97.30%	148	-0.46	Yes
ND	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	100%	7	99.17%	120	-0.24	N/A	83.33%	6	93.75%	128	0.84	N/A	100%	8	97.97%	148	-0.4	N/A
ND	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	7	1	14.8	15	-0.67	Yes	12	1	17.29	17	-0.36	Yes			17.48	23		N/A	17	1	14.79	42	-0.03	Yes
ND	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P			19.33	3		N/A			21	1		N/A			14	2		N/A			18.4	5		N/A
ND	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS			51.47	30		N/A	2	2	44.24	34	-1.15	N/A	3	1	34.97	30	-0.69	N/A			26.03	33		N/A
ND	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS			17			N/A	0		9		-0.82	N/A	1		5		1.34	N/A			8			N/A
ND	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	33.33%	3	83.56%	73	1.76	No	66.67%	3	76.39%	72	0.34	Yes	83.33%	6	86.36%	88	0.21	Yes	0%	2	84%	50	2.22	No
ND	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	4:35	3	3:08	73	0.93	Yes	3:57	3	3:07	72	0.58	Yes	2:08	6	2:19	88	-0.19	Yes	4:40	2	2:32	50	1.22	Yes
ND	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	66.67%	3	41.10%	73	0.76	Yes	33.33%	3	36.11%	72	-0.1	Yes	16.67%	6	40.91%	88	-1.17	Yes	0%	2	24%	50	-0.78	Yes
ND	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A	33.33%	3	40.43%	47	-0.24	N/A	33.33%	3	48.44%	64	-0.51	N/A	0%	2	25.64%	39	-0.81	N/A
ND	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	3.19%	94	1.29%	5660	1.42	Yes	3.23%	93	1.29%	5590	1.44	Yes	6.82%	88	1.56%	5637	2.95	No	2.41%	83	0.89%	5641	1.26	Yes
ND	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	3.23%	93	0.84%	5590	1.94	N/A	3.41%	88	1.14%	5637	1.66	N/A	2.41%	83	0.69%	5641	1.5	N/A
ND	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	25%	4	23.16%	95	0.09	N/A	0%	3	27.27%	99	-1.04	N/A	0%	6	31.25%	128	-1.61	N/A	0%	2	32.43%	74	-0.97	N/A
ND	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	100%	4	100%	6	.	Yes	100%	1	100%	9	.	Yes			100%	3		N/A	100%	4	88.89%	9	-0.59	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
ND	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
ND	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
ND	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
ND	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
ND	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
ND	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
ND	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
ND	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
ND	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
ND	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
ND	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
ND	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
ND	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
ND	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					
ND	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
ND	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
ND	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
ND	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
ND	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	0	0					
ND	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
ND	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
ND	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
ND	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
ND	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
ND	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	2	2	14	57.14%	82.68%	-25.54%	
ND	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	0	0					
ND	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
ND	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
ND	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	1	1	358	3.91%	1.26%	2.65%	
ND	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
ND	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
ND	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	4	3	6.8	5	-1.06	Yes	5	1	11.6	5	-0.41	Yes			17.5	4		N/A	4.33	3	12.13	8	-0.58	Yes
ND	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	100%	3	100%	8	.	Yes	100%	1	100%	7	.	Yes	100%	2	100%	7	.	Yes	100%	3	100%	6	.	Yes
ND	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	100%	1	100%	7	.	Yes	100%	2	100%	7	.	Yes	100%	3	100%	6	.	Yes
ND	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A						N/A			29	1		N/A			47	1		N/A
ND	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			188.5	4		N/A			166.5	4		N/A			107.57	7		N/A			102	6		N/A
ND	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS			2			N/A			1			N/A			1			N/A			1			N/A
ND	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P			100%	2		N/A			100%	10		N/A	100%	2	100%	11	.	Yes			100%	6		N/A
ND	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P			100%	2		N/A			100%	10		N/A	100%	2	100%	11	.	Yes			100%	6		N/A
ND	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P			0:56	2		N/A			3:54	10		N/A	2:10	2	1:48	11	0.14	Yes			2:22	6		N/A
ND	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P			0%	2		N/A			10%	10		N/A	0%	2	18.18%	11	-0.61	Yes			0%	6		N/A
ND	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A			0%	4		N/A	0%	2	33.33%	3	-0.77	N/A			0%	3		N/A
ND	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	0%	134	0.23%	864	-0.52	Yes	0%	131	1.15%	870	-1.15	Yes	1.54%	130	1.27%	867	0.3	Yes	0%	130	0.66%	906	-0.87	Yes
ND	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	0%	131	0.46%	870	-0.73	N/A	1.54%	130	0.35%	867	1.49	N/A	0%	130	0.33%	906	-0.61	N/A
ND	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS			66.67%	6		N/A			16.67%	12		N/A	0%	2	42.11%	19	-1.15	N/A			25%	8		N/A
ND	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	100%	6	83.33%	12	-0.89	Yes	100%	9	81.82%	11	-1.05	Yes	100%	15	100%	9	.	Yes	100%	5	100%	6	.	Yes
ND	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	5	2	5.58	12	-0.37	Yes	5	4	10.5	14	-1.44	Yes	5	8	11.2	10	-2.27	Yes	5	4	9.17	6	-1.19	Yes
ND	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	100%	8	84.62%	13	-0.95	Yes	100%	12	83.33%	12	-1.1	Yes	100%	10	100%	8	.	Yes	100%	8	85.71%	7	-0.79	Yes
ND	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A	100%	12	83.33%	12	-1.1	N/A	100%	10	100%	8	.	Yes	100%	8	85.71%	7	-0.79	N/A
ND	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			3.5	2		N/A			7	3		N/A						N/A						N/A
ND	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P						N/A						N/A						N/A						N/A
ND	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			100%	28		N/A			80%	40		N/A			91.67%	12		N/A	100%	2	91.30%	23	-0.42	Yes
ND	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			100%	28		N/A			97.50%	40		N/A			91.67%	12		N/A	100%	2	95.65%	23	-0.29	Yes
ND	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			4:53	28		N/A			13:32	40		N/A			6:45	12		N/A	4:26	2	11:34	23	-0.59	Yes
ND	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			57.14%	28		N/A			47.50%	40		N/A			25%	12		N/A	0%	2	21.74%	23	-0.71	Yes
ND	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			45.83%	24		N/A			25%	8		N/A	0%	2	16.67%	12	-0.59	N/A
ND	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0%	129	1.66%	1683	-1.42	Yes	0%	133	2.30%	1739	-1.71	Yes	0%	134	0.67%	1789	-0.92	Yes	1.49%	134	1.21%	1895	0.34	Yes
ND	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A	0%	133	1.38%	1739	-1.31	N/A	0%	134	0.45%	1789	-0.75	N/A	1.49%	134	0.63%	1895	1.06	N/A
ND	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	100%	2	50.88%	57	1.15	N/A			45.21%	73		N/A			47.83%	23		N/A	0%	2	50%	46	-1.38	N/A
ND	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			87.50%	8		N/A			100%	1		N/A			100%	28		N/A						N/A
ND	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			26	9		N/A			13.67	3		N/A			9.57	30		N/A			23.25	4		N/A
ND	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			100%	6		N/A			100%	17		N/A			100%	18		N/A			100%	5		N/A
ND	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	17		N/A			100%	18		N/A			100%	5		N/A
ND	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P			67	1		N/A						N/A			17	2		N/A			37	1		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
ND	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	0	0					
ND	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
ND	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
ND	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
ND	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
ND	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
ND	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
ND	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0	0					
ND	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					
ND	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
ND	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	0	0					
ND	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
ND	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
ND	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
ND	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
ND	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
ND	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
ND	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
ND	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
ND	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
ND	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
ND	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
ND	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
ND	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
ND	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
ND	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
ND	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
ND	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
ND	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
ND	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
ND	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
ND	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			27.67	3		N/A			18.25	4		N/A			44	4		N/A			59.5	2		N/A
ND	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			2			N/A			0			N/A			0			N/A			0			N/A
ND	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P						N/A			0%	1		N/A			100%	1		N/A			100%	1		N/A
ND	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P						N/A			15:39	1		N/A			1:04	1		N/A			0:58	1		N/A
ND	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P						N/A			0%	1		N/A			0%	1		N/A			0%	1		N/A
ND	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A			0%	1		N/A			0%	1		N/A			0%	1		N/A
ND	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			0%	298		N/A			0.34%	295		N/A			0.34%	292		N/A			0.34%	292		N/A
ND	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0.34%	295		N/A			0.34%	292		N/A			0.34%	292		N/A
ND	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS						N/A			50%	2		N/A			66.67%	3		N/A			0%	1		N/A
ND	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02	81				N/A	0:03	88				N/A	0:04	98				N/A	0:03	137				N/A
ND	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:04	6				N/A	0:02	4				N/A	0:05	2				N/A	0:03	2				N/A
ND	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	100%	41				Yes	100%	32				Yes	100%	39				Yes	100%	53				Yes
ND	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	100%	11				Yes	100%	9				Yes	100%	5				Yes	100%	7				Yes
ND	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	41				N/A	0%	32				N/A	0%	39				N/A	0%	53				N/A
ND	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0%	11				N/A	0%	9				N/A	0%	5				N/A	0%	7				N/A
ND	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%						N/A	50%	2				No						N/A	100%	2				Yes
ND	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15						N/A	29	1				No						N/A	8	1				Yes
ND	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			92.88%	1110		N/A			92.69%	876		N/A			92.20%	846		N/A			93.80%	1000		N/A
ND	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%			99.56%	3670		N/A			99.36%	2647		N/A			99.17%	2645		N/A			99.27%	3010		N/A
ND	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			5.53	1121		N/A			5.13	886		N/A			5.64	858		N/A			5.1	1004		N/A
ND	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3			3.4	2886		N/A			3.54	1820		N/A			3.51	1872		N/A			3.43	2065		N/A
ND	04-10	OP-5	New Service Installation Quality, Line Sharing %		P			90.44%	4163		N/A			89.68%	3518		N/A			90.21%	3760		N/A			89.81%	3552		N/A
ND	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A			91.47%	3518		N/A			91.73%	3760		N/A			91.72%	3552		N/A
ND	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			3.15	27		N/A			3.19	27		N/A			7.87	39		N/A			6.5	34		N/A
ND	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			3.42	12		N/A			4.42	12		N/A			4.41	17		N/A			3.52	21		N/A
ND	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS			8.4	52		N/A			9.9	39		N/A			12.89	28		N/A			7.07	29		N/A
ND	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS			4.5	4		N/A			4.8	5		N/A			2.6	5		N/A			4	1		N/A
ND	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P			86.27%	1428		N/A			86.58%	1520		N/A			87.88%	1353		N/A			89.31%	1281		N/A
ND	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P			95.05%	222		N/A			96.62%	207		N/A			98.45%	194		N/A			99.59%	246		N/A
ND	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P			95.41%	1850		N/A			94.74%	1959		N/A			95.28%	1823		N/A			95.36%	1769		N/A
ND	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P			99.11%	451		N/A			99.10%	443		N/A			99.30%	428		N/A			99.82%	542		N/A
ND	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			18:41	1850		N/A			18:39	1959		N/A			18:15	1823		N/A			17:42	1769		N/A
ND	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:50	451		N/A			8:10	443		N/A			7:27	428		N/A			5:50	542		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
ND	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
ND	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
ND	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
ND	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
ND	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
ND	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
ND	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					
ND	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
ND	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0	0					
ND	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0	0					
ND	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
ND	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	0	0					
ND	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					
ND	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
ND	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	1	1	4	75.00%			
ND	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	1	1	2	18.50			
ND	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
ND	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
ND	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
ND	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
ND	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
ND	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
ND	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
ND	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
ND	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
ND	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
ND	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	0	0					
ND	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	0	0					
ND	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	0	0					
ND	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	0	0					
ND	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	0	0					
ND	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS			75%	8		N/A			53.85%	13		N/A			66.67%	3		N/A			16.67%	6		N/A
ND	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS			50%	20		N/A			44.44%	27		N/A			11.11%	9		N/A			23.53%	17		N/A
ND	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A			66.67%	6		N/A			66.67%	3		N/A			0%	2		N/A
ND	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A			38.89%	18		N/A			0%	5		N/A			20%	10		N/A
ND	04-10	MR-8	Trouble Rate, Line Sharing %		P			1.34%	175306		N/A			1.39%	175306		N/A			1.30%	175306		N/A			1.33%	177006		N/A
ND	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A			1.16%	175306		N/A			1.10%	175306		N/A			1.10%	177006		N/A
ND	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P			86.55%	119		N/A			88.80%	125		N/A			76.25%	80		N/A			69.72%	142		N/A
ND	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P			16.61	151		N/A			20.99	137		N/A			15.1	91		N/A			17.85	157		N/A
ND	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P			97.97%	148		N/A			96.67%	120		N/A			90.63%	128		N/A			97.30%	148		N/A
ND	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A			99.17%	120		N/A			93.75%	128		N/A			97.97%	148		N/A
ND	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			14.8	15		N/A			17.29	17		N/A			17.48	23		N/A			14.79	42		N/A
ND	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			19.33	3		N/A			21	1		N/A			14	2		N/A			18.4	5		N/A
ND	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			51.47	30		N/A			44.24	34		N/A			34.97	30		N/A			26.03	33		N/A
ND	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			17			N/A			9			N/A			5			N/A			8			N/A
ND	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P			83.56%	73		N/A			76.39%	72		N/A			86.36%	88		N/A			84%	50		N/A
ND	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			3:08	73		N/A			3:07	72		N/A			2:19	88		N/A			2:32	50		N/A
ND	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P			41.10%	73		N/A			36.11%	72		N/A			40.91%	88		N/A			24%	50		N/A
ND	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A			40.43%	47		N/A			48.44%	64		N/A			25.64%	39		N/A
ND	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0%	12	1.29%	5660	-0.4	Yes	0%	12	1.29%	5590	-0.4	Yes	0%	11	1.56%	5637	-0.42	Yes	0%	10	0.89%	5641	-0.3	Yes
ND	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0%	12	0.84%	5590	-0.32	N/A	0%	11	1.14%	5637	-0.36	N/A	0%	10	0.69%	5641	-0.26	N/A
ND	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS			23.16%	95		N/A			27.27%	99		N/A			31.25%	128		N/A			32.43%	74		N/A
ND	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P			87.50%	8		N/A			100%	1		N/A			100%	28		N/A						N/A
ND	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P			26	9		N/A			13.67	3		N/A			9.57	30		N/A			23.25	4		N/A
ND	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P			100%	6		N/A			100%	17		N/A			100%	18		N/A			100%	5		N/A
ND	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A			100%	17		N/A			100%	18		N/A			100%	5		N/A
ND	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P			67	1		N/A						N/A			17	2		N/A			37	1		N/A
ND	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			27.67	3		N/A			18.25	4		N/A			44	4		N/A			59.5	2		N/A
ND	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			2			N/A			0			N/A			0			N/A			0			N/A
ND	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P						N/A			0%	1		N/A			100%	1		N/A			100%	1		N/A
ND	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P						N/A			15:39	1		N/A			1:04	1		N/A			0:58	1		N/A
ND	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P						N/A			0%	1		N/A			0%	1		N/A			0%	1		N/A
ND	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A			0%	1		N/A			0%	1		N/A			0%	1		N/A
ND	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0%	3	0%	298	.	Yes	0%	3	0.34%	295	-0.1	Yes	0%	3	0.34%	292	-0.1	Yes	0%	3	0.34%	292	-0.1	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
ND	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
ND	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
ND	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
ND	04-10	MR-8	Trouble Rate, Line Sharing %		P	0	0					
ND	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
ND	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
ND	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
ND	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
ND	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
ND	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
ND	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
ND	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
ND	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
ND	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
ND	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
ND	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
ND	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
ND	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0	0					
ND	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
ND	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
ND	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	0	0					
ND	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
ND	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
ND	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
ND	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
ND	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
ND	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					
ND	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
ND	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
ND	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
ND	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
ND	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0%	3	0.34%	295	-0.1	N/A	0%	3	0.34%	292	-0.1	N/A	0%	3	0.34%	292	-0.1	N/A
ND	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS						N/A			50%	2		N/A			66.67%	3		N/A			0%	1		N/A
ND	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:09	12004				N/A	0:12	10133				N/A	0:43	9172				N/A	0:45	11193				N/A
ND	07-01	OP-5	New Service Installation Quality, E911 %		P			100%	3		N/A			100%	1		N/A			100%	1		N/A						N/A
ND	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A			100%	1		N/A			100%	1		N/A						N/A
ND	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A						N/A						N/A						N/A
ND	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS						N/A						N/A						N/A						N/A
ND	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P						N/A			100%	4		N/A						N/A						N/A
ND	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A			2:14	4		N/A						N/A						N/A
ND	07-01	MR-7	Repair Repeat Report Rate, E911 %		P						N/A			0%	4		N/A						N/A						N/A
ND	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A			0%	4		N/A						N/A						N/A
ND	07-01	MR-8	Trouble Rate, E911 %		P	0%	16	0%	204	.	Yes	0%	16	2.07%	193	-0.56	Yes	0%	16	0%	193	.	Yes	0%	16	0%	191	.	Yes
ND	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	16	2.07%	193	-0.56	N/A	0%	16	0%	193	.	Yes	0%	16	0%	191	.	Yes
ND	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS						N/A			20%	5		N/A						N/A						N/A
ND	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.78	.		N/A			8.67	.		N/A			10.62	.		N/A			10.13	.		N/A
ND	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.51	.		N/A			8.51	.		N/A			9.67	.		N/A			9.43	.		N/A
ND	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	19248				N/A	0.06	19031				N/A	0.07	18511				N/A	0.08	20383				N/A
ND	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	96.38%	15307				N/A	95.80%	13739				N/A	95.34%	13593				N/A	95%	15285				N/A
ND	09-01	NP-1A	NXX Code Activation, All %		P						N/A						N/A						N/A						N/A
ND	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS						N/A						N/A						N/A						N/A
ND	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
ND	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	100%	55				Yes	100%	66				Yes	100%	62				Yes	100%	123				Yes
ND	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	100%	923				Yes	100%	217				Yes	99.27%	137				Yes	100%	365				Yes
ND	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	100%	1012				Yes	100%	320				Yes	100%	322				Yes	100%	595				Yes
ND	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	1012				N/A	100%	320				N/A	100%	322				N/A	100%	595				N/A
ND	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			48.20%	222		N/A			38.65%	207		N/A			44.85%	194		N/A			53.25%	246		N/A
ND	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss			99.11%	451		N/A			99.10%	443		N/A			99.30%	428		N/A			99.82%	542		N/A
ND	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	732.5043				Yes	100%	631.9198				Yes	100%	596.7017				Yes	100%	570.1002				Yes
ND	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	732.5043				Yes	100%	631.9198				Yes	100%	596.7017				Yes	100%	570.1002				Yes
ND	14-01	OP-3	Installation Commitments Met, Residence %	D	P	100%	93	93.55%	930	-2.41	Yes	93.41%	91	92.55%	698	-0.29	Yes	92.45%	106	92.34%	679	-0.04	Yes	95.92%	98	95.92%	808	0	Yes
ND	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	566	99.56%	3638	-1.47	Yes	99.43%	174	99.46%	2601	0.13	Yes	100%	81	99.19%	2602	-0.8	Yes	100%	124	99.33%	2972	-0.9	Yes
ND	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	3.15	93	5.65	940	-3.61	Yes	3.6	91	5.06	704	-2.48	Yes	3.29	106	5.66	689	-2.55	Yes	3.14	99	5.1	811	-3.75	Yes
ND	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	2.91	158	3.4	2864	-5.31	Yes	2.88	97	3.53	1790	-5.35	Yes	2.73	66	3.51	1848	-4.66	Yes	2.88	101	3.43	2040	-4.1	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
ND	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
ND	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
ND	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
ND	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
ND	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	0	0					
ND	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS	0	0					
ND	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					
ND	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
ND	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
ND	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
ND	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
ND	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
ND	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
ND	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
ND	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
ND	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
ND	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
ND	09-01	NP-1A	NXX Code Activation, All %		P	0	0					
ND	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0	0					
ND	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
ND	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
ND	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
ND	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
ND	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
ND	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
ND	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					
ND	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
ND	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
ND	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
ND	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
ND	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
ND	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-01	OP-5	New Service Installation Quality, Residence %		P	96.76%	463	90.62%	3943	-4.29	Yes	97.35%	226	89.93%	3298	-3.58	Yes	96.10%	205	90.64%	3538	-2.61	Yes	95.62%	251	89.95%	3322	-2.88	Yes
ND	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	97.35%	226	91.60%	3298	-3.01	N/A	96.59%	205	92.06%	3538	-2.33	N/A	97.21%	251	91.78%	3322	-3.02	N/A
ND	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P			2.5	18		N/A	3.33	3	3.5	16	-0.13	Yes	4.25	8	8.97	29	-0.69	Yes	1	3	5.56	18	-1.14	Yes
ND	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			3.42	12		N/A	1	1	3.6	10	-0.7	Yes			4.63	16		N/A			2.74	19		N/A
ND	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P			9.45	42		N/A	5.67	3	6.86	36	-0.29	Yes			8.25	24		N/A	2	1	7.38	16	-0.76	Yes
ND	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			4.5	4		N/A			2.5	4		N/A			2.6	5		N/A			4	1		N/A
ND	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	267	1	49.21	107	1.91	N/A	245	1	49.75	87	1.72	N/A	123.33	6	52.46	76	1.76	N/A	203	1	69.7	63	1.39	N/A
ND	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0		46		-0.86	N/A	0		47		-1.08	N/A	2		33		-0.48	N/A	0		23		-0.75	N/A
ND	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	9	95.12%	205	-0.66	Yes	100%	9	95.95%	173	-0.6	Yes	75%	4	98.26%	172	1.74	No	100%	5	99.54%	216	-0.15	Yes
ND	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	93.88%	49	85.73%	1275	-1.6	Yes	94.29%	35	86.87%	1378	-1.28	Yes	85.37%	41	87.78%	1227	0.49	Yes	94.74%	38	88.98%	1162	-1.11	Yes
ND	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	98.28%	58	95.39%	1671	-1.03	Yes	96.08%	51	94.79%	1784	-0.41	Yes	100%	51	95.25%	1664	-1.57	Yes	97.92%	48	95.45%	1606	-0.81	Yes
ND	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	18	99.03%	411	-0.41	Yes	100%	17	99.20%	373	-0.36	Yes	100%	7	99.47%	376	-0.19	Yes	100%	11	99.79%	478	-0.15	Yes
ND	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	14:22	58	18:51	1671	-1.98	Yes	18:47	51	18:40	1784	0.06	Yes	17:18	51	18:25	1664	-0.49	Yes	14:53	48	17:42	1606	-1.24	Yes
ND	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	4:11	18	7:01	411	-1.2	Yes	6:58	17	8:16	373	-0.51	Yes	8:22	7	7:06	376	0.46	Yes	4:42	11	6:07	478	-0.58	Yes
ND	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	10.17%	59	14.59%	1714	-0.94	Yes	18.87%	53	13.67%	1822	1.07	Yes	9.62%	52	12.12%	1692	-0.54	Yes	12.50%	48	14.77%	1639	-0.44	Yes
ND	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	5.56%	18	12.65%	411	-0.89	Yes	11.76%	17	12.06%	373	-0.04	Yes	0%	7	14.63%	376	-1.09	Yes	9.09%	11	16.53%	478	-0.66	Yes
ND	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	19.23%	52	13.48%	1721	1.16	N/A	10.42%	48	12.05%	1635	-0.34	N/A	11.63%	43	14.36%	1553	-0.5	N/A
ND	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	14.29%	7	13.18%	129	0.11	N/A	0%	4	17.05%	129	-0.89	N/A	20%	5	20.35%	226	-0.02	N/A
ND	14-01	MR-8	Trouble Rate, Residence %		P	1.45%	5296	1.52%	140065	-0.37	Yes	1.32%	5296	1.57%	140065	-1.41	Yes	1.11%	5296	1.48%	140065	-2.15	Yes	1.08%	5439	1.50%	141413	-2.46	Yes
ND	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	1.11%	5296	1.32%	140065	-1.29	N/A	0.98%	5296	1.26%	140065	-1.78	N/A	0.88%	5439	1.26%	141413	-2.44	N/A
ND	14-01	MR-9	Repair Appointments Met, Residence %	D	P	100%	59	93.76%	1714	-1.95	Yes	98.11%	53	94.35%	1822	-1.17	Yes	98.08%	52	92.44%	1692	-1.52	Yes	97.92%	48	93.53%	1639	-1.22	Yes
ND	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	18	99.76%	411	-0.21	Yes	100%	17	99.46%	373	-0.3	Yes	100%	7	98.94%	376	-0.27	Yes	100%	11	98.95%	478	-0.34	Yes
ND	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	23%	100	29.26%	3004	-1.35	N/A	20.45%	88	30.30%	3149	-1.98	N/A	28.92%	83	30.56%	2978	-0.32	N/A	28.92%	83	23.19%	2756	1.2	N/A
ND	14-02	OP-3	Installation Commitments Met, Business %	D	P	87.50%	8	89.44%	180	0.21	Yes	100%	3	93.26%	178	-0.46	Yes	100%	1	91.62%	167	-0.3	Yes	83.33%	6	84.90%	192	0.14	Yes
ND	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	50	100%	32	.	Yes	100%	7	93.48%	46	-0.65	Yes	100%	7	97.67%	43	-0.38	Yes	100%	16	94.74%	38	-0.79	Yes
ND	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	2.88	8	4.88	181	-1.07	Yes	3.33	3	5.4	182	-0.3	Yes	1	1	5.57	169	-0.37	Yes	3	6	5.11	193	-0.78	Yes
ND	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	2.8	40	2.55	22	0.93	Yes	3	3	3.67	30	-0.27	Yes	2.67	6	2.96	24	-0.5	Yes	3	8	3.64	25	-0.4	Yes
ND	14-02	OP-5	New Service Installation Quality, Business %		P	85.29%	34	87.33%	221	0.35	Yes	100%	9	85.91%	220	-1.19	Yes	93.33%	15	83.33%	222	-1.01	Yes	94.12%	17	87.83%	230	-0.77	Yes
ND	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	100%	9	89.55%	220	-1	N/A	93.33%	15	86.49%	222	-0.75	N/A	100%	17	90.87%	230	-1.26	N/A
ND	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P			4.44	9		N/A			2.73	11		N/A			4.7	10		N/A	2	1	7.56	16	-0.39	Yes
ND	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P						N/A			8.5	2		N/A			1	1		N/A			11	2		N/A
ND	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	5	1	4	10	0.43	Yes			46.33	3		N/A			40.75	4		N/A			6.69	13		N/A
ND	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P						N/A			14	1		N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
ND	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
ND	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
ND	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
ND	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
ND	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
ND	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
ND	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					
ND	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	1	1	27	96.30%	97.26%	-0.96%	
ND	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
ND	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
ND	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
ND	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
ND	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
ND	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
ND	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
ND	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
ND	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
ND	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
ND	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
ND	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
ND	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
ND	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
ND	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
ND	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
ND	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
ND	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					
ND	14-02	OP-5	New Service Installation Quality, Business %		P	0	0					
ND	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
ND	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
ND	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
ND	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
ND	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	140	2	103.46	52	0.53	N/A	238	1	92.82	51	0.92	N/A	216	1	77.7	53	1.09	N/A	196	1	83.57	42	0.87	N/A
ND	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	1		11		0.76	N/A	0		12		-0.55	N/A	0		10		-0.48	N/A	0		9		-0.52	N/A
ND	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	33.33%	6	90.85%	153	3.25	No	100%	4	83.80%	142	-0.87	Yes	100%	3	88.89%	126	-0.61	Yes	80%	5	92.44%	119	0.84	Yes
ND	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	100%	1	94.12%	17	-0.24	Yes	100%	1	100%	34	.	Yes	100%	2	100%	22	.	Yes	100%	3	100%	30	.	Yes
ND	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	83.33%	6	95.53%	179	1.07	Yes	100%	7	94.29%	175	-0.64	Yes	100%	3	95.60%	159	-0.37	Yes	100%	6	94.48%	163	-0.58	Yes
ND	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	7	100%	40	.	Yes	100%	2	98.57%	70	-0.17	Yes	100%	6	98.08%	52	-0.32	Yes	100%	5	100%	64	.	Yes
ND	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	8:03	7	5:02	40	0.99	Yes	4:36	2	7:37	70	-0.4	Yes	6:52	6	9:53	52	-0.33	Yes	9:21	5	3:45	64	1.77	No
ND	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	1.09167	6	17:13	179	1.38	Yes	6:32	7	18:33	175	-1.84	Yes	14:37	3	16:38	159	-0.21	Yes	9:20	6	17:37	163	-1.13	Yes
ND	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0%	6	12.64%	182	-0.92	Yes	14.29%	7	16.67%	180	-0.17	Yes	33.33%	3	16.77%	161	0.65	Yes	16.67%	6	10.30%	165	0.48	Yes
ND	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	28.57%	7	20%	40	0.48	Yes	50%	2	11.43%	70	1.17	Yes	33.33%	6	17.31%	52	0.86	Yes	20%	5	12.50%	64	0.44	Yes
ND	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	14.29%	7	16.46%	164	-0.15	N/A	33.33%	3	14.47%	152	0.76	N/A	20%	5	8.76%	137	0.74	N/A
ND	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A			14.81%	27		N/A	0%	2	20%	20	-0.67	N/A			12.82%	39		N/A
ND	14-02	MR-8	Trouble Rate, Business %		P	1.14%	1137	0.63%	35241	2.15	No	0.79%	1137	0.71%	35241	0.32	Yes	0.79%	1137	0.60%	35241	0.8	Yes	0.96%	1150	0.64%	35593	1.31	Yes
ND	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.62%	1137	0.54%	35241	0.33	N/A	0.44%	1137	0.49%	35241	-0.23	N/A	0.43%	1150	0.49%	35593	-0.28	N/A
ND	14-02	MR-9	Repair Appointments Met, Business %	D	P	100%	6	96.15%	182	-0.48	Yes	100%	7	91.67%	180	-0.78	Yes	100%	3	95.03%	161	-0.39	Yes	100%	6	92.73%	165	-0.67	Yes
ND	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	7	97.50%	40	-0.39	Yes	100%	2	100%	70	.	Yes	100%	6	96.15%	52	-0.46	Yes	100%	5	100%	64	.	Yes
ND	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	35%	20	34.51%	339	0.06	N/A	35.71%	14	32.43%	370	0.27	N/A	40%	15	33.23%	319	0.54	N/A	21.43%	14	29.10%	323	-0.62	N/A
ND	14-03	OP-3	Installation Commitments Met, Centrex %	D	P			95.45%	44		N/A			70.59%	17		N/A			28.57%	7		N/A			86.67%	15		N/A
ND	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P			100%	1		N/A			0%	1		N/A			66.67%	3		N/A						N/A
ND	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P			4.14	44		N/A			5.53	17		N/A			16.57	7		N/A			6.87	15		N/A
ND	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P			4	1		N/A			12	1		N/A			7.67	3		N/A						N/A
ND	14-03	OP-5	New Service Installation Quality, Centrex %		P			90.63%	32		N/A			50%	14		N/A			84.62%	13		N/A			100%	12		N/A
ND	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A			64.29%	14		N/A			84.62%	13		N/A			100%	12		N/A
ND	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P			3	1		N/A						N/A			6	1		N/A			3	1		N/A
ND	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A			5	1		N/A						N/A
ND	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P			2	1		N/A			7.2	5		N/A			19.5	4		N/A			32	1		N/A
ND	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	ND	P						N/A			7	1		N/A						N/A						N/A
ND	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			3	1		N/A			1.5	2		N/A			9	2		N/A			21.33	3		N/A
ND	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			0			N/A			0			N/A			0			N/A			3			N/A
ND	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P			92.86%	14		N/A			80%	10		N/A	100%	1	71.43%	14	-0.61	Yes			100%	8		N/A
ND	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P			100%	4		N/A			100%	5		N/A			100%	2		N/A			100%	2		N/A
ND	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P			94.44%	18		N/A			100%	15		N/A	100%	2	100%	16	.	Yes			100%	10		N/A
ND	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P			100%	9		N/A			100%	11		N/A			100%	7		N/A			100%	3		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
ND	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
ND	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	1	1	18	72.22%	88.89%	-16.67%	
ND	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
ND	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
ND	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
ND	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1	1	20	7:40	6:35	1:05	
ND	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0	0					
ND	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
ND	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
ND	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
ND	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
ND	14-02	MR-8	Trouble Rate, Business %		P	1	1	4561	0.92%	0.64%	0.28%	
ND	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
ND	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					
ND	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
ND	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
ND	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
ND	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
ND	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
ND	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
ND	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
ND	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
ND	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
ND	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P	0	0					
ND	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
ND	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	ND	P	0	0					
ND	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
ND	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					
ND	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
ND	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
ND	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
ND	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			19:49	18		N/A			19:18	15		N/A	13:39	2	18:19	16	-0.52	Yes			12:23	10		N/A
ND	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			5:27	9		N/A			2:07	11		N/A			5:10	7		N/A			2:34	3		N/A
ND	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P			10%	20		N/A			20%	15		N/A	50%	2	17.65%	17	0.8	Yes			0%	11		N/A
ND	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			22.22%	9		N/A			9.09%	11		N/A			14.29%	7		N/A			33.33%	3		N/A
ND	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A			20%	10		N/A	0%	1	17.65%	17	-0.45	N/A			0%	11		N/A
ND	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A			10%	10		N/A			33.33%	3		N/A			50%	2		N/A
ND	14-03	MR-8	Trouble Rate, Centrex %		P	0%	13	0.34%	8583	-0.21	Yes	0%	13	0.30%	8583	-0.2	Yes	15.38%	13	0.28%	8583	3.45	No	0%	13	0.16%	8615	-0.15	Yes
ND	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A	0%	13	0.23%	8583	-0.17	N/A	7.69%	13	0.23%	8583	2.17	N/A	0%	13	0.15%	8615	-0.14	N/A
ND	14-03	MR-9	Repair Appointments Met, Centrex %	D	P			90%	20		N/A			80%	15		N/A	100%	2	88.24%	17	-0.49	Yes			90.91%	11		N/A
ND	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P			88.89%	9		N/A			100%	11		N/A			85.71%	7		N/A			100%	3		N/A
ND	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS			12.12%	33		N/A			29.73%	37		N/A	0%	2	20%	30	-0.68	N/A			30%	20		N/A
ND	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	100%	1	100%	3	.	Yes			100%	3		N/A	100%	1	100%	4	.	Yes	100%	1	85.71%	7	-0.38	Yes
ND	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	100%	3	100%	5	.	Yes	100%	2	80%	5	-0.6	Yes	100%	3	100%	3	.	Yes	100%	3	71.43%	7	-0.92	Yes
ND	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	3	1	3.4	5	-0.32	Yes			1.67	3		N/A	4.67	3	1.67	3	1.68	No			9.43	7		N/A
ND	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	2	1	1.67	3	-0.42	Yes			3.33	3		N/A	6	1	3.5	4	1.22	Yes	9	1	5.25	8	0.86	Yes
ND	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	100%	3	100%	8	.	Yes	100%	3	75%	8	-0.85	Yes	75%	4	54.55%	11	-0.7	Yes	66.67%	3	52.94%	17	-0.44	Yes
ND	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	100%	3	87.50%	8	-0.56	N/A	75%	4	54.55%	11	-0.7	N/A	100%	3	70.59%	17	-1.03	N/A
ND	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A			5	2		N/A
ND	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A			1	1		N/A						N/A			22	2		N/A
ND	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A						N/A
ND	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			95	3		N/A			55.25	4		N/A			43.5	4		N/A			63	2		N/A
ND	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			0			N/A			0			N/A			0			N/A			0			N/A
ND	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P			100%	14		N/A			75%	16		N/A	100%	3	80%	15	-0.79	Yes			100%	7		N/A
ND	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			100%	4		N/A	100%	1	100%	1	.	Yes			100%	3		N/A	100%	1	100%	4	.	Yes
ND	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P			100%	17		N/A	100%	1	83.33%	18	-0.44	Yes	100%	3	100%	20	.	Yes	100%	1	100%	12	.	Yes
ND	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	100%	2	100%	5	.	Yes	100%	1	100%	2	.	Yes			100%	7		N/A	100%	1	100%	16	.	Yes
ND	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			14:47	17		N/A	2:02	1	20:32	18	-0.58	Yes	16:24	3	15:34	20	0.08	Yes	22:35	1	12:00	12	1.13	Yes
ND	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	5:09	2	13:01	5	-1.41	Yes	0:32	1	0.125	2	-0.61	Yes			19:48	7		N/A	3:23	1	2:36	16	0.6	Yes
ND	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P			16.67%	18		N/A	0%	1	10.53%	19	-0.33	Yes	25%	4	0%	20	1.46	Yes	0%	1	8.33%	12	-0.29	Yes
ND	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0%	2	20%	5	-0.6	Yes	0%	1	0%	2	.	Yes			14.29%	7		N/A	0%	1	12.50%	16	-0.37	Yes
ND	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A			6.25%	16		N/A	25%	4	0%	19	1.43	N/A			9.09%	11		N/A
ND	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A			0%	2		N/A			25%	4		N/A			20%	10		N/A
ND	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0.39%	518	0.59%	3920	-0.56	Yes	0.39%	518	0.54%	3920	-0.44	Yes	0.77%	518	0.69%	3920	0.22	Yes	0.39%	510	0.71%	3959	-0.8	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
ND	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
ND	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
ND	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
ND	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
ND	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
ND	14-03	MR-8	Trouble Rate, Centrex %		P	1	1	52	3.85%	0.27%	3.58%	
ND	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
ND	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					
ND	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
ND	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
ND	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
ND	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
ND	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	1	1	4	4.25	5.17	-0.92	
ND	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
ND	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
ND	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
ND	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
ND	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
ND	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
ND	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
ND	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
ND	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
ND	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
ND	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
ND	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
ND	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
ND	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
ND	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					
ND	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0	0					
ND	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
ND	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
ND	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0%	518	0.46%	3920	-1.45	N/A	0.77%	518	0.59%	3920	0.52	N/A	0%	510	0.53%	3959	-1.55	N/A
ND	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P			94.44%	18		N/A	100%	1	100%	19	.	Yes	100%	4	80%	20	-0.91	Yes	100%	1	100%	12	.	Yes
ND	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	100%	2	100%	5	.	Yes	100%	1	100%	2	.	Yes			71.43%	7		N/A	100%	1	100%	16	.	Yes
ND	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0%	2	25.81%	31	-0.81	N/A	33.33%	3	30%	30	0.07	N/A	0%	4	18.18%	33	-0.89	N/A	50%	4	12.50%	32	1.57	N/A
ND	14-05	OP-3	Installation Commitments Met, PBX %	D	P			100%	1		N/A			100%	1		N/A						N/A			100%	3		N/A
ND	14-05	OP-3	Installation Commitments Met, PBX %	ND	P			50%	2		N/A						N/A						N/A						N/A
ND	14-05	OP-3	Installation Commitments Met, PBX %		P	100%	3	0%	1	.	N/A	100%	1	100%	2	.	Yes	100%	2	100%	4	.	Yes						N/A
ND	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			3	1		N/A			14	1		N/A						N/A			3	3		N/A
ND	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P			13	2		N/A						N/A						N/A						N/A
ND	14-05	OP-4	Installation Interv, PBX, Avg Days		P	4	3	44	2	-6.2	Yes	6	1	19	3	-1.63	Yes	7	2	3.75	4	0.86	Yes						N/A
ND	14-05	OP-5	New Service Installation Quality, PBX %		P	100%	2	80%	5	-0.6	Yes	100%	2	50%	4	-1.15	Yes	0%	1	50%	4	0.48	Yes			88.89%	9		N/A
ND	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A	100%	2	100%	4	.	Yes	0%	1	75%	4	0.88	N/A			88.89%	9		N/A
ND	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P			20	1		N/A						N/A						N/A						N/A
ND	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P			32	2		N/A			23	1		N/A						N/A						N/A
ND	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			104	1		N/A			42	2		N/A			60	1		N/A			22.5	2		N/A
ND	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS			0			N/A			0			N/A			0			N/A			0			N/A
ND	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P			100%	4		N/A	100%	1	100%	3	.	Yes	100%	5	100%	6	.	Yes	0%	1	100%	11	1.85	No
ND	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P			100%	2		N/A	100%	1	60%	5	-0.75	Yes			83.33%	6		N/A			100%	7		N/A
ND	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P			87.50%	8		N/A	100%	1	100%	6	.	Yes			100%	9		N/A			100%	8		N/A
ND	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P			100%	8		N/A	100%	1	100%	6	.	Yes	100%	5	100%	8	.	Yes	100%	1	100%	15	.	Yes
ND	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			2:37	8		N/A	2:55	1	0:43	6	1.41	Yes	0:57	5	1:40	8	-0.97	Yes	1:01:26	1	1:47	15	3.72	No
ND	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			1.20347	8		N/A	22:16	1	17:53	6	0	Yes			16:18	9		N/A			11:20	8		N/A
ND	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P			12.50%	8		N/A	0%	1	0%	6	.	Yes	60%	5	0%	8	2.2	No	0%	1	20%	15	-0.48	Yes
ND	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			22.22%	9		N/A	0%	1	0%	6	.	Yes			10%	10		N/A			25%	8		N/A
ND	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A	0%	1	0%	5	.	Yes			10%	10		N/A			16.67%	6		N/A
ND	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A			0%	2		N/A	50%	4	0%	3	1.17	N/A			20%	10		N/A
ND	14-05	MR-8	Trouble Rate, PBX %		P	0%	1262	0.20%	8589	-1.48	Yes	0.16%	1250	0.14%	8645	0.19	Yes	0.42%	1203	0.20%	8808	1.52	Yes	0.09%	1106	0.26%	8904	-1.04	Yes
ND	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0.08%	1250	0.08%	8645	-0.01	N/A	0.33%	1203	0.15%	8808	1.57	N/A	0%	1106	0.18%	8904	-1.33	N/A
ND	14-05	MR-9	Repair Appointments Met, PBX %	D	P			66.67%	9		N/A	100%	1	83.33%	6	-0.41	Yes			80%	10		N/A			85.71%	7		N/A
ND	14-05	MR-9	Repair Appointments Met, PBX %	ND	P			100%	4		N/A			100%	4		N/A	100%	1	100%	4	.	Yes	100%	1	83.33%	6	-0.41	Yes
ND	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS			29.17%	24		N/A	33.33%	3	42.86%	21	-0.31	N/A	16.67%	6	28%	25	-0.56	N/A	0%	1	17.86%	28	-0.46	N/A
ND	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P						N/A						N/A			100%	1		N/A			100%	1		N/A
ND	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P						N/A			100%	1		N/A						N/A			100%	1		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
ND	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
ND	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
ND	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
ND	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
ND	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
ND	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
ND	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
ND	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					
ND	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
ND	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
ND	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
ND	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
ND	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
ND	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
ND	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
ND	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	1	1	7	85.71%	100.00%	-14.29%	
ND	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
ND	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
ND	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
ND	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1	1	7	4:43	1:45	2:57	
ND	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
ND	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	1	1	7	42.86%	10.81%	32.05%	
ND	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
ND	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
ND	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					
ND	14-05	MR-8	Trouble Rate, PBX %		P	0	0					
ND	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
ND	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
ND	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
ND	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
ND	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
ND	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			100%	6		N/A			100%	8		N/A			100%	2		N/A			85.71%	7		N/A
ND	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			8	1		N/A			1	1		N/A
ND	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P						N/A			2	1		N/A						N/A						N/A
ND	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			6.8	5		N/A			14	4		N/A			20.67	3		N/A			13.71	7		N/A
ND	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			100%	8		N/A			100%	7		N/A			100%	7		N/A	100%	1	100%	6	.	Yes
ND	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			100%	7		N/A			100%	7		N/A	100%	1	100%	6	.	Yes
ND	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A			29	1		N/A			47	1		N/A
ND	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			188.5	4		N/A			166.5	4		N/A			107.57	7		N/A			102	6		N/A
ND	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			2			N/A			1			N/A			1			N/A			1			N/A
ND	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P						N/A			100%	3		N/A			100%	3		N/A			100%	2		N/A
ND	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	2		N/A			100%	7		N/A			100%	8		N/A			100%	4		N/A
ND	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P						N/A			100%	3		N/A			100%	3		N/A			100%	2		N/A
ND	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	2		N/A			100%	7		N/A			100%	8		N/A			100%	4		N/A
ND	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P						N/A			9:15	3		N/A			3:37	3		N/A			3:44	2		N/A
ND	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:56	2		N/A			1:36	7		N/A			1:07	8		N/A			1:41	4		N/A
ND	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P						N/A			0%	3		N/A			0%	3		N/A			0%	2		N/A
ND	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			0%	2		N/A			14.29%	7		N/A			25%	8		N/A			0%	4		N/A
ND	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			0%	3		N/A			0%	2		N/A			0%	2		N/A
ND	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			0%	1		N/A			100%	1		N/A			0%	1		N/A
ND	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	15	0.23%	864	-0.18	Yes	0%	15	1.15%	870	-0.41	Yes	0%	16	1.27%	867	-0.45	Yes	0%	16	0.66%	906	-0.32	Yes
ND	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	15	0.46%	870	-0.26	N/A	0%	16	0.35%	867	-0.23	N/A	0%	16	0.33%	906	-0.23	N/A
ND	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P						N/A						N/A						N/A						N/A
ND	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			66.67%	6		N/A			16.67%	12		N/A			42.11%	19		N/A			25%	8		N/A
ND	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			83.33%	12		N/A			80%	10		N/A			100%	9		N/A			100%	6		N/A
ND	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	100%	1	97.25%	218	-0.17	Yes			97.39%	307		N/A			99.57%	232		N/A			99.57%	231		N/A
ND	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			0%	1		N/A			100%	1		N/A			100%	5		N/A			100%	4		N/A
ND	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			5.58	12		N/A			10.85	13		N/A			11.2	10		N/A			9.17	6		N/A
ND	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	3	1	4.89	168	-3.32	Yes			4.95	160		N/A			9.6	141		N/A			9.74	161		N/A
ND	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P			5	1		N/A			6	1		N/A			1.4	5		N/A			6.75	4		N/A
ND	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	100%	1	99.28%	277	-0.09	Yes			99.30%	284		N/A			100%	244		N/A			99.63%	270		N/A
ND	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A			99.30%	284		N/A			100%	244		N/A			99.63%	270		N/A
ND	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3.5	2		N/A			7	3		N/A						N/A						N/A
ND	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			2.17	6		N/A			4.75	4		N/A			11	1		N/A			11	1		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
ND	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
ND	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
ND	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
ND	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
ND	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
ND	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
ND	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
ND	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
ND	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
ND	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
ND	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
ND	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
ND	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
ND	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
ND	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
ND	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
ND	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
ND	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
ND	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
ND	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
ND	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
ND	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
ND	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
ND	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	0	0					
ND	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
ND	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	0	0					
ND	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					
ND	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
ND	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
ND	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
ND	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
ND	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P			5	1		N/A						N/A						N/A						N/A
ND	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A						N/A
ND	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			100%	28		N/A			80%	40		N/A			91.67%	12		N/A			91.30%	23		N/A
ND	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			100%	28		N/A			97.50%	40		N/A			91.67%	12		N/A			95.65%	23		N/A
ND	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			4:53	28		N/A			13:32	40		N/A			6:45	12		N/A			11:34	23		N/A
ND	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			57.14%	28		N/A			47.50%	40		N/A			25%	12		N/A			21.74%	23		N/A
ND	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			45.83%	24		N/A			25%	8		N/A			16.67%	12		N/A
ND	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	3	1.66%	1683	-0.23	Yes	0%	3	2.30%	1739	-0.27	Yes	0%	3	0.67%	1789	-0.14	Yes	0%	3	1.21%	1895	-0.19	Yes
ND	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	0%	3	1.38%	1739	-0.2	N/A	0%	3	0.45%	1789	-0.12	N/A	0%	3	0.63%	1895	-0.14	N/A
ND	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			50.88%	57		N/A			45.21%	73		N/A			47.83%	23		N/A			50%	46		N/A
ND	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P						N/A						N/A			100%	2		N/A			100%	1		N/A
ND	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P			100%	31		N/A						N/A						N/A						N/A
ND	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P			12.73%	55		N/A	0%	1	25%	4	0.07	Yes			94.12%	17		N/A			100%	2		N/A
ND	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P						N/A						N/A			7.5	2		N/A			2	1		N/A
ND	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P			0	31		N/A						N/A						N/A						N/A
ND	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P			124.64	56		N/A	39	1	10	2	0.62	Yes			14.23	13		N/A			14.5	22		N/A
ND	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	100%	1	100%	46	.	Yes	100%	1	94.74%	19	-0.23	Yes			96.55%	29		N/A			93.75%	16		N/A
ND	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A	100%	1	100%	19	.	Yes			100%	29		N/A			93.75%	16		N/A
ND	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P			110.63	49		N/A	26	1	5	3	.	N/A			3.4	5		N/A			13	1		N/A
ND	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS						N/A			107	48		N/A	7	1	85	49	.	N/A			62.49	51		N/A
ND	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS						N/A			23			N/A	1		0		2.44	N/A			0			N/A
ND	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P			66.67%	3		N/A			75%	4		N/A			100%	3		N/A			100%	2		N/A
ND	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			2:34	3		N/A			2:36	4		N/A			1:05	3		N/A			2:07	2		N/A
ND	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P			0%	3		N/A			25%	4		N/A			33.33%	3		N/A			50%	2		N/A
ND	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A			0%	2		N/A						N/A			50%	2		N/A
ND	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0%	135	0.02%	15472	-0.16	Yes	0%	120	0.03%	14296	-0.18	Yes	0%	120	0.02%	14248	-0.16	Yes	0%	120	0.01%	14003	-0.13	Yes
ND	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A	0%	120	0.01%	14296	-0.13	N/A	0%	120	0%	14248	.	Yes	0%	120	0.01%	14003	-0.13	N/A
ND	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS			0%	3		N/A			0%	4		N/A			0%	3		N/A			33.33%	3		N/A
ND	14-09	OP-3	Installation Commitments Met, DS0 %	D	P						N/A						N/A						N/A			50%	2		N/A
ND	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P						N/A	100%	1				N/A	0%	1	100%	1	0.67	Yes						N/A
ND	14-09	OP-3	Installation Commitments Met, DS0 %		P	100%	1	57.14%	7	-0.81	Yes	100%	2	100%	1	.	Yes	100%	12	100%	3	.	Yes			33.33%	3		N/A
ND	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P						N/A						N/A						N/A			18.5	2		N/A
ND	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P						N/A	4	1				N/A	13	1	4	1	.	N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
ND	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
ND	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
ND	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
ND	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
ND	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
ND	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
ND	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0	0					
ND	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
ND	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
ND	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P	0	0					
ND	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P	0	0					
ND	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
ND	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
ND	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
ND	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
ND	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	0	0					
ND	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
ND	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
ND	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
ND	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
ND	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
ND	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
ND	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
ND	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
ND	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0	0					
ND	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					
ND	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
ND	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
ND	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
ND	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
ND	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
ND	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-09	OP-4	Installation Interv, DS0, Avg Days		P	5	1	13.29	7	-0.69	Yes	6.5	2	5	1	.	N/A	6.67	12	6	3	-0.32	Yes			22.25	4		N/A
ND	14-09	OP-5	New Service Installation Quality, DS0 %		P	100%	2	50%	4	-1.15	Yes	100%	8	0%	3	.	N/A	100%	7	40%	5	-2.09	Yes			33.33%	3		N/A
ND	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A	100%	8	0%	3	.	N/A	100%	7	40%	5	-2.09	N/A			66.67%	3		N/A
ND	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A			23	1		N/A
ND	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A	8	1				N/A						N/A
ND	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P			15.33	3		N/A						N/A						N/A			32	2		N/A
ND	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			86.33	3		N/A			210	1		N/A			74.33	3		N/A			84	2		N/A
ND	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS			1			N/A			0			N/A			2			N/A			1			N/A
ND	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	100%	2	87.76%	49	-0.52	Yes			92.41%	79		N/A			91.01%	89		N/A	100%	1	95.45%	66	-0.22	Yes
ND	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:40	2	2:01	49	-0.2	Yes			1:29	79		N/A			1:58	89		N/A	1:22	1	1:14	66	0.47	Yes
ND	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0%	2	22.45%	49	-0.75	Yes			21.52%	79		N/A			29.21%	89		N/A	0%	1	21.21%	66	-0.51	Yes
ND	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A			23.53%	51		N/A			22%	50		N/A			6.06%	33		N/A
ND	14-09	MR-8	Trouble Rate, DS0 %		P	1.18%	169	0.47%	10429	1.18	Yes	0%	170	0.76%	10414	-1.13	Yes	0%	170	0.84%	10576	-1.19	Yes	0.65%	153	0.61%	10749	0.16	Yes
ND	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0%	170	0.49%	10414	-0.91	N/A	0%	170	0.47%	10576	-0.89	N/A	0%	153	0.31%	10749	-0.68	N/A
ND	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	33.33%	3	52.43%	103	-0.65	N/A			45.52%	145		N/A			41.45%	152		N/A	0%	1	50.75%	134	-1.01	N/A
ND	14-10	OP-3	Installation Commitments Met, DS1 %		P	0%	1	86.55%	119	1.5	Yes			88.80%	125		N/A	100%	1	76.25%	80	-0.55	Yes	0%	1	69.72%	142	1.03	Yes
ND	14-10	OP-4	Installation Interv, DS1, Avg Days		P	11	1	16.61	151	-0.56	Yes			20.99	137		N/A	10	1	15.1	91	-0.47	Yes			17.85	157		N/A
ND	14-10	OP-5	New Service Installation Quality, DS1 %		P	0%	1	97.97%	148	2.27	No	0%	1	96.67%	120	2.09	No	100%	1	90.63%	128	-0.32	Yes	100%	1	97.30%	148	-0.17	Yes
ND	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A	0%	1	99.17%	120	2.47	N/A	100%	1	93.75%	128	-0.26	N/A	100%	1	97.97%	148	-0.14	N/A
ND	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			14.8	15		N/A			17.29	17		N/A			17.48	23		N/A	29	1	14.79	42	1.57	Yes
ND	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	2	1	19.33	3	-1.07	Yes			21	1		N/A			14	2		N/A			18.4	5		N/A
ND	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			51.47	30		N/A			44.24	34		N/A			34.97	30		N/A			26.03	33		N/A
ND	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			17			N/A			9			N/A			5			N/A			8			N/A
ND	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	66.67%	3	83.56%	73	0.64	Yes	100%	2	76.39%	72	-0.78	Yes	100%	2	86.36%	88	-0.56	Yes	0%	2	84%	50	2.22	No
ND	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0.16667	3	3:08	73	0.67	Yes	3:12	2	3:07	72	0.45	Yes	0:35	2	2:19	88	-1.02	Yes	4:09	2	2:32	50	1.05	Yes
ND	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	33.33%	3	41.10%	73	-0.27	Yes	50%	2	36.11%	72	0.31	Yes	0%	2	40.91%	88	-1.16	Yes	0%	2	24%	50	-0.78	Yes
ND	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A	50%	2	40.43%	47	0.18	N/A	0%	1	48.44%	64	-0.96	N/A	0%	2	25.64%	39	-0.81	N/A
ND	14-10	MR-8	Trouble Rate, DS1 %		P	5.66%	53	1.29%	5660	2.11	No	3.85%	52	1.29%	5590	1.36	Yes	4%	50	1.56%	5637	1.21	Yes	4.26%	47	0.89%	5641	1.8	No
ND	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	3.85%	52	0.84%	5590	1.76	N/A	2%	50	1.14%	5637	0.59	N/A	4.26%	47	0.69%	5641	2	N/A
ND	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	25%	4	23.16%	95	0.09	N/A	0%	2	27.27%	99	-0.86	N/A	0%	2	31.25%	128	-0.95	N/A	0%	2	32.43%	74	-0.97	N/A
ND	14-11	OP-3	Installation Commitments Met, DS3 %		P			87.50%	8		N/A			100%	1		N/A			100%	28		N/A						N/A
ND	14-11	OP-4	Installation Interv, DS3, Avg Days		P			26	9		N/A			13.67	3		N/A			9.57	30		N/A			23.25	4		N/A
ND	14-11	OP-5	New Service Installation Quality, DS3 %		P			100%	6		N/A			100%	17		N/A			100%	18		N/A			100%	5		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
ND	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
ND	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
ND	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	0	0					
ND	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P	0	0					
ND	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
ND	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
ND	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
ND	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	0	0					
ND	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0	0					
ND	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
ND	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
ND	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
ND	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
ND	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
ND	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
ND	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
ND	14-10	OP-5	New Service Installation Quality, DS1 %		P	2	2	4	50.00%	95.77%	-45.77%	
ND	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
ND	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					
ND	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
ND	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
ND	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
ND	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	1	1	9	66.67%	82.68%	-16.02%	
ND	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0	0					
ND	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	0	0					
ND	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
ND	14-10	MR-8	Trouble Rate, DS1 %		P	2	2	202	4.46%	1.26%	3.20%	
ND	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
ND	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
ND	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
ND	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
ND	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
ND	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	17		N/A			100%	18		N/A			100%	5		N/A
ND	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P			67	1		N/A						N/A			17	2		N/A			37	1		N/A
ND	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			27.67	3		N/A			18.25	4		N/A			44	4		N/A			59.5	2		N/A
ND	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			2			N/A			0			N/A			0			N/A			0			N/A
ND	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P						N/A			0%	1		N/A			100%	1		N/A			100%	1		N/A
ND	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P						N/A			15:39	1		N/A			1:04	1		N/A			0:58	1		N/A
ND	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P						N/A			0%	1		N/A			0%	1		N/A			0%	1		N/A
ND	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A			0%	1		N/A			0%	1		N/A			0%	1		N/A
ND	14-11	MR-8	Trouble Rate, DS3 %		P			0%	298		N/A			0.34%	295		N/A			0.34%	292		N/A			0.34%	292		N/A
ND	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A			0.34%	295		N/A			0.34%	292		N/A			0.34%	292		N/A
ND	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS						N/A			50%	2		N/A			66.67%	3		N/A			0%	1		N/A
ND	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			77.27%	22		N/A			90%	20		N/A			91.30%	23		N/A			78.57%	14		N/A
ND	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P			26	1		N/A			13	1		N/A			4	1		N/A			10	2		N/A
ND	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			95.24%	21		N/A			90.91%	22		N/A			85%	20		N/A			100%	14		N/A
ND	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			90.91%	22		N/A			85%	20		N/A			100%	14		N/A
ND	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			13.6	5		N/A			8.5	2		N/A			5	2		N/A			5.33	6		N/A
ND	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P						N/A						N/A						N/A						N/A
ND	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			0	2		N/A			26.5	2		N/A			6.67	3		N/A			21.5	2		N/A
ND	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			1			N/A			1			N/A			2			N/A			0			N/A
ND	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			86.67%	15		N/A			89.47%	19		N/A			90.32%	31		N/A			95%	20		N/A
ND	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:50	15		N/A			1:43	19		N/A			2:25	31		N/A			1:27	20		N/A
ND	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			13.33%	15		N/A			31.58%	19		N/A			16.13%	31		N/A			0%	20		N/A
ND	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			11.11%	9		N/A			21.05%	19		N/A			0%	14		N/A
ND	14-12	MR-8	Trouble Rate, Frame Relay %		P			1.03%	1453		N/A			1.30%	1465		N/A			2.12%	1464		N/A			1.37%	1458		N/A
ND	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A			0.61%	1465		N/A			1.30%	1464		N/A			0.96%	1458		N/A
ND	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			46.43%	28		N/A			42.42%	33		N/A			27.91%	43		N/A			37.50%	32		N/A
NE	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	100%	19	100%	9	.	Yes	100%	1	100%	5	.	Yes	100%	2	100%	8	.	Yes	83.33%	6	90.91%	11	0.33	Yes
NE	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	19.68	19	9.78	9	3.09	No	11	1	19.4	5	-1.28	Yes	7	2	19.09	11	-8.19	Yes	12.75	8	17.93	15	-2.65	Yes
NE	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	10	100%	7	.	Yes	100%	2	100%	8	.	Yes	100%	5	100%	13	.	Yes	100%	11	100%	13	.	Yes
NE	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	100%	2	100%	8	.	Yes	100%	5	100%	13	.	Yes	100%	11	100%	13	.	Yes
NE	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A	6	1	3	1	.	N/A
NE	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	100%	4	100%	2	.	Yes	100%	2	100%	4	.	Yes	100%	1	100%	4	.	Yes	87.50%	8	80%	5	-0.33	Yes
NE	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:11	4	0:14	2	0.81	Yes	0:30	2	1:54	4	-1.63	Yes	0:03	1	0:42	4	-0.92	Yes	2:05	8	1:36	5	0.24	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
ND	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
ND	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
ND	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
ND	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
ND	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
ND	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
ND	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
ND	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
ND	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
ND	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
ND	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
ND	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
ND	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
ND	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
ND	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
ND	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
ND	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
ND	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
ND	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					
ND	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
ND	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
ND	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
ND	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
ND	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
ND	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
ND	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
NE	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
NE	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	1	1	30	16.70	16.60	0.10	
NE	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
NE	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
NE	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
NE	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
NE	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0%	4	0%	2	.	Yes	0%	2	25%	4	-0.67	Yes	0%	1	25%	4	-0.52	Yes	12.50%	8	0%	5	0.46	Yes
NE	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	0%	2	0%	2	.	Yes						N/A	14.29%	7	0%	4	0.42	N/A
NE	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0.01%	39746	0.01%	37208	0.89	Yes	0.01%	37106	0.01%	35336	-0.75	Yes	0%	36074	0.01%	35360	-1.07	Yes	0.02%	35967	0.01%	36045	0.95	Yes
NE	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0.01%	37106	0.01%	35336	-0.05	N/A	0%	36074	0%	35360	.	Yes	0.02%	35967	0.01%	36045	1.07	N/A
NE	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	42.86%	7	60%	5	-0.6	N/A	33.33%	3	33.33%	6	0	N/A	66.67%	3	42.86%	7	0.5	N/A	0%	8	0%	5	.	Yes
NE	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0%	3960	0%	5698	-12.1	Yes	0%	5448	0%	5698	.	Yes	0%	4704	0%	5698	-8.17	Yes	0%	4704	0.01%	5746	-8.15	Yes
NE	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0%	1416	0%	20700	-1.76	Yes	0%	1704	0.01%	20700	-1.95	Yes	0%	1440	0%	20700	.	Yes	0%	1440	0%	20991	.	Yes
NE	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	2.85%	5424	0%	5698	63825	N/A	0%	5448	0%	5698	.	Yes	0%	4704	0%	5698	-8.17	Yes	0%	4704	0.01%	5746	-8.15	N/A
NE	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0%	1416	0%	20700	-1.76	Yes	0%	1704	0.01%	20700	-1.95	N/A	0%	1440	0%	20700	.	Yes	0%	1440	0%	20991	.	Yes
NE	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A						N/A						N/A	35	1				Yes
NE	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	115	1				Yes						N/A	91	2				Yes						N/A
NE	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%						N/A						N/A						N/A	100%	1				Yes
NE	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	100%	1				Yes						N/A	100%	2				Yes						N/A
NE	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	8.33	3				Yes						N/A						N/A	9	1				Yes
NE	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	100%	3				Yes						N/A						N/A	100%	1				Yes
NE	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	1.75	1281546	6.11	1422905	-424.8	Yes	1.62	1076838	6.54	1437651	-462.1	Yes	1.49	950929	6.97	1187073	-414.2	Yes	1.52	1256599	6.79	1549723	-473.8	Yes
NE	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	100%	1171956				Yes	100%	1418125				Yes	91.16%	779459				No	99.56%	842048				Yes
NE	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	1.71	659520	6.11	1422905	-350.2	N/A	1.63	557052	6.54	1437651	-372.2	N/A	1.52	518375	6.97	1187073	-340.1	N/A						N/A
NE	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	1.79	622026	6.11	1422905	-337.3	N/A	1.6	519786	6.54	1437651	-364.9	N/A	1.44	432554	6.97	1187073	-323.6	N/A						N/A
NE	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	3101				N/A	100%	3132				N/A	99.96%	2771				N/A	100%	3020				N/A
NE	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	86.63%	870546	98.82%	17983423.4	1029.4	No	98.15%	1087597	99.15%	20878666.9	109.89	No	96.26%	944832	96.05%	20815598.9	-10.37	Yes	92.72%	851317.1	98.83%	20532175.3	513.75	No
NE	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	97.13%	3483	97.87%	57795	2.96	No	96.38%	3512	97.47%	53900	3.98	No	93.21%	2828	87.14%	54060	-9.4	Yes	97.76%	2413	96.08%	54511	-4.16	Yes
NE	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
NE	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
NE	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
NE	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
NE	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
NE	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
NE	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
NE	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
NE	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
NE	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
NE	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
NE	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
NE	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0	0					
NE	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
NE	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
NE	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
NE	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
NE	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
NE	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
NE	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120	0	0					
NE	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	0	0					
NE	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	0	0					
NE	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
NE	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
NE	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
NE	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
NE	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	1	1	4211588	98.28%			
NE	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
NE	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
NE	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
NE	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	3	3	3754292.33	93.77%	98.19%	-4.42%	
NE	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	2	2	12236	96.13%	94.70%	1.44%	
NE	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
NE	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
NE	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
NE	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
NE	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
NE	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
NE	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
NE	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
NE	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
NE	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
NE	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
NE	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
NE	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
NE	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
NE	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
NE	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
NE	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
NE	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
NE	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
NE	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
NE	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
NE	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
NE	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
NE	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
NE	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
NE	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
NE	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
NE	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
NE	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
NE	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
NE	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A
NE	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
NE	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
NE	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
NE	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
NE	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
NE	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
NE	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
NE	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
NE	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
NE	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
NE	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
NE	02-01	OA-1	Order Accuracy %		NS	99.82%	2228				N/A	99.82%	1657				N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
NE	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
NE	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
NE	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
NE	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
NE	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
NE	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
NE	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
NE	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
NE	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
NE	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
NE	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
NE	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
NE	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
NE	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
NE	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
NE	02-01	OA-1	Order Accuracy %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
NE	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
NE	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
NE	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
NE	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
NE	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
NE	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
NE	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
NE	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
NE	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
NE	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
NE	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
NE	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
NE	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	83.07%	1181				N/A	77.31%	921				N/A	84.07%	1394				N/A	73.81%	970				N/A
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	54.27%	433				N/A	47.95%	390				N/A	57.06%	326				N/A	47.15%	403				N/A
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	64.40%	2534				N/A	78.47%	3209				N/A	76.27%	2031				N/A	73.80%	1889				N/A
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	86.77%	1051				N/A	81.88%	607				N/A	74.56%	169				N/A	71.79%	273				N/A
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	76.24%	303				N/A	75.16%	322				N/A	50.66%	227				N/A	77.83%	221				N/A
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	72.28%	725				N/A	75.44%	733				N/A	62.02%	387				N/A	76.55%	452				N/A
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0%	5				N/A	0%	1				N/A						N/A						N/A
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	68.18%	22				N/A	52.63%	19				N/A	42.86%	14				N/A	52.63%	19				N/A
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	96.37%	1018				Yes	94.43%	754				No	94.98%	1234				Yes	94.33%	759				Yes
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	90.38%	260				Yes	91.67%	204				Yes	93.47%	199				Yes	98.45%	193				Yes
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	96.68%	1688				Yes	97.79%	2575				Yes	98.66%	1570				Yes	98.66%	1413				Yes
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	98.49%	926				Yes	94.67%	525				Yes	93.33%	135				Yes	94.69%	207				Yes
NE	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	99.57%	232				Yes	96.03%	252				Yes	66.47%	173				No	96.63%	178				Yes
NE	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	100%	15				Yes	90.91%	11				Yes	100%	6				Yes	83.33%	12				Yes
NE	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	94.08%	557				Yes	93.42%	593				Yes	95.62%	251				Yes	96.65%	358				Yes
NE	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	3:06	116				Yes	1:34	84				Yes	2:19	185				Yes	2:13	137				Yes
NE	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
NE	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	1:49	47				Yes	2:11	29				Yes	1:41	45				Yes	1:30	38				Yes
NE	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
NE	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
NE	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
NE	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
NE	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
NE	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
NE	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
NE	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
NE	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
NE	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
NE	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
NE	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
NE	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
NE	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					
NE	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	1	1	3765	95.11%			
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	0	0					
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	0	0					
NE	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	0	0					
NE	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	1	1	835	91.02%			
NE	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	0	0	44	93.18%			
NE	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	0	0					
NE	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
NE	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
NE	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
NE	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:07	7:36	32				Yes	11:27	16				Yes	6:56	11				Yes	11:10	20				Yes
NE	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
NE	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
NE	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
NE	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
NE	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	30.77%	104				N/A	21.05%	76				N/A	20%	55				N/A	31.25%	64				N/A
NE	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	100%	1831				Yes	98.46%	1170				Yes	100%	1244				Yes	100%	878				Yes
NE	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	204				Yes	100%	163				Yes	100%	161				Yes	100%	160				Yes
NE	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	1371				Yes	99.87%	2281				Yes	99.71%	1358				Yes	100%	1241				Yes
NE	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	100%	243				Yes	99.60%	252				Yes	100%	119				Yes	100%	181				Yes
NE	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	505				Yes	99.63%	540				Yes	100%	232				Yes	100%	343				Yes
NE	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	97.82%	321				Yes	96.61%	295				Yes	99.16%	239				Yes	98.77%	324				Yes
NE	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	98.80%	250				Yes	98.05%	256				Yes	98.29%	175				Yes	99.57%	232				Yes
NE	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	99.77%	855				Yes	100%	639				Yes	100%	447				Yes	100%	449				Yes
NE	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	100%	74				Yes	100%	84				Yes	100%	116				Yes	100%	54				Yes
NE	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	99.46%	184				Yes	99.43%	176				Yes	100%	141				Yes	100%	104				Yes
NE	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	5				Yes	100%	1				Yes						N/A						N/A
NE	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	100%	14				Yes	100%	21				Yes	100%	19				Yes	100%	24				Yes
NE	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	7				Yes	100%	11				Yes	100%	3				Yes						N/A
NE	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	47				Yes	100%	25				Yes	100%	20				Yes	100%	14				Yes
NE	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	6				Yes	100%	4				Yes	100%	1				Yes	100%	7				Yes
NE	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	1:34	4315				Yes	1:01	3728				Yes	0:13	2835				Yes	0:24	2886				Yes
NE	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	1:43	1050				Yes	0:59	604				Yes	0:17	583				Yes	0:46	584				Yes
NE	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	87.58%	2544	96.34%	54736	23	No	98.40%	2066	96.81%	59168	-4.05	Yes	93.73%	1435	95.32%	51830	2.82	No	96.44%	1768	95.34%	55228	-2.15	Yes
NE	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			96.34%	54736		N/A			96.81%	59168		N/A			95.32%	51830		N/A			95.34%	55228		N/A
NE	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3.33	3	4.85	124	0.13	Yes	6.25	4	5.26	134	-0.29	Yes	2	1	5.22	130	0.31	Yes	2.75	4	4.49	145	0.26	Yes
NE	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	5.53	36	4.85	124	-0.64	Yes	12.11	9	5.26	134	-2.94	Yes	4.5	2	5.22	130	-0.38	Yes	3.6	10	4.49	145	0.3	Yes
NE	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A			13	1		N/A
NE	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P			4.85	124		N/A	1	1	5.26	134	0.94	Yes			5.22	130		N/A			4.49	145		N/A
NE	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	50%	2	22.60%	177	-0.92	Yes	20%	5	31.76%	148	0.46	Yes	33.33%	3	23.70%	135	-0.39	Yes	66.67%	3	26.09%	161	-1.59	Yes
NE	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	59.26%	27	22.60%	177	-4.24	Yes	10%	10	31.76%	148	1.46	Yes	0%	17	23.70%	135	2.54	No	19.05%	21	26.09%	161	0.66	Yes
NE	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P						N/A			0%	1		N/A			0%	1		N/A	0%	1	0%	5	.	Yes
NE	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0%	2	22.60%	177	0.53	Yes			31.76%	148		N/A			23.70%	135		N/A	0%	1	26.09%	161	0.31	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:07	0	0					
NE	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
NE	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
NE	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
NE	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
NE	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
NE	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
NE	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
NE	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
NE	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
NE	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
NE	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
NE	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
NE	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
NE	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
NE	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
NE	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
NE	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	0	0					
NE	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
NE	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					
NE	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					
NE	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
NE	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
NE	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	2	2	7813	93.58%	95.98%	-2.40%	
NE	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
NE	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	0	0					
NE	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	0	0					
NE	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
NE	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
NE	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					
NE	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	1	1	75	28.00%	25.93%	2.07%	
NE	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
NE	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
NE	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.04	2593	0.04	8554	0.38	N/A	0.05	1884	0.04	8021	1.29	N/A	0.05	1556	0.05	7452	-0.64	N/A	0.07	1184	0.03	8182	4.69	N/A
NE	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
NE	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
NE	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
NE	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
NE	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
NE	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
NE	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	94.44%	18	93.76%	1874	-0.12	Yes	100%	10	93.44%	1844	-0.84	Yes	100%	4	95.04%	1753	-0.46	Yes	94.12%	17	94.17%	1905	0.1	Yes
NE	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	99.88%	861	99.45%	4866	-1.6	Yes	100%	352	99.59%	4118	-1.16	Yes	100%	44	99.38%	3887	-0.52	Yes	100%	37	99.49%	4318	-0.43	Yes
NE	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	3.5	18	5.83	1879	-1.39	Yes	6.2	10	5.91	1851	0.31	Yes	3.75	4	5.65	1763	-0.61	Yes	6	17	5.64	1917	0.44	Yes
NE	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.98	851	3.54	3796	-6.21	Yes	2.93	341	3.6	3053	-10.78	Yes	2.86	36	3.55	2927	-3.04	Yes	2.6	20	3.5	3190	-3.13	Yes
NE	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	97.10%	621	81.76%	6361	-9.45	Yes	96.59%	205	83.51%	5811	-4.96	Yes	86.27%	51	84.81%	5945	-0.29	Yes	95.32%	278	84.78%	5971	-4.79	Yes
NE	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	97.07%	205	86.04%	5811	-4.48	N/A	88.24%	51	87.13%	5945	-0.23	N/A	95.32%	278	87.34%	5971	-3.91	N/A
NE	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P			4.8	50		N/A			3.04	55		N/A			4.14	36		N/A	1	1	15.28	47	-0.19	Yes
NE	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	1	1	9.21	19	-0.3	Yes			3.93	15		N/A			4.5	22		N/A			5.14	21		N/A
NE	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	4	1	8.91	66	-0.55	Yes			10.86	69		N/A			10.67	51		N/A			11.69	64		N/A
NE	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P			5.25	8		N/A			2	2		N/A			2	2		N/A			6	1		N/A
NE	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	68.75	4	85.33	310	-0.35	N/A	77	5	85.64	262	-0.22	N/A	114.67	3	74.85	265	0.78	N/A	72.75	4	67.33	259	0.3	N/A
NE	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	1		146		-0.88	N/A	2		121		-0.27	N/A	2		125		0.58	N/A	1		112		-0.73	N/A
NE	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	92%	50	84.90%	3860	-1.39	Yes	82.35%	17	92.67%	3481	1.43	Yes	92.31%	13	92.60%	2987	0.13	Yes	100%	30	92.76%	2777	-1.52	Yes
NE	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	13	95.95%	667	-0.73	Yes	100%	13	97.41%	580	-0.58	Yes	66.67%	3	96.21%	449	1.58	Yes	100%	7	98.34%	663	-0.34	Yes
NE	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	100%	52	96.22%	4917	-1.42	Yes	100%	22	98.48%	4349	-0.58	Yes	100%	19	98.11%	3960	-0.6	Yes	100%	37	98.68%	3713	-0.7	Yes
NE	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	22	99.10%	1227	-0.44	Yes	100%	20	99.66%	1167	-0.26	Yes	100%	9	99.71%	1026	-0.16	Yes	100%	12	99.92%	1299	-0.1	Yes
NE	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	13:47	52	17:45	4917	-1.93	Yes	13:21	22	13:48	4349	-0.18	Yes	12:25	19	14:03	3960	-0.54	Yes	9:28	37	13:04	3713	-2	Yes
NE	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	3:36	22	8:05	1227	-1.86	Yes	3:24	20	7:30	1167	-2.03	Yes	5:58	9	6:12	1026	-0.08	Yes	5:03	12	5:52	1299	-0.38	Yes
NE	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	13.21%	53	12.90%	5054	0.11	Yes	13.64%	22	13.30%	4481	0.11	Yes	4.76%	21	11.57%	4096	-0.97	Yes	5.13%	39	13.64%	3833	-1.54	Yes
NE	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	18.18%	22	15.32%	1227	0.4	Yes	10%	20	13.10%	1168	-0.41	Yes	11.11%	9	14.13%	1026	-0.26	Yes	25%	12	14.16%	1299	1.01	Yes
NE	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	15.79%	19	13.09%	4201	0.39	N/A	5.56%	18	11.08%	3827	-0.74	N/A	5.56%	36	13.48%	3584	-1.38	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
NE	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
NE	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
NE	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
NE	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
NE	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
NE	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
NE	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
NE	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
NE	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
NE	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
NE	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
NE	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	0	0					
NE	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
NE	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
NE	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
NE	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
NE	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
NE	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
NE	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
NE	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
NE	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					
NE	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
NE	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
NE	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	0	0					
NE	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
NE	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
NE	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	0	0					
NE	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	0	0					
NE	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	13.33%	15	15.04%	585	-0.18	N/A	14.29%	7	13.37%	404	0.13	N/A	16.67%	6	13.97%	637	0.24	N/A
NE	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	1.83%	4102	1.80%	348729	0.13	Yes	1.02%	4102	1.62%	348729	-3.01	Yes	0.73%	4102	1.47%	348729	-3.9	Yes	1.16%	4382	1.45%	353493	-1.58	Yes
NE	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	0.83%	4102	1.37%	348729	-2.97	N/A	0.61%	4102	1.21%	348729	-3.51	N/A	0.96%	4382	1.19%	353493	-1.43	N/A
NE	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	94.34%	53	95.03%	5054	0.3	Yes	90.91%	22	95.83%	4481	1.05	Yes	95.24%	21	95.53%	4096	0.16	Yes	92.31%	39	95.54%	3833	0.94	Yes
NE	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	22	99.02%	1227	-0.46	Yes	100%	20	98.20%	1168	-0.6	Yes	100%	9	99.03%	1026	-0.3	Yes	100%	12	99.31%	1299	-0.29	Yes
NE	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	28.57%	105	31.38%	9153	-0.62	N/A	19.23%	52	27.40%	7781	-1.32	N/A	34.78%	46	28.57%	7171	0.93	N/A	25%	68	28.20%	7148	-0.58	N/A
NE	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P			86.96%	23		N/A			100%	4		N/A			100%	7		N/A			100%	15		N/A
NE	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P			100%	2		N/A			100%	2		N/A						N/A			100%	2		N/A
NE	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P			7.91	23		N/A			4	4		N/A			3.57	7		N/A			3.44	16		N/A
NE	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P			1.5	2		N/A			1	2		N/A						N/A			2.5	2		N/A
NE	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P			0%	16		N/A			28.57%	7		N/A			84.62%	13		N/A			62.50%	16		N/A
NE	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A			28.57%	7		N/A			84.62%	13		N/A			75%	16		N/A
NE	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P			2.5	2		N/A						N/A						N/A						N/A
NE	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P			12	1		N/A						N/A						N/A						N/A
NE	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS						N/A						N/A						N/A						N/A
NE	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS						N/A						N/A						N/A						N/A
NE	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P			88.89%	27		N/A			77.27%	22		N/A			100%	16		N/A			95.65%	23		N/A
NE	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P			90.91%	11		N/A			100%	4		N/A			100%	3		N/A			100%	10		N/A
NE	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P			100%	35		N/A			92.31%	26		N/A			100%	22		N/A			96.77%	31		N/A
NE	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P			100%	20		N/A			100%	10		N/A			100%	9		N/A			100%	16		N/A
NE	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P			15:21	35		N/A			21:15	26		N/A			15:11	22		N/A			15:41	31		N/A
NE	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P			7:04	20		N/A			2:13	10		N/A			2:57	9		N/A			6:28	16		N/A
NE	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P			14.29%	35		N/A			7.69%	26		N/A			13.64%	22		N/A			12.90%	31		N/A
NE	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P			5%	20		N/A			0%	10		N/A			11.11%	9		N/A			6.25%	16		N/A
NE	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A			8.70%	23		N/A			12.50%	16		N/A			12.50%	24		N/A
NE	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A			0%	2		N/A			12.50%	8		N/A			0%	8		N/A
NE	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P			0.40%	13904		N/A			0.26%	13909		N/A			0.22%	13908		N/A			0.34%	13877		N/A
NE	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A			0.18%	13909		N/A			0.17%	13908		N/A			0.23%	13877		N/A
NE	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS			23.61%	72		N/A			35.71%	56		N/A			42.59%	54		N/A			28.79%	66		N/A
NE	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	100%	1	87.30%	63	-0.38	Yes			89.80%	49		N/A			91.89%	37		N/A			97.78%	45		N/A
NE	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	100%	1	100%	20	.	Yes	100%	1	100%	24	.	Yes	100%	1	95.83%	24	-0.2	Yes			100%	24		N/A
NE	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	3	1	5.92	62	-0.46	Yes			7.41	49		N/A			9.13	39		N/A			6.89	46		N/A
NE	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P			3	18		N/A			2.85	20		N/A	1	1	3.81	21	-1.59	Yes			3	18		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
NE	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
NE	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
NE	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	0	0					
NE	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	0	0					
NE	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
NE	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
NE	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
NE	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	0	0					
NE	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	0	0					
NE	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
NE	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
NE	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
NE	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
NE	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
NE	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
NE	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
NE	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
NE	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
NE	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
NE	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
NE	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
NE	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	0	0					
NE	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	0	0					
NE	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
NE	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
NE	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	0	0					
NE	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
NE	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
NE	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
NE	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
NE	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
NE	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	100%	2	62.82%	78	-1.07	Yes	100%	1	69.57%	69	-0.66	Yes	100%	1	73.53%	68	-0.6	Yes			60%	80		N/A
NE	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A	100%	1	78.26%	69	-0.52	N/A	100%	1	83.82%	68	-0.44	N/A			67.50%	80		N/A
NE	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			4.2	5		N/A			1	1		N/A			6.67	3		N/A						N/A
NE	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P						N/A						N/A			4	1		N/A						N/A
NE	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			7.33	3		N/A			3	4		N/A			9	1		N/A			13	1		N/A
NE	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			66.38	21		N/A			65.71	17		N/A			54.82	17		N/A			53.5	14		N/A
NE	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			5			N/A			2			N/A			0			N/A			0			N/A
NE	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	100%	1	90.65%	139	-0.32	Yes			90.57%	106		N/A	100%	1	86.75%	83	-0.39	Yes			88.37%	86		N/A
NE	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P			91.18%	34		N/A			96.15%	26		N/A			96.77%	31		N/A			100%	46		N/A
NE	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	100%	1	97.66%	171	-0.15	Yes			97.73%	132		N/A	100%	1	98.33%	120	-0.13	Yes			95.80%	119		N/A
NE	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P			97.37%	76		N/A			98.21%	56		N/A			100%	64		N/A			100%	81		N/A
NE	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	17:27	1	13:19	171	0.33	Yes			13:28	132		N/A	4:51	1	12:32	120	-0.7	Yes			14:15	119		N/A
NE	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P			9:10	76		N/A			6:15	56		N/A			4:36	64		N/A			2:53	81		N/A
NE	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0%	1	15.25%	177	-0.42	Yes			10.45%	134		N/A	100%	1	8%	125	1.74	No			18.18%	121		N/A
NE	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P			19.74%	76		N/A			14.29%	56		N/A			18.75%	64		N/A			11.11%	81		N/A
NE	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A			9.09%	121		N/A	100%	1	7.62%	105	1.76	N/A			17.76%	107		N/A
NE	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A			14.29%	28		N/A			11.11%	27		N/A			14.58%	48		N/A
NE	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	2.94%	34	0.96%	26462	0.99	Yes	0%	34	0.72%	26462	-0.5	Yes	2.94%	34	0.71%	26462	1.17	Yes	0%	34	0.75%	26832	-0.51	Yes
NE	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0%	34	0.56%	26462	-0.44	N/A	2.94%	34	0.50%	26462	1.38	N/A	0%	34	0.58%	26832	-0.44	N/A
NE	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0%	1	28.33%	353	-0.63	Yes			27.20%	261		N/A	0%	1	19.92%	236	-0.5	Yes			30.34%	290		N/A
NE	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A	100%	2	95.04%	1753	-0.32	Yes			94.17%	1905		N/A
NE	04-01	OP-3	Installation Commitments Met, UBL Analog %	ND	90%						N/A						N/A						N/A						N/A
NE	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	97.48%	953	93.76%	1874	-3.87	Yes	98.78%	739	93.44%	1844	-4.96	Yes	99.29%	700	95.04%	1753	-4.38	Yes	99.13%	458	94.17%	1905	-4.06	Yes
NE	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A	4.5	2	5.65	1763	-0.26	Yes			5.64	1917		N/A
NE	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A						N/A
NE	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	4.79	353	5.83	1879	-2.53	Yes	5.09	300	5.91	1851	-2.13	Yes	4.74	368	5.65	1763	-2.54	Yes	4.76	219	5.64	1917	-1.94	Yes
NE	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	96.82%	850	37.83%	1866	-29.39	Yes	97.92%	721	47.01%	1808	-23.16	Yes	96.03%	580	50.95%	1841	-18.94	Yes	95.17%	414	51.31%	1867	-16.15	Yes
NE	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	98.61%	721	55.14%	1808	-19.84	N/A	96.72%	580	58.45%	1841	-16.31	N/A	98.79%	414	59.51%	1867	-14.73	N/A
NE	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	7.45	22	4.8	50	0.52	Yes	33.13	8	3.04	55	3.72	No	3.4	5	4.14	36	-0.26	Yes	9	4	15.28	47	-0.16	Yes
NE	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			4.14	36		N/A			15.28	47		N/A
NE	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			10.67	51		N/A			11.69	64		N/A
NE	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	3.2	5	8.91	66	-1.4	Yes	15	1	10.86	69	0.82	Yes			10.67	51		N/A			11.69	64		N/A
NE	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	17.33	3	80.75	135	-1.18	N/A	0.11	9	83.9	113	-2.79	N/A	2.33	3	72.64	118	-1.5	N/A	31	6	70.03	110	-1.27	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
NE	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
NE	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
NE	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
NE	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
NE	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
NE	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
NE	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
NE	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
NE	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
NE	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
NE	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
NE	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
NE	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	1	1	2	50.00%	13.10%	36.90%	
NE	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0	0					
NE	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
NE	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
NE	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0	0					
NE	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
NE	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
NE	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
NE	04-01	OP-3	Installation Commitments Met, UBL Analog %	ND	90%	0	0					
NE	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
NE	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
NE	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	ND	6	0	0					
NE	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
NE	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
NE	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
NE	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	1	1	39	12.36	6.78	5.58	
NE	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
NE	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
NE	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
NE	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	2		93		-0.08	N/A	9		81		2.01	N/A	2		86		-0.24	N/A	0		77		-3.64	N/A
NE	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	99.45%	182	86.53%	4527	-5.01	Yes	99.34%	151	93.35%	4061	-2.9	Yes	99.31%	145	93.07%	3436	-2.9	Yes	98.62%	145	93.84%	3440	-2.35	Yes
NE	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	100%	190	96.79%	6144	-2.47	Yes	100%	154	98.73%	5516	-1.39	Yes	100%	153	98.44%	4986	-1.54	Yes	100%	155	99%	5012	-1.23	Yes
NE	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	7:17	190	15:49	6144	-7.92	Yes	6:24	154	12:28	5516	-6.36	Yes	6:26	153	12:26	4986	-5.79	Yes	6:31	155	11:12	5012	-5.44	Yes
NE	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	10.53%	190	13.37%	6281	-1.14	Yes	11.04%	154	13.26%	5649	-0.8	Yes	16.99%	153	12.09%	5122	1.76	No	14.19%	155	13.78%	5132	0.17	Yes
NE	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	11.61%	112	13.33%	4786	-0.53	N/A	17.65%	119	11.30%	4231	2.03	N/A	15.25%	118	13.55%	4221	0.55	N/A
NE	04-01	MR-8	Trouble Rate, UBL Analog %		P	1.16%	16393	1.80%	348729	-6.04	Yes	0.96%	16008	1.62%	348729	-6.45	Yes	0.98%	15612	1.47%	348729	-4.97	Yes	1.02%	15245	1.45%	353493	-4.4	Yes
NE	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.70%	16008	1.37%	348729	-7.15	N/A	0.76%	15612	1.21%	348729	-5.04	N/A	0.77%	15245	1.19%	353493	-4.68	N/A
NE	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	23.69%	249	31.38%	9153	-2.58	N/A	18.95%	190	27.40%	7781	-2.58	N/A	24.26%	202	28.57%	7171	-1.34	N/A	17.99%	189	28.20%	7148	-3.08	N/A
NE	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	98.21%	56	90.91%	22	-1.01	Yes	100%	45	100%	17	.	Yes	100%	58	82.76%	29	-2.01	Yes	100%	61	100%	25	.	Yes
NE	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	4.9	30	9.85	20	-3.52	Yes	3.86	21	6.86	14	-1.67	Yes	3.54	35	12.55	29	-2.35	Yes	3.6	43	6.58	26	-3.21	Yes
NE	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	100%	55	90%	20	-1.28	Yes	100%	54	79.17%	24	-2.09	Yes	96.72%	61	92.86%	28	-0.66	Yes	95.38%	65	100%	25	0.97	Yes
NE	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	100%	54	79.17%	24	-2.09	N/A	96.72%	61	96.43%	28	-0.07	N/A	95.38%	65	100%	25	0.97	N/A
NE	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	10	2	2	1	.	N/A						N/A			17	5		N/A						N/A
NE	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P			4	1		N/A						N/A						N/A						N/A
NE	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	1	1	194.5	2	-1.46	N/A	2	1	172.5	2	-1.29	N/A			155	3		N/A			58.25	8		N/A
NE	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	1		0		1.04	N/A	0		0		.	N/A			0			N/A			2			N/A
NE	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	18	98.25%	57	-0.49	Yes	100%	11	97.14%	35	-0.5	Yes	100%	17	98.04%	51	-0.5	Yes	100%	16	96.30%	27	-0.62	Yes
NE	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	18	100%	57	.	Yes	100%	11	100%	36	.	Yes	100%	19	98.04%	51	-0.53	Yes	100%	17	100%	27	.	Yes
NE	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	4:06	18	3:23	57	0.58	Yes	3:21	11	3:46	36	-0.2	Yes	2:18	19	5:26	51	-0.87	Yes	2:35	17	2:42	27	-0.08	Yes
NE	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0%	18	12.28%	57	-1.38	Yes	9.09%	11	22.22%	36	-0.92	Yes	15.79%	19	15.69%	51	0	Yes	17.65%	17	22.22%	27	-0.36	Yes
NE	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	0%	6	28.57%	21	-1.37	N/A	13.33%	15	18.18%	33	-0.4	N/A	25%	12	26.67%	15	-0.1	N/A
NE	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	1.13%	1600	0.92%	6219	0.78	Yes	0.70%	1563	0.58%	6228	0.59	Yes	1.25%	1522	0.82%	6250	1.68	No	1.14%	1495	0.43%	6261	3.74	No
NE	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.38%	1563	0.34%	6228	0.28	N/A	0.99%	1522	0.53%	6250	2.21	N/A	0.80%	1495	0.24%	6261	4	N/A
NE	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	5.26%	19	26.92%	78	-1.91	N/A	15.38%	13	36.84%	57	-1.45	N/A	9.52%	21	30.14%	73	-1.81	N/A	10.53%	19	52.63%	57	-3.18	N/A
NE	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P			78.55%	289		N/A	100%	10	83.45%	284	-1.38	Yes			94.52%	310		N/A			86.79%	265		N/A
NE	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P			13.74	352		N/A	4	2	18.31	364	-1.57	Yes			18.58	351		N/A			14.87	316		N/A
NE	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	100%	5	92.72%	371	-0.62	Yes	100%	5	88.98%	363	-0.78	Yes			94.33%	335		N/A			95.50%	378		N/A
NE	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A	100%	5	92.01%	363	-0.65	N/A			96.42%	335		N/A			97.35%	378		N/A
NE	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			11.98	47		N/A			16.72	47		N/A			17.26	19		N/A			16.24	41		N/A
NE	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			14.45	22		N/A			12.56	9		N/A			20.5	2		N/A			14.33	6		N/A
NE	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			39	40		N/A			27.28	50		N/A			43.97	30		N/A			37.89	35		N/A
NE	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			32			N/A			11			N/A			6			N/A			11			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
NE	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
NE	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
NE	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
NE	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	1	1	652	13.04%	13.14%	-0.10%	
NE	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
NE	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
NE	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
NE	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
NE	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
NE	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
NE	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
NE	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
NE	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
NE	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
NE	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
NE	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
NE	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
NE	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
NE	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	0	0					
NE	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
NE	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
NE	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	2	2	6180	1.05%	0.69%	0.37%	
NE	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
NE	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
NE	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
NE	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
NE	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
NE	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
NE	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
NE	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
NE	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
NE	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P			80.35%	285		N/A			84.96%	246		N/A			87.34%	229		N/A			86.81%	182		N/A
NE	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P			2:42	285		N/A			2:36	246		N/A			2:32	229		N/A			2:37	182		N/A
NE	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P			36.84%	285		N/A			32.11%	246		N/A			25.76%	229		N/A			33.52%	182		N/A
NE	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			34.44%	180		N/A			25.30%	166		N/A			36.15%	130		N/A
NE	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P			2.27%	12580		N/A			1.96%	12522		N/A			1.86%	12340		N/A			1.50%	12171		N/A
NE	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A			1.44%	12522		N/A			1.35%	12340		N/A			1.07%	12171		N/A
NE	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS			22.55%	368		N/A			17.17%	297		N/A			19.08%	283		N/A			20.18%	228		N/A
NE	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	100%	3	78.55%	289	-0.9	Yes	100%	1	83.45%	284	-0.44	Yes			94.52%	310		N/A	100%	2	86.79%	265	-0.55	Yes
NE	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	6.5	2	13.74	352	-1.08	Yes	6	1	18.31	364	-0.96	Yes			18.58	351		N/A			14.87	316		N/A
NE	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	100%	2	92.72%	371	-0.4	Yes	100%	1	88.98%	363	-0.35	Yes	100%	1	94.33%	335	-0.24	Yes	100%	1	95.50%	378	-0.22	Yes
NE	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	100%	1	92.01%	363	-0.29	N/A	100%	1	96.42%	335	-0.19	N/A	100%	1	97.35%	378	-0.16	N/A
NE	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P			11.98	47		N/A			16.72	47		N/A			17.26	19		N/A			16.24	41		N/A
NE	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P			14.45	22		N/A			12.56	9		N/A			20.5	2		N/A			14.33	6		N/A
NE	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS			39	40		N/A	13	1	27.28	50	-0.24	N/A	16	1	43.97	30	-0.44	N/A			37.89	35		N/A
NE	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS			32			N/A	0		11		-0.53	N/A	0		6		-0.49	N/A			11			N/A
NE	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	100%	1	80.35%	285	-0.49	Yes			84.96%	246		N/A			87.34%	229		N/A	0%	1	86.81%	182	1.51	Yes
NE	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	1:33	1	2:42	285	-0.37	Yes			2:36	246		N/A			2:32	229		N/A	4:33	1	2:37	182	1.13	Yes
NE	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	100%	1	36.84%	285	0.9	Yes			32.11%	246		N/A			25.76%	229		N/A	100%	1	33.52%	182	0.97	Yes
NE	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A			34.44%	180		N/A			25.30%	166		N/A	100%	1	36.15%	130	0.91	N/A
NE	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	5.88%	17	2.27%	12580	0.88	Yes	0%	15	1.96%	12522	-0.55	Yes	0%	14	1.86%	12340	-0.51	Yes	7.69%	13	1.50%	12171	1.3	Yes
NE	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	0%	15	1.44%	12522	-0.47	N/A	0%	14	1.35%	12340	-0.44	N/A	7.69%	13	1.07%	12171	1.48	N/A
NE	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0%	1	22.55%	368	-0.54	N/A			17.17%	297		N/A			19.08%	283		N/A	0%	1	20.18%	228	-0.5	N/A
NE	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	90.63%	32	90.91%	22	-0.08	Yes	88.89%	9	100%	17	0.96	Yes	100%	18	82.76%	29	-1.52	Yes	100%	11	100%	25	.	Yes
NE	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	4.9	31	9.85	20	-3.54	Yes	6.88	8	6.86	14	-0.06	Yes	3.95	19	12.55	29	-1.91	Yes	3.4	10	6.58	26	-2.29	Yes
NE	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	85.71%	21	90%	20	0.3	Yes	85.71%	14	79.17%	24	-0.48	Yes	100%	16	92.86%	28	-0.88	Yes	77.78%	9	100%	25	1.9	No
NE	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	85.71%	14	79.17%	24	-0.48	N/A	100%	16	96.43%	28	-0.61	N/A	77.78%	9	100%	25	1.9	N/A
NE	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	5.33	3	2	1	.	N/A	20	1				N/A			17	5		N/A						N/A
NE	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P			4	1		N/A						N/A						N/A						N/A
NE	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	5	3	194.5	2	-1.92	N/A			172.5	2		N/A	6	5	155	3	-2.65	N/A			58.25	8		N/A
NE	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	3		0		1.82	N/A			0			N/A	5		0		2.57	N/A			2			N/A
NE	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	100%	10	98.25%	57	-0.39	Yes	100%	5	97.14%	35	-0.36	Yes	100%	6	98.04%	51	-0.33	Yes	100%	6	96.30%	27	-0.43	Yes
NE	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	10	100%	57	.	Yes	100%	5	100%	36	.	Yes	100%	6	98.04%	51	-0.33	Yes	100%	6	100%	27	.	Yes
NE	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	4:39	10	3:23	57	0.82	Yes	5:51	5	3:46	36	0.63	Yes	3:11	6	5:26	51	-0.39	Yes	4:18	6	2:42	27	1.17	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
NE	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
NE	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
NE	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
NE	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					
NE	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
NE	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
NE	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
NE	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
NE	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	0	0					
NE	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
NE	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
NE	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
NE	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
NE	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
NE	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	0	0					
NE	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	0	0					
NE	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
NE	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
NE	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	0	0					
NE	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
NE	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
NE	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
NE	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
NE	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	1	1	60	88.33%	90.72%	-2.39%	
NE	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
NE	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
NE	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
NE	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
NE	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
NE	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
NE	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
NE	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	50%	10	12.28%	57	2.51	No	20%	5	22.22%	36	-0.11	Yes	0%	6	15.69%	51	-1	Yes	33.33%	6	22.22%	27	0.52	Yes
NE	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A	20%	5	28.57%	21	-0.38	N/A	0%	3	18.18%	33	-0.78	N/A	33.33%	6	26.67%	15	0.24	N/A
NE	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	1.67%	599	0.92%	6219	1.85	No	0.86%	579	0.58%	6228	0.87	Yes	1.05%	574	0.82%	6250	0.58	Yes	1.04%	576	0.43%	6261	2.14	No
NE	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	0.86%	579	0.34%	6228	2.09	N/A	0.52%	574	0.53%	6250	-0.02	N/A	1.04%	576	0.24%	6261	3.77	N/A
NE	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	9.09%	11	26.92%	78	-1.25	N/A	0%	5	36.84%	57	-1.64	N/A	33.33%	9	30.14%	73	0.19	N/A	25%	8	52.63%	57	-1.47	N/A
NE	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%			81.08%	37		N/A			95.12%	41		N/A			95.35%	43		N/A			100%	35		N/A
NE	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6			6.27	37		N/A			6.69	42		N/A			9.78	46		N/A			9.95	37		N/A
NE	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P			97.50%	40		N/A			97.73%	44		N/A			97.62%	42		N/A			92.50%	40		N/A
NE	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A			97.73%	44		N/A			97.62%	42		N/A			92.50%	40		N/A
NE	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			7	7		N/A			1.5	2		N/A			4.5	2		N/A						N/A
NE	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P						N/A						N/A						N/A						N/A
NE	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			85.71%	42		N/A			85.71%	28		N/A			93.75%	16		N/A			88.46%	26		N/A
NE	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			95.24%	42		N/A			92.86%	28		N/A			100%	16		N/A			100%	26		N/A
NE	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			10:49	42		N/A			10:44	28		N/A			10:51	16		N/A			10:49	26		N/A
NE	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			35.71%	42		N/A			46.43%	28		N/A			31.25%	16		N/A			19.23%	26		N/A
NE	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			50%	18		N/A			40%	10		N/A			12.50%	16		N/A
NE	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0%	2	2.18%	1931	-0.21	Yes	0%	2	1.41%	1990	-0.17	Yes	0%	2	0.78%	2039	-0.13	Yes	0%	2	1.24%	2095	-0.16	Yes
NE	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A	0%	2	0.90%	1990	-0.14	N/A	0%	2	0.49%	2039	-0.1	N/A	0%	2	0.76%	2095	-0.12	N/A
NE	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS			47.50%	80		N/A			42.86%	49		N/A			48.39%	31		N/A			33.33%	39		N/A
NE	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			85.71%	14		N/A			84.21%	19		N/A			97.14%	35		N/A			70.83%	24		N/A
NE	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			14.7	20		N/A			17.93	27		N/A			15.46	41		N/A			24.75	28		N/A
NE	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			95.83%	24		N/A			100%	34		N/A			94.29%	35		N/A			100%	24		N/A
NE	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	34		N/A			94.29%	35		N/A			100%	24		N/A
NE	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P			35.5	2		N/A			7	3		N/A			34	3		N/A			50.5	8		N/A
NE	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A						N/A						N/A						N/A
NE	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			22.57	7		N/A			41.86	7		N/A			32.4	5		N/A			63.6	5		N/A
NE	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			5			N/A			1			N/A			1			N/A			2			N/A
NE	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			100%	2		N/A			100%	4		N/A			80%	5		N/A			75%	4		N/A
NE	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			1:29	2		N/A			0:28	4		N/A			2:47	5		N/A			6:29	4		N/A
NE	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			0%	2		N/A			0%	4		N/A			20%	5		N/A			0%	4		N/A
NE	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A			0%	1		N/A			25%	4		N/A			0%	2		N/A
NE	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			0.22%	928		N/A			0.44%	918		N/A			0.55%	906		N/A			0.45%	897		N/A
NE	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0.11%	918		N/A			0.44%	906		N/A			0.22%	897		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	1	1	27	29.63%	16.96%	12.67%	
NE	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
NE	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	2	2	2328	1.16%	0.69%	0.47%	
NE	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
NE	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
NE	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
NE	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
NE	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
NE	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
NE	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
NE	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
NE	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
NE	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
NE	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
NE	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
NE	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
NE	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
NE	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
NE	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
NE	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
NE	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
NE	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
NE	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
NE	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
NE	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
NE	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
NE	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
NE	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
NE	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
NE	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
NE	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
NE	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
NE	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			0%	2		N/A			33.33%	6		N/A			0%	5		N/A			42.86%	7		N/A
NE	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:04	95				N/A	0:02	119				N/A	0:03	166				N/A	0:02	76				N/A
NE	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A
NE	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	97.67%	43				Yes	100%	31				Yes	100%	48				Yes	100%	28				Yes
NE	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	100%	11				Yes	100%	4				Yes	100%	10				Yes	100%	8				Yes
NE	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	43				N/A	0%	31				N/A	0%	48				N/A	0%	28				N/A
NE	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0%	11				N/A	0%	4				N/A	0%	10				N/A	0%	8				N/A
NE	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	42.86%	7				No	100%	6				Yes						N/A	100%	4				Yes
NE	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	14.5	6				Yes	5.33	6				Yes						N/A	6.5	4				Yes
NE	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			93.76%	1874		N/A			93.44%	1844		N/A			95.04%	1753		N/A			94.17%	1905		N/A
NE	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	100%	48	99.45%	4866	-0.51	Yes	100%	49	99.59%	4118	-0.45	Yes	100%	15	99.38%	3887	-0.3	Yes			99.49%	4318		N/A
NE	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			5.83	1879		N/A			5.91	1851		N/A			5.65	1763		N/A			5.64	1917		N/A
NE	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	2.95	42	3.54	3796	-1.6	Yes	3	40	3.6	3053	-3.47	Yes	3	8	3.55	2927	-1.15	Yes			3.5	3190		N/A
NE	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	100%	49	81.76%	6361	-3.29	Yes	93.94%	33	83.51%	5811	-1.61	Yes	100%	8	84.81%	5945	-1.2	Yes			84.78%	5971		N/A
NE	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	93.94%	33	86.04%	5811	-1.31	N/A	100%	8	87.13%	5945	-1.09	N/A			87.34%	5971		N/A
NE	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.8	50		N/A			3.04	55		N/A			4.14	36		N/A			15.28	47		N/A
NE	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			9.21	19		N/A			3.93	15		N/A			4.5	22		N/A			5.14	21		N/A
NE	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS			8.91	66		N/A			10.86	69		N/A			10.67	51		N/A			11.69	64		N/A
NE	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS			5.25	8		N/A			2	2		N/A			2	2		N/A			6	1		N/A
NE	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A	21	1				N/A						N/A						N/A
NE	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS						N/A	0					N/A						N/A						N/A
NE	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P			84.90%	3860		N/A			92.67%	3481		N/A			92.60%	2987		N/A			92.76%	2777		N/A
NE	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P			95.95%	667		N/A	100%	1	97.41%	580	-0.16	Yes			96.21%	449		N/A			98.34%	663		N/A
NE	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P			96.22%	4917		N/A	0%	1	98.48%	4349	2.43	No			98.11%	3960		N/A			98.68%	3713		N/A
NE	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P			99.10%	1227		N/A	100%	1	99.66%	1167	-0.06	Yes			99.71%	1026		N/A			99.92%	1299		N/A
NE	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			17:45	4917		N/A	2:19:02	1	13:48	4349	2.58	No			14:03	3960		N/A			13:04	3713		N/A
NE	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			8:05	1227		N/A	21:59	1	7:30	1167	1.88	No			6:12	1026		N/A			5:52	1299		N/A
NE	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS			44.44%	9		N/A	0%	1	42.86%	7	-0.81	N/A			40%	5		N/A			30%	10		N/A
NE	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS			33.33%	33		N/A	0%	1	47.62%	21	-0.93	N/A			27.27%	11		N/A			12.50%	16		N/A
NE	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A	0%	1	50%	2	-0.82	N/A			66.67%	3		N/A			40%	5		N/A
NE	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A	0%	1	50%	16	-0.97	N/A			28.57%	7		N/A			0%	11		N/A
NE	04-10	MR-8	Trouble Rate, Line Sharing %		P	0%	4	1.80%	348729	-0.27	Yes	50%	4	1.62%	348729	3.17	No	0%	4	1.47%	348729	-0.24	Yes			1.45%	353493		N/A
NE	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	50%	4	1.37%	348729	3.26	N/A	0%	4	1.21%	348729	-0.22	N/A			1.19%	353493		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
NE	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0	0					
NE	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0	0					
NE	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
NE	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	0	0					
NE	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					
NE	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
NE	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	1	1	17	76.47%			
NE	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
NE	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
NE	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
NE	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
NE	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
NE	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
NE	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
NE	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
NE	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
NE	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
NE	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
NE	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	0	0					
NE	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	0	0					
NE	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	0	0					
NE	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	0	0					
NE	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	1	1	1	0.00%	97.78%	-97.78%	
NE	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	0	0					
NE	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	1	1	1	19:02	14:50	4:11	
NE	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	1	1	1	21:59	6:55	15:03	
NE	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
NE	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
NE	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
NE	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
NE	04-10	MR-8	Trouble Rate, Line Sharing %		P	1	1	12	16.67%	1.58%	15.08%	
NE	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0%	2				N/A						N/A						N/A						N/A
NE	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	100%	3	78.55%	289	-0.9	Yes			83.45%	284		N/A			94.52%	310		N/A			86.79%	265		N/A
NE	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	3.67	3	13.74	352	-1.84	Yes			18.31	364		N/A			18.58	351		N/A			14.87	316		N/A
NE	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	100%	2	92.72%	371	-0.4	Yes			88.98%	363		N/A			94.33%	335		N/A			95.50%	378		N/A
NE	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A			92.01%	363		N/A			96.42%	335		N/A			97.35%	378		N/A
NE	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			11.98	47		N/A			16.72	47		N/A			17.26	19		N/A			16.24	41		N/A
NE	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			14.45	22		N/A			12.56	9		N/A			20.5	2		N/A			14.33	6		N/A
NE	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			39	40		N/A			27.28	50		N/A			43.97	30		N/A			37.89	35		N/A
NE	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			32			N/A			11			N/A			6			N/A			11			N/A
NE	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P			80.35%	285		N/A			84.96%	246		N/A	0%	1	87.34%	229	1.53	Yes			86.81%	182		N/A
NE	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:42	285		N/A			2:36	246		N/A	6:17	1	2:32	229	1.43	Yes			2:37	182		N/A
NE	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P			36.84%	285		N/A			32.11%	246		N/A	0%	1	25.76%	229	-0.59	Yes			33.52%	182		N/A
NE	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A			34.44%	180		N/A	0%	1	25.30%	166	-0.58	N/A			36.15%	130		N/A
NE	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0%	22	2.27%	12580	-0.71	Yes	0%	20	1.96%	12522	-0.63	Yes	5%	20	1.86%	12340	0.9	Yes	0%	20	1.50%	12171	-0.55	Yes
NE	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0%	20	1.44%	12522	-0.54	N/A	5%	20	1.35%	12340	1.11	N/A	0%	20	1.07%	12171	-0.46	N/A
NE	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS			22.55%	368		N/A			17.17%	297		N/A	0%	1	19.08%	283	-0.48	N/A			20.18%	228		N/A
NE	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P			85.71%	14		N/A			84.21%	19		N/A			97.14%	35		N/A			70.83%	24		N/A
NE	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P			14.7	20		N/A			17.93	27		N/A	47	1	15.46	41	1.55	Yes			24.75	28		N/A
NE	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P			95.83%	24		N/A	100%	1	100%	34	.	Yes	100%	1	94.29%	35	-0.24	Yes	100%	1	100%	24	.	Yes
NE	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A	100%	1	100%	34	.	Yes	100%	1	94.29%	35	-0.24	N/A	100%	1	100%	24	.	Yes
NE	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P			35.5	2		N/A			7	3		N/A	38	1	34	3	0.06	Yes			50.5	8		N/A
NE	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A						N/A						N/A						N/A
NE	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			22.57	7		N/A			41.86	7		N/A			32.4	5		N/A	19	1	63.6	5	-0.83	N/A
NE	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			5			N/A			1			N/A			1			N/A	1		2		0.67	N/A
NE	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P			100%	2		N/A			100%	4		N/A			80%	5		N/A	0%	1	75%	4	0.88	Yes
NE	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P			1:29	2		N/A			0:28	4		N/A			2:47	5		N/A	4:35	1	6:29	4	-0.17	Yes
NE	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P			0%	2		N/A			0%	4		N/A			20%	5		N/A	0%	1	0%	4	.	Yes
NE	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A			0%	1		N/A			25%	4		N/A	0%	1	0%	2	.	Yes
NE	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0%	18	0.22%	928	-0.2	Yes	0%	16	0.44%	918	-0.26	Yes	0%	16	0.55%	906	-0.3	Yes	6.25%	16	0.45%	897	1.75	No
NE	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0%	16	0.11%	918	-0.13	N/A	0%	16	0.44%	906	-0.26	N/A	6.25%	16	0.22%	897	2	N/A
NE	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS			0%	2		N/A			33.33%	6		N/A			0%	5		N/A	0%	1	42.86%	7	-0.81	N/A
NE	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS						N/A						N/A						N/A						N/A
NE	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS						N/A						N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0	0					
NE	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
NE	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
NE	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
NE	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
NE	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
NE	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
NE	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
NE	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
NE	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
NE	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
NE	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
NE	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
NE	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0	0					
NE	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
NE	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
NE	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	0	0					
NE	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
NE	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
NE	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
NE	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
NE	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
NE	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
NE	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					
NE	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
NE	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
NE	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
NE	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
NE	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	1	1	66	1.52%	0.41%	1.10%	
NE	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
NE	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
NE	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS	0	0					
NE	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:23	22557				N/A	0:24	21165				N/A	0:52	18840				N/A	0:59	20233				N/A
NE	07-01	OP-3	Installation Commitments Met, E911 %		P			0%	3		N/A						N/A						N/A			100%	2		N/A
NE	07-01	OP-4	Installation Interv, E911, Avg Days		P			89.67	3		N/A						N/A						N/A			11	2		N/A
NE	07-01	OP-5	New Service Installation Quality, E911 %		P			100%	4		N/A			100%	3		N/A			100%	6		N/A			100%	6		N/A
NE	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A			100%	3		N/A			100%	6		N/A			100%	6		N/A
NE	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A						N/A
NE	07-01	OP-6B	Delays for Facility Reasons, E911, Avg Days		P			80.67	3		N/A						N/A						N/A						N/A
NE	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS			14.18	11		N/A			18.75	4		N/A			32	1		N/A			12	1		N/A
NE	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS			11			N/A			1			N/A			1			N/A			1			N/A
NE	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P						N/A						N/A			100%	1		N/A						N/A
NE	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A			0:46	1		N/A						N/A
NE	07-01	MR-7	Repair Repeat Report Rate, E911 %		P						N/A						N/A			100%	1		N/A						N/A
NE	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A						N/A			100%	1		N/A						N/A
NE	07-01	MR-8	Trouble Rate, E911 %		P	0%	66	0%	414	.	Yes	0%	66	0%	402	.	Yes	0%	66	0.26%	390	-0.38	Yes	0%	66	0%	389	.	Yes
NE	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	66	0%	402	.	Yes	0%	66	0.26%	390	-0.38	N/A	0%	66	0%	389	.	Yes
NE	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS						N/A						N/A			0%	1		N/A						N/A
NE	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.78	.		N/A			8.67	.		N/A			10.62	.		N/A			10.13	.		N/A
NE	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.51	.		N/A			8.51	.		N/A			9.67	.		N/A			9.43	.		N/A
NE	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	43836				N/A	0.06	35919				N/A	0.07	30946				N/A	0.08	34070				N/A
NE	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	94.77%	40327				N/A	95.87%	31797				N/A	94.83%	26821				N/A	94.28%	26641				N/A
NE	09-01	NP-1A	NXX Code Activation, All %		P						N/A						N/A						N/A	100%	2				N/A
NE	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS						N/A						N/A						N/A	0%	2				N/A
NE	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
NE	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	100%	94				Yes	100%	108				Yes	100%	161				Yes	100%	74				Yes
NE	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	99.76%	2976				Yes	99.08%	2705				Yes	99.02%	2950				Yes	99.35%	2001				Yes
NE	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	100%	3088				Yes	100%	3031				Yes	100%	3371				Yes	100%	2081				Yes
NE	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	3088				N/A	100%	3031				N/A	100%	3371				N/A	100%	2081				N/A
NE	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			38.68%	667		N/A			38.62%	580		N/A			49.22%	449		N/A			45.55%	663		N/A
NE	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss			99.10%	1227		N/A			99.66%	1167		N/A			99.71%	1026		N/A			99.92%	1299		N/A
NE	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	26829.31				Yes	100%	26804.29				Yes	100%	44152.3				Yes	100%	44638.13				Yes
NE	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	26829.31				Yes	100%	26804.29				Yes	100%	44152.3				Yes	100%	44638.13				Yes
NE	14-01	OP-3	Installation Commitments Met, Residence %	D	P	96.83%	63	94.40%	1446	-0.82	Yes	96.08%	51	94.44%	1440	-0.5	Yes	100%	45	95.85%	1349	-1.37	Yes	96.30%	54	95.32%	1411	-0.33	Yes
NE	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	544	99.46%	4782	-1.63	Yes	99.77%	434	99.63%	4048	-0.46	Yes	99.67%	610	99.42%	3810	-0.76	Yes	100%	446	99.53%	4215	-1.39	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
NE	07-01	OP-3	Installation Commitments Met, E911 %		P	0	0					
NE	07-01	OP-4	Installation Interv, E911, Avg Days		P	0	0					
NE	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
NE	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
NE	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P	0	0					
NE	07-01	OP-6B	Delays for Facility Reasons, E911, Avg Days		P	0	0					
NE	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	0	0					
NE	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS	0	0					
NE	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					
NE	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
NE	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
NE	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
NE	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
NE	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
NE	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
NE	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
NE	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
NE	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
NE	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
NE	09-01	NP-1A	NXX Code Activation, All %		P	0	0					
NE	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0	0					
NE	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
NE	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
NE	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
NE	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
NE	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
NE	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
NE	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					
NE	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
NE	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
NE	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
NE	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	3.3	63	5.73	1449	-2.89	Yes	3.77	52	5.8	1443	-2.48	Yes	3.69	45	5.3	1358	-2.01	Yes	4.94	54	5.46	1420	-0.62	Yes
NE	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	2.97	172	3.51	3731	-5.13	Yes	3.61	184	3.6	2999	0.16	Yes	2.97	220	3.55	2868	-6.26	Yes	2.96	202	3.49	3118	-6.7	Yes
NE	14-01	OP-5	New Service Installation Quality, Residence %		P	94.70%	547	81.77%	5864	-7.49	Yes	93.52%	571	83.40%	5331	-6.18	Yes	93.77%	578	84.49%	5402	-5.86	Yes	94.27%	419	84.61%	5398	-5.28	Yes
NE	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	94.75%	571	85.86%	5331	-5.79	N/A	94.29%	578	86.80%	5402	-5.06	N/A	95.47%	419	87.12%	5398	-4.91	N/A
NE	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	1	1	5.87	31	-0.31	Yes	1	1	2.39	36	-0.71	Yes			3.23	22		N/A	3	1	6.11	27	-0.43	Yes
NE	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			3.17	18		N/A	1	1	4.23	13	-0.71	Yes	1	2	4.8	20	-0.78	Yes			5.05	19		N/A
NE	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	3	1	7.96	49	-0.56	Yes	17	1	9.69	45	0.83	Yes			10.65	34		N/A	55	1	11.98	40	1.59	Yes
NE	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			5.25	8		N/A			2	2		N/A			2	2		N/A			6	1		N/A
NE	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	127.5	8	97.43	174	0.82	N/A	226.75	4	94.1	157	2.37	N/A	140	6	84.48	161	1.3	N/A	147.8	5	79.01	160	1.62	N/A
NE	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	1		103		-2.63	N/A	0		91		-2.32	N/A	1		92		-1.97	N/A	0		85		-2.34	N/A
NE	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	94.57%	92	84.11%	3442	-2.71	Yes	96.39%	83	92.95%	3164	-1.21	Yes	94.81%	77	92.71%	2717	-0.7	Yes	96.83%	63	93%	2529	-1.18	Yes
NE	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	8	96.15%	597	-0.56	Yes	100%	10	97.32%	522	-0.52	Yes	100%	14	96.10%	385	-0.74	Yes	100%	12	97.98%	544	-0.49	Yes
NE	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	99.01%	101	96.22%	4422	-1.45	Yes	97.87%	94	98.58%	3957	0.61	Yes	100%	95	98.41%	3582	-1.22	Yes	98.68%	76	98.75%	3353	0.14	Yes
NE	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	21	99.35%	1077	-0.37	Yes	100%	31	99.61%	1021	-0.34	Yes	100%	26	99.66%	879	-0.29	Yes	100%	32	99.91%	1084	-0.17	Yes
NE	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	13:23	101	18:04	4422	-3.16	Yes	13:00	94	13:47	3957	-0.64	Yes	12:16	95	13:57	3582	-1.27	Yes	10:51	76	13:02	3353	-1.76	Yes
NE	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:17	21	8:11	1077	-2.28	Yes	3:36	31	7:56	1021	-2.61	Yes	6:12	26	6:31	879	-0.19	Yes	3:28	32	6:13	1084	-2	Yes
NE	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	9.80%	102	12.98%	4546	-0.94	Yes	11.11%	99	13.22%	4078	-0.61	Yes	13.40%	97	11.78%	3710	0.51	Yes	6.41%	78	13.84%	3468	-1.88	Yes
NE	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	28.57%	21	15.41%	1077	1.54	Yes	3.23%	31	12.62%	1022	-1.55	Yes	3.85%	26	15.24%	879	-1.59	Yes	18.75%	32	14.39%	1084	0.7	Yes
NE	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	11.11%	90	12.98%	3836	-0.52	N/A	11.58%	95	11.27%	3488	0.13	N/A	5.48%	73	13.56%	3260	-1.99	N/A
NE	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	5.26%	19	14.81%	513	-1.15	N/A	0%	14	14.12%	340	-1.49	N/A	12.50%	16	14.40%	500	-0.21	N/A
NE	14-01	MR-8	Trouble Rate, Residence %		P	1.78%	6896	2.09%	268769	-1.77	Yes	1.89%	6896	1.90%	268769	-0.07	Yes	1.78%	6896	1.71%	268769	0.48	Yes	1.59%	6935	1.67%	272953	-0.52	Yes
NE	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	1.58%	6896	1.62%	268769	-0.24	N/A	1.58%	6896	1.42%	268769	1.08	N/A	1.28%	6935	1.38%	272953	-0.66	N/A
NE	14-01	MR-9	Repair Appointments Met, Residence %	D	P	98.04%	102	95.93%	4546	-1.07	Yes	94.95%	99	96.37%	4078	0.76	Yes	96.91%	97	95.96%	3710	-0.47	Yes	97.44%	78	96.19%	3468	-0.57	Yes
NE	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	21	99.35%	1077	-0.37	Yes	100%	31	98.14%	1022	-0.75	Yes	100%	26	99.09%	879	-0.48	Yes	100%	32	99.54%	1084	-0.38	Yes
NE	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	25.45%	165	31.50%	8209	-1.66	N/A	22.16%	167	27.21%	7006	-1.45	N/A	20.13%	154	28.46%	6415	-2.27	N/A	25.68%	148	28.26%	6345	-0.69	N/A
NE	14-02	OP-3	Installation Commitments Met, Business %	D	P	100%	8	91.59%	428	-0.85	Yes	100%	6	89.85%	404	-0.82	Yes	100%	4	92.33%	404	-0.57	Yes	100%	6	90.89%	494	-0.77	Yes
NE	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	44	98.81%	84	-0.59	Yes	100%	23	97.14%	70	-0.71	Yes	100%	22	97.40%	77	-0.68	Yes	100%	35	98.06%	103	-0.72	Yes
NE	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	4.25	8	6.17	430	-0.62	Yes	3.17	6	6.3	408	-1.01	Yes	3.25	4	6.8	405	-0.81	Yes	2.83	6	6.13	497	-1.14	Yes
NE	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	2.57	44	5.42	65	-0.97	Yes	2.86	21	3.39	54	-2	Yes	2.53	19	3.37	59	-1.6	Yes	2.96	23	4.21	72	-1.13	Yes
NE	14-02	OP-5	New Service Installation Quality, Business %		P	97.56%	41	81.69%	497	-2.53	Yes	100%	28	84.82%	481	-2.18	Yes	97.06%	34	88.03%	543	-1.57	Yes	93.55%	31	86.39%	573	-1.13	Yes
NE	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	100%	28	88.15%	481	-1.89	N/A	97.06%	34	90.42%	543	-1.28	N/A	93.55%	31	89.35%	573	-0.74	N/A
NE	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P			3.05	19		N/A			4.26	19		N/A			5.57	14		N/A			27.65	20		N/A
NE	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P			118	1		N/A			2	2		N/A			1.5	2		N/A			6	2		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
NE	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
NE	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
NE	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
NE	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
NE	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
NE	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
NE	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
NE	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
NE	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					
NE	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
NE	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	0	0					
NE	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
NE	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
NE	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
NE	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
NE	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
NE	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
NE	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
NE	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
NE	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
NE	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
NE	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
NE	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
NE	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
NE	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
NE	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
NE	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
NE	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					
NE	14-02	OP-5	New Service Installation Quality, Business %		P	0	0					
NE	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
NE	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
NE	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			11.65	17		N/A			13.04	24		N/A			10.71	17		N/A			11.21	24		N/A
NE	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A						N/A
NE	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			69.86	136		N/A			72.99	105		N/A			59.95	104		N/A			48.44	99		N/A
NE	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS			43			N/A			30			N/A			33			N/A			27			N/A
NE	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	87.50%	8	91.39%	418	0.41	Yes	100%	4	89.91%	317	-0.67	Yes	100%	9	91.48%	270	-0.9	Yes	100%	10	90.32%	248	-1.01	Yes
NE	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	100%	4	94.29%	70	-0.48	Yes			98.28%	58		N/A			96.88%	64		N/A	100%	3	100%	119	.	Yes
NE	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	100%	10	96.16%	495	-0.63	Yes	100%	5	97.45%	392	-0.36	Yes	100%	10	95.24%	378	-0.7	Yes	100%	10	98.06%	360	-0.44	Yes
NE	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	5	97.33%	150	-0.36	Yes	100%	1	100%	146	.	Yes			100%	147		N/A	100%	7	100%	215	.	Yes
NE	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	10:07	10	14:56	495	-1.03	Yes	14:00	5	13:52	392	0.19	Yes	10:06	10	15:00	378	-0.96	Yes	6:53	10	13:26	360	-1.69	Yes
NE	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3:09	5	7:21	150	-0.5	Yes	0:01	1	4:22	146	-0.64	Yes			4:18	147		N/A	2:43	7	4:10	215	-0.71	Yes
NE	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	9.09%	11	12.20%	508	-0.31	Yes	40%	5	14.14%	403	1.37	Yes	20%	10	9.59%	386	1	Yes	0%	10	11.78%	365	-1.14	Yes
NE	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0%	5	14.67%	150	-0.91	Yes	0%	1	16.44%	146	-0.44	Yes			7.48%	147		N/A	28.57%	7	13.02%	215	1.07	Yes
NE	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	40%	5	14.25%	365	1.37	N/A	20%	10	9.14%	339	1.05	N/A	0%	10	12.65%	324	-1.19	N/A
NE	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A	0%	1	16.67%	72	-0.44	N/A			9.38%	64		N/A	28.57%	7	12.41%	137	1.1	N/A
NE	14-02	MR-8	Trouble Rate, Business %		P	1.23%	1305	0.82%	79960	1.6	Yes	0.46%	1305	0.69%	79960	-0.98	Yes	0.77%	1305	0.67%	79960	0.44	Yes	1.35%	1257	0.72%	80540	2.63	No
NE	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.46%	1305	0.55%	79960	-0.42	N/A	0.77%	1305	0.50%	79960	1.33	N/A	1.35%	1257	0.57%	80540	3.64	N/A
NE	14-02	MR-9	Repair Appointments Met, Business %	D	P	100%	11	87.01%	508	-1.27	Yes	100%	5	90.32%	403	-0.73	Yes	80%	10	91.45%	386	1.13	Yes	100%	10	89.32%	365	-1.08	Yes
NE	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	5	96.67%	150	-0.41	Yes	100%	1	98.63%	146	-0.12	Yes			98.64%	147		N/A	100%	7	98.14%	215	-0.36	Yes
NE	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	33.33%	24	30.30%	944	0.33	N/A	33.33%	9	29.16%	775	0.29	N/A	16.67%	12	29.50%	756	-0.97	N/A	22.73%	22	27.77%	803	-0.52	N/A
NE	14-03	OP-3	Installation Commitments Met, Centrex %	D	P			86.96%	23		N/A			100%	4		N/A			100%	7		N/A			100%	15		N/A
NE	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P			100%	2		N/A			100%	2		N/A						N/A			100%	2		N/A
NE	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P			7.91	23		N/A			4	4		N/A			3.57	7		N/A			3.44	16		N/A
NE	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P			1.5	2		N/A			1	2		N/A						N/A			2.5	2		N/A
NE	14-03	OP-5	New Service Installation Quality, Centrex %		P			0%	16		N/A			28.57%	7		N/A			84.62%	13		N/A	100%	1	62.50%	16	-0.75	Yes
NE	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A			28.57%	7		N/A			84.62%	13		N/A	100%	1	75%	16	-0.56	N/A
NE	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P			2.5	2		N/A						N/A						N/A						N/A
NE	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P			12	1		N/A						N/A						N/A						N/A
NE	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS						N/A						N/A						N/A						N/A
NE	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS						N/A						N/A						N/A						N/A
NE	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P			88.89%	27		N/A	100%	1	77.27%	22	-0.53	Yes			100%	16		N/A			95.65%	23		N/A
NE	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P			90.91%	11		N/A			100%	4		N/A			100%	3		N/A			100%	10		N/A
NE	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P			100%	35		N/A	100%	2	92.31%	26	-0.39	Yes			100%	22		N/A			96.77%	31		N/A
NE	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P			100%	20		N/A			100%	10		N/A			100%	9		N/A			100%	16		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
NE	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
NE	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
NE	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
NE	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
NE	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
NE	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
NE	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
NE	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0	0					
NE	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					
NE	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
NE	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
NE	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
NE	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
NE	14-02	MR-8	Trouble Rate, Business %		P	1	1	5172	0.95%	0.72%	0.22%	
NE	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
NE	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					
NE	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
NE	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
NE	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
NE	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
NE	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
NE	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
NE	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
NE	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
NE	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
NE	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
NE	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
NE	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					
NE	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
NE	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
NE	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
NE	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			15:21	35		N/A	22:08	2	21:15	26	0.31	Yes			15:11	22		N/A			15:41	31		N/A
NE	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			7:04	20		N/A			2:13	10		N/A			2:57	9		N/A			6:28	16		N/A
NE	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P			14.29%	35		N/A	0%	2	7.69%	26	-0.39	Yes			13.64%	22		N/A			12.90%	31		N/A
NE	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			5%	20		N/A			0%	10		N/A			11.11%	9		N/A			6.25%	16		N/A
NE	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A	0%	2	8.70%	23	-0.42	N/A			12.50%	16		N/A			12.50%	24		N/A
NE	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A			0%	2		N/A			12.50%	8		N/A			0%	8		N/A
NE	14-03	MR-8	Trouble Rate, Centrex %		P	0%	122	0.40%	13904	-0.69	Yes	1.64%	122	0.26%	13909	2.02	No	0%	122	0.22%	13908	-0.52	Yes	0%	122	0.34%	13877	-0.64	Yes
NE	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A	1.64%	122	0.18%	13909	2.3	N/A	0%	122	0.17%	13908	-0.46	N/A	0%	122	0.23%	13877	-0.53	N/A
NE	14-03	MR-9	Repair Appointments Met, Centrex %	D	P			91.18%	34		N/A	100%	2	92.31%	26	-0.39	Yes			90.91%	22		N/A			96.77%	31		N/A
NE	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P			95%	20		N/A			88.89%	9		N/A			100%	9		N/A			100%	16		N/A
NE	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS			23.61%	72		N/A	0%	2	35.71%	56	-1.04	N/A	100%	1	42.59%	54	0.79	N/A			28.79%	66		N/A
NE	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	100%	1	87.30%	63	-0.38	Yes	100%	12	89.80%	49	-1.05	Yes	75%	4	91.89%	37	0.86	Yes	66.67%	3	97.78%	45	1.6	Yes
NE	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	100%	11	100%	20	.	Yes	87.50%	16	100%	24	1.45	Yes	100%	3	95.83%	24	-0.34	Yes	100%	10	100%	24	.	Yes
NE	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	3	1	3	18	0	Yes	4	4	2.85	20	1.64	No	5	3	3.81	21	0.99	Yes	3.88	8	3	18	1.94	No
NE	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	1	1	5.92	62	-0.77	Yes	4.67	12	7.41	49	-0.73	Yes	8.25	4	9.13	39	-0.16	Yes	7.33	3	6.89	46	0.58	Yes
NE	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	90%	20	62.82%	78	-2.24	Yes	100%	18	69.57%	69	-2.5	Yes	90%	10	73.53%	68	-1.1	Yes	66.67%	12	60%	80	-0.44	Yes
NE	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	100%	18	78.26%	69	-1.99	N/A	100%	10	83.82%	68	-1.3	N/A	75%	12	67.50%	80	-0.52	N/A
NE	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P			4.2	5		N/A			1	1		N/A			6.67	3		N/A						N/A
NE	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A	9	2				N/A			4	1		N/A						N/A
NE	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P			7.33	3		N/A			3	4		N/A	4	1	9	1	.	N/A	7	1	13	1	.	N/A
NE	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	23	1	66.38	21	-0.54	N/A	1	1	65.71	17	-0.83	N/A	35.5	2	54.82	17	-0.38	N/A	15.5	2	53.5	14	-0.76	N/A
NE	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0		5		-0.55	N/A	0		2		-0.35	N/A	0		0		.	N/A	0		0		.	N/A
NE	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			91.18%	34		N/A	0%	1	96.15%	26	1.87	No	100%	2	96.77%	31	-0.25	Yes	100%	3	100%	46	.	Yes
NE	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	100%	4	90.65%	139	-0.63	Yes	88.89%	9	90.57%	106	0.18	Yes	100%	4	86.75%	83	-0.76	Yes	100%	4	88.37%	86	-0.71	Yes
NE	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	100%	6	97.66%	171	-0.37	Yes	100%	10	97.73%	132	-0.46	Yes	100%	4	98.33%	120	-0.26	Yes	100%	5	95.80%	119	-0.46	Yes
NE	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	100%	4	97.37%	76	-0.32	Yes	83.33%	6	98.21%	56	1.34	Yes	100%	7	100%	64	.	Yes	100%	8	100%	81	.	Yes
NE	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	13:09	6	13:19	171	-0.03	Yes	8:06	10	13:28	132	-1.1	Yes	8:03	4	12:32	120	-0.8	Yes	9:10	5	14:15	119	-0.85	Yes
NE	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	1:42	4	9:10	76	-0.44	Yes	16:10	6	6:15	56	1.11	Yes	3:29	7	4:36	64	-0.41	Yes	2:49	8	2:53	81	-0.04	Yes
NE	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	16.67%	6	15.25%	177	0.13	Yes	0%	10	10.45%	134	-1.04	Yes	50%	4	8%	125	2.07	No	0%	5	18.18%	121	-1.03	Yes
NE	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0%	4	19.74%	76	-0.97	Yes	50%	6	14.29%	56	1.87	No	0%	7	18.75%	64	-1.21	Yes	0%	8	11.11%	81	-0.95	Yes
NE	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A	0%	9	9.09%	121	-0.92	N/A	50%	4	7.62%	105	2.09	N/A	0%	5	17.76%	107	-1.02	N/A
NE	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A	40%	5	14.29%	28	1.19	N/A	0%	4	11.11%	27	-0.66	N/A	0%	4	14.58%	48	-0.79	N/A
NE	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0.66%	1523	0.96%	26462	-1.17	Yes	1.05%	1523	0.72%	26462	1.49	Yes	0.72%	1523	0.71%	26462	0.04	Yes	0.87%	1492	0.75%	26832	0.52	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
NE	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
NE	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
NE	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
NE	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
NE	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
NE	14-03	MR-8	Trouble Rate, Centrex %		P	1	1	488	0.41%	0.30%	0.11%	
NE	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
NE	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					
NE	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
NE	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
NE	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
NE	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
NE	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	2	2	16	4.07	3.18	0.88	
NE	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
NE	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
NE	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
NE	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
NE	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
NE	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
NE	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
NE	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
NE	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	1	1	6	83.33%	96.35%	-13.02%	
NE	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
NE	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
NE	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
NE	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
NE	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
NE	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	1	1	25	12.00%	13.10%	-1.10%	
NE	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	1	1	25	12.00%	15.89%	-3.89%	
NE	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
NE	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
NE	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0.92%	1523	0.56%	26462	1.81	N/A	0.53%	1523	0.50%	26462	0.14	N/A	0.60%	1492	0.58%	26832	0.13	N/A
NE	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	100%	6	84.18%	177	-1.04	Yes	100%	10	83.58%	134	-1.35	Yes	75%	4	88%	125	0.68	Yes	100%	5	90.91%	121	-0.69	Yes
NE	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	100%	4	93.42%	76	-0.52	Yes	83.33%	6	94.64%	56	0.87	Yes	100%	7	96.88%	64	-0.45	Yes	100%	8	98.77%	81	-0.3	Yes
NE	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	37.50%	16	28.33%	353	0.78	N/A	20%	20	27.20%	261	-0.7	N/A	0%	11	19.92%	236	-1.62	N/A	13.33%	15	30.34%	290	-1.4	N/A
NE	14-05	OP-3	Installation Commitments Met, PBX %	D	P			50%	2		N/A			100%	6		N/A			100%	2		N/A			100%	3		N/A
NE	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	100%	1				N/A			100%	2		N/A			100%	2		N/A			100%	2		N/A
NE	14-05	OP-3	Installation Commitments Met, PBX %		P			0%	2		N/A			14.29%	7		N/A			30%	10		N/A			100%	10		N/A
NE	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			4.5	2		N/A			2.67	6		N/A			3	2		N/A			21.33	3		N/A
NE	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	4	1				N/A			0	1		N/A			1.5	2		N/A			2.5	2		N/A
NE	14-05	OP-4	Installation Interv, PBX, Avg Days		P			13.65	26		N/A			31.5	18		N/A			17.67	21		N/A			11.67	12		N/A
NE	14-05	OP-5	New Service Installation Quality, PBX %		P	100%	1	90%	30	-0.33	Yes			96.55%	29		N/A			87.50%	24		N/A	100%	2	76.47%	17	-0.74	Yes
NE	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A			96.55%	29		N/A			87.50%	24		N/A	100%	2	82.35%	17	-0.62	N/A
NE	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P			2	1		N/A						N/A						N/A						N/A
NE	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A			42	1		N/A						N/A
NE	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P			14	3		N/A			20	21		N/A			10	9		N/A			31	3		N/A
NE	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A
NE	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P						N/A						N/A						N/A						N/A
NE	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	9	1	66.33	3	-1.34	N/A			39.25	4		N/A			16.64	22		N/A			2.6	5		N/A
NE	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0		0		.	N/A			1			N/A			20			N/A			0			N/A
NE	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	100%	2	80%	10	-0.65	Yes	100%	1	75%	12	-0.55	Yes			71.43%	7		N/A	100%	1	83.33%	6	-0.41	Yes
NE	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P			100%	14		N/A			100%	14		N/A			100%	14		N/A			100%	16		N/A
NE	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	100%	2	91.67%	12	-0.39	Yes	100%	2	88.24%	17	-0.49	Yes			88.89%	9		N/A	100%	3	83.33%	6	-0.63	Yes
NE	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P			100%	18		N/A			100%	15		N/A			100%	14		N/A	100%	1	100%	22	.	Yes
NE	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	11:46	2	15:17	12	-0.3	Yes	4:03	2	20:03	17	-0.79	Yes			1.05278	9		N/A	9:46	3	1.05972	6	-0.64	Yes
NE	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			1:50	18		N/A			1:16	15		N/A			1:09	14		N/A	0:32	1	2:34	22	-0.47	Yes
NE	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0%	2	7.69%	13	-0.38	Yes	0%	2	11.11%	18	-0.47	Yes			11.11%	9		N/A	0%	3	0%	6	.	Yes
NE	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P			22.22%	18		N/A			20%	15		N/A			0%	14		N/A	0%	1	18.18%	22	-0.46	Yes
NE	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A	0%	2	6.67%	15	-0.36	N/A			12.50%	8		N/A	0%	3	0%	4	.	Yes
NE	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A			16.67%	6		N/A			0%	9		N/A	0%	1	11.11%	9	-0.34	N/A
NE	14-05	MR-8	Trouble Rate, PBX %		P	0.52%	386	0.18%	17302	1.32	Yes	0.52%	386	0.19%	17058	1.24	Yes	0%	386	0.14%	16673	-0.72	Yes	1.02%	393	0.17%	16362	2.74	No
NE	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0.52%	386	0.12%	17058	1.66	N/A	0%	386	0.10%	16673	-0.62	N/A	1.02%	393	0.08%	16362	3.52	N/A
NE	14-05	MR-9	Repair Appointments Met, PBX %	D	P	100%	2	75%	12	-0.76	Yes	100%	2	80%	15	-0.66	Yes			100%	9		N/A	100%	3	83.33%	6	-0.63	Yes
NE	14-05	MR-9	Repair Appointments Met, PBX %	ND	P			100%	6		N/A			100%	4		N/A			100%	1		N/A	100%	1	100%	14	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
NE	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
NE	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
NE	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
NE	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
NE	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
NE	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
NE	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
NE	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					
NE	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
NE	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
NE	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
NE	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
NE	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
NE	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
NE	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
NE	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P	0	0					
NE	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
NE	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
NE	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
NE	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
NE	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
NE	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
NE	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
NE	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					
NE	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
NE	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0	0					
NE	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
NE	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					
NE	14-05	MR-8	Trouble Rate, PBX %		P	1	1	1551	0.52%	0.17%	0.35%	
NE	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
NE	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
NE	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	33.33%	3	22.50%	40	0.36	N/A	50%	4	17.50%	40	1.32	N/A	100%	1	28.13%	32	1.06	N/A	20%	5	31.71%	41	-0.53	N/A
NE	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P						N/A						N/A			100%	7		N/A			100%	5		N/A
NE	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P						N/A						N/A						N/A			100%	1		N/A
NE	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			90.91%	22		N/A			100%	17		N/A			77.27%	22		N/A			100%	19		N/A
NE	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			3.29	7		N/A			5.8	5		N/A
NE	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A			1	1		N/A
NE	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			9.85	20		N/A			6.86	14		N/A			15.5	22		N/A			7.05	20		N/A
NE	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			90%	20		N/A			79.17%	24		N/A			92.86%	28		N/A			100%	25		N/A
NE	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			79.17%	24		N/A			96.43%	28		N/A			100%	25		N/A
NE	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			2	1		N/A						N/A			17	5		N/A						N/A
NE	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P			4	1		N/A						N/A						N/A						N/A
NE	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			194.5	2		N/A			172.5	2		N/A			155	3		N/A			58.25	8		N/A
NE	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			0			N/A			0			N/A			0			N/A			2			N/A
NE	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			96.43%	28		N/A	100%	2	90.91%	11	-0.41	Yes			100%	23		N/A			100%	11		N/A
NE	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	29		N/A			100%	24		N/A			96.43%	28		N/A			93.75%	16		N/A
NE	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	28		N/A	100%	2	100%	12	.	Yes			100%	23		N/A			100%	11		N/A
NE	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	29		N/A			100%	24		N/A			96.43%	28		N/A			100%	16		N/A
NE	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			5:16	28		N/A	1:17	2	8:03	12	-0.99	Yes			6:01	23		N/A			3:04	11		N/A
NE	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:34	29		N/A			1:38	24		N/A			4:58	28		N/A			2:26	16		N/A
NE	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			14.29%	28		N/A	50%	2	33.33%	12	0.29	Yes			26.09%	23		N/A			36.36%	11		N/A
NE	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			10.34%	29		N/A			16.67%	24		N/A			7.14%	28		N/A			12.50%	16		N/A
NE	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A	50%	2	36.36%	11	0.2	N/A			30%	20		N/A			30%	10		N/A
NE	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			20%	10		N/A			0%	13		N/A			20%	5		N/A
NE	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	8	0.92%	6219	-0.27	Yes	25%	8	0.58%	6228	3.33	No	0%	8	0.82%	6250	-0.26	Yes	0%	8	0.43%	6261	-0.19	Yes
NE	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	25%	8	0.34%	6228	3.62	N/A	0%	8	0.53%	6250	-0.21	N/A	0%	8	0.24%	6261	-0.14	N/A
NE	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P						N/A			100%	1		N/A			100%	1		N/A						N/A
NE	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P						N/A						N/A			100%	1		N/A						N/A
NE	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			26.92%	78		N/A	0%	2	36.84%	57	-1.06	N/A			30.14%	73		N/A			52.63%	57		N/A
NE	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			81.08%	37		N/A			95.12%	41		N/A			95.35%	43		N/A			100%	35		N/A
NE	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P			98.95%	381		N/A			98.70%	538		N/A			100%	414		N/A			99.54%	431		N/A
NE	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			100%	1		N/A			50%	2		N/A			100%	3		N/A			100%	1		N/A
NE	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			6.27	37		N/A			6.69	42		N/A			9.78	46		N/A			9.95	37		N/A
NE	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P			4.89	284		N/A			4.89	298		N/A			9.36	297		N/A			9.64	305		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
NE	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
NE	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
NE	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
NE	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
NE	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
NE	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
NE	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
NE	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
NE	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
NE	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
NE	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
NE	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
NE	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
NE	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
NE	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
NE	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
NE	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
NE	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
NE	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
NE	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
NE	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
NE	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
NE	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	1	1	32	6.25%	0.69%	5.56%	
NE	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
NE	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P	0	0					
NE	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
NE	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
NE	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
NE	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	0	0					
NE	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
NE	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	0	0					
NE	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P			4	1		N/A			9.5	2		N/A			2	3		N/A			11	1		N/A
NE	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P			99.80%	501		N/A			99.81%	523		N/A			99.79%	466		N/A			99.41%	505		N/A
NE	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A			99.81%	523		N/A			99.79%	466		N/A			99.41%	505		N/A
NE	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			7	7		N/A			1.5	2		N/A			4.5	2		N/A						N/A
NE	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			5	4		N/A			11	2		N/A						N/A			5	2		N/A
NE	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A			1	1		N/A						N/A						N/A
NE	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A						N/A
NE	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A						N/A
NE	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			85.71%	42		N/A			85.71%	28		N/A			93.75%	16		N/A			88.46%	26		N/A
NE	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			95.24%	42		N/A			92.86%	28		N/A			100%	16		N/A			100%	26		N/A
NE	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			10:49	42		N/A			10:44	28		N/A			10:51	16		N/A			10:49	26		N/A
NE	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			35.71%	42		N/A			46.43%	28		N/A			31.25%	16		N/A			19.23%	26		N/A
NE	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			50%	18		N/A			40%	10		N/A			12.50%	16		N/A
NE	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	4	2.18%	1931	-0.3	Yes	0%	4	1.41%	1990	-0.24	Yes	0%	4	0.78%	2039	-0.18	Yes	0%	4	1.24%	2095	-0.22	Yes
NE	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	0%	4	0.90%	1990	-0.19	N/A	0%	4	0.49%	2039	-0.14	N/A	0%	4	0.76%	2095	-0.18	N/A
NE	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			47.50%	80		N/A			42.86%	49		N/A			48.39%	31		N/A			33.33%	39		N/A
NE	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P			0%	1		N/A						N/A						N/A						N/A
NE	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P			60%	5		N/A			100%	27		N/A			50%	12		N/A			85.71%	7		N/A
NE	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P			5	1		N/A						N/A						N/A						N/A
NE	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P			15.74	19		N/A			12	35		N/A			15.72	25		N/A			13.71	24		N/A
NE	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P			92.86%	28		N/A			96.67%	30		N/A			96.15%	26		N/A			85.71%	21		N/A
NE	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A			100%	30		N/A			96.15%	26		N/A			90.48%	21		N/A
NE	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P			3	1		N/A						N/A						N/A						N/A
NE	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P			21.4	5		N/A			16.6	5		N/A			14.29	7		N/A			18	4		N/A
NE	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P						N/A						N/A			12	1		N/A						N/A
NE	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			171.5	2		N/A			88.5	4		N/A			108.67	3		N/A			146.5	2		N/A
NE	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			0			N/A			0			N/A			0			N/A			0			N/A
NE	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P			88.89%	9		N/A			75%	4		N/A			100%	3		N/A			100%	11		N/A
NE	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:41	9		N/A			2:31	4		N/A			1:22	3		N/A			1:23	11		N/A
NE	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P			44.44%	9		N/A			0%	4		N/A			0%	3		N/A			18.18%	11		N/A
NE	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A			0%	2		N/A			0%	1		N/A			0%	6		N/A
NE	14-08	MR-8	Trouble Rate, ISDN Primary %		P			0.04%	24693		N/A			0.01%	26877		N/A			0.01%	26709		N/A			0.04%	26133		N/A
NE	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A			0.01%	26877		N/A			0%	26709		N/A			0.02%	26133		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
NE	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
NE	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
NE	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
NE	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
NE	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
NE	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
NE	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
NE	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
NE	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
NE	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
NE	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
NE	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
NE	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0	0					
NE	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
NE	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
NE	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P	0	0					
NE	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
NE	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
NE	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
NE	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	0	0					
NE	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
NE	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	0	0					
NE	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
NE	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P	0	0					
NE	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
NE	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
NE	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
NE	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
NE	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
NE	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
NE	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0	0					
NE	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS			40%	15		N/A			20%	5		N/A			50%	6		N/A			15.38%	13		N/A
NE	14-09	OP-3	Installation Commitments Met, DS0 %	D	P						N/A			100%	1		N/A						N/A						N/A
NE	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P			0%	1		N/A	100%	1				N/A			0%	1		N/A	100%	1				N/A
NE	14-09	OP-3	Installation Commitments Met, DS0 %		P	100%	1	50%	6	-0.93	Yes	100%	2	50%	8	-1.26	Yes			80%	10		N/A	100%	5	40%	5	-1.94	Yes
NE	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P						N/A			0	1		N/A						N/A						N/A
NE	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P			6	1		N/A	7	1				N/A						N/A	7	1				N/A
NE	14-09	OP-4	Installation Interv, DS0, Avg Days		P			17	6		N/A	9.5	2	12.88	8	-0.48	Yes	7	3	7.2	10	-0.12	Yes	4.67	3	10.6	5	-0.98	Yes
NE	14-09	OP-5	New Service Installation Quality, DS0 %		P	100%	2	0%	9	.	N/A	100%	3	0%	10	.	N/A	100%	5	11.11%	9	-5.07	Yes	100%	5	28.57%	7	-2.7	Yes
NE	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A	100%	3	10%	10	-4.56	N/A	100%	5	22.22%	9	-3.35	N/A	100%	5	71.43%	7	-1.08	N/A
NE	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P			2	1		N/A						N/A			42	1		N/A						N/A
NE	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P			11	4		N/A			7.67	3		N/A			5	2		N/A			3	2		N/A
NE	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P						N/A			25	1		N/A						N/A			21	1		N/A
NE	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			252	11		N/A			192.71	14		N/A	0	1	194.58	12	-2.09	N/A			196.91	11		N/A
NE	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS			0			N/A			0			N/A	0		0		.	N/A			0			N/A
NE	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	100%	1	79.43%	209	-0.51	Yes			85.06%	261		N/A	0%	2	84.91%	265	2.3	No			83%	247		N/A
NE	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	2:17	1	2:36	209	-0.09	Yes			2:18	261		N/A	7:33	2	2:25	265	1.93	No			2:30	247		N/A
NE	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0%	1	20.57%	209	-0.51	Yes			14.18%	261		N/A	0%	2	19.25%	265	-0.69	Yes			19.43%	247		N/A
NE	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A			12.50%	184		N/A	0%	1	19.47%	190	-0.49	N/A			19.30%	171		N/A
NE	14-09	MR-8	Trouble Rate, DS0 %		P	0.65%	154	0.77%	27108	-0.17	Yes	0%	154	0.96%	27331	-1.22	Yes	1.29%	155	0.97%	27259	0.47	Yes	0%	152	0.90%	27453	-1.17	Yes
NE	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0%	154	0.67%	27331	-1.02	N/A	0.65%	155	0.70%	27259	-0.08	N/A	0%	152	0.62%	27453	-0.97	N/A
NE	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0%	1	28.91%	294	-0.64	N/A			19.94%	326		N/A	33.33%	3	26.59%	361	0.26	N/A			27.14%	339		N/A
NE	14-10	OP-3	Installation Commitments Met, DS1 %		P			78.55%	289		N/A			83.45%	284		N/A			94.52%	310		N/A			86.79%	265		N/A
NE	14-10	OP-4	Installation Interv, DS1, Avg Days		P			13.74	352		N/A			18.31	364		N/A			18.58	351		N/A			14.87	316		N/A
NE	14-10	OP-5	New Service Installation Quality, DS1 %		P			92.72%	371		N/A			88.98%	363		N/A			94.33%	335		N/A			95.50%	378		N/A
NE	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A			92.01%	363		N/A			96.42%	335		N/A			97.35%	378		N/A
NE	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			11.98	47		N/A			16.72	47		N/A			17.26	19		N/A			16.24	41		N/A
NE	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			14.45	22		N/A			12.56	9		N/A			20.5	2		N/A			14.33	6		N/A
NE	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			39	40		N/A			27.28	50		N/A			43.97	30		N/A			37.89	35		N/A
NE	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			32			N/A			11			N/A			6			N/A			11			N/A
NE	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P			80.35%	285		N/A			84.96%	246		N/A			87.34%	229		N/A			86.81%	182		N/A
NE	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P			2:42	285		N/A			2:36	246		N/A			2:32	229		N/A			2:37	182		N/A
NE	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P			36.84%	285		N/A			32.11%	246		N/A			25.76%	229		N/A			33.52%	182		N/A
NE	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A			34.44%	180		N/A			25.30%	166		N/A			36.15%	130		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
NE	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
NE	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
NE	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
NE	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
NE	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					
NE	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
NE	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
NE	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
NE	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P	0	0					
NE	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
NE	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P	0	0					
NE	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
NE	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
NE	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	1	1	3	33.33%	83.30%	-49.97%	
NE	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1	1	3	5:47	2:26	3:20	
NE	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
NE	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
NE	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
NE	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
NE	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
NE	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
NE	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
NE	14-10	OP-5	New Service Installation Quality, DS1 %		P	0	0					
NE	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
NE	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					
NE	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
NE	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
NE	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
NE	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
NE	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0	0					
NE	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	0	0					
NE	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
NE	14-10	MR-8	Trouble Rate, DS1 %		P	0%	18	2.27%	12580	-0.65	Yes	0%	18	1.96%	12522	-0.6	Yes	0%	19	1.86%	12340	-0.6	Yes	0%	19	1.50%	12171	-0.54	Yes
NE	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	0%	18	1.44%	12522	-0.51	N/A	0%	19	1.35%	12340	-0.51	N/A	0%	19	1.07%	12171	-0.45	N/A
NE	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS			22.55%	368		N/A			17.17%	297		N/A			19.08%	283		N/A			20.18%	228		N/A
NE	14-11	OP-3	Installation Commitments Met, DS3 %		P			85.71%	14		N/A			84.21%	19		N/A			97.14%	35		N/A			70.83%	24		N/A
NE	14-11	OP-4	Installation Interv, DS3, Avg Days		P			14.7	20		N/A			17.93	27		N/A			15.46	41		N/A			24.75	28		N/A
NE	14-11	OP-5	New Service Installation Quality, DS3 %		P			95.83%	24		N/A			100%	34		N/A			94.29%	35		N/A			100%	24		N/A
NE	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	34		N/A			94.29%	35		N/A			100%	24		N/A
NE	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P			35.5	2		N/A			7	3		N/A			34	3		N/A			50.5	8		N/A
NE	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A						N/A
NE	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			22.57	7		N/A			41.86	7		N/A			32.4	5		N/A			63.6	5		N/A
NE	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			5			N/A			1			N/A			1			N/A			2			N/A
NE	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			100%	2		N/A			100%	4		N/A			80%	5		N/A			75%	4		N/A
NE	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:29	2		N/A			0:28	4		N/A			2:47	5		N/A			6:29	4		N/A
NE	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			0%	2		N/A			0%	4		N/A			20%	5		N/A			0%	4		N/A
NE	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A			0%	1		N/A			25%	4		N/A			0%	2		N/A
NE	14-11	MR-8	Trouble Rate, DS3 %		P			0.22%	928		N/A			0.44%	918		N/A			0.55%	906		N/A			0.45%	897		N/A
NE	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A			0.11%	918		N/A			0.44%	906		N/A			0.22%	897		N/A
NE	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			0%	2		N/A			33.33%	6		N/A			0%	5		N/A			42.86%	7		N/A
NE	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			72.50%	40		N/A			74.36%	39		N/A			60%	30		N/A			84.48%	58		N/A
NE	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P			16	2		N/A			9	2		N/A						N/A						N/A
NE	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			88.10%	42		N/A			92.11%	38		N/A			91.67%	48		N/A			84.91%	53		N/A
NE	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			97.37%	38		N/A			97.92%	48		N/A			88.68%	53		N/A
NE	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			14.5	6		N/A			22	10		N/A			17.44	9		N/A			12.25	8		N/A
NE	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P			23.33	6		N/A			2	1		N/A			25.33	3		N/A			27	2		N/A
NE	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			7.4	5		N/A			11	7		N/A			30	7		N/A			18.7	10		N/A
NE	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			3			N/A			2			N/A			1			N/A			5			N/A
NE	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			85.11%	94		N/A			83.12%	77		N/A			83.33%	102		N/A			79.17%	72		N/A
NE	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:26	94		N/A			2:27	77		N/A			2:21	102		N/A			2:31	72		N/A
NE	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			23.40%	94		N/A			29.87%	77		N/A			23.53%	102		N/A			23.61%	72		N/A
NE	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			33.33%	51		N/A			21.67%	60		N/A			21.28%	47		N/A
NE	14-12	MR-8	Trouble Rate, Frame Relay %		P			2.19%	4288		N/A			1.80%	4276		N/A			2.40%	4253		N/A			1.70%	4238		N/A
NE	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A			1.19%	4276		N/A			1.41%	4253		N/A			1.11%	4238		N/A
NE	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			29.32%	133		N/A			19.79%	96		N/A			23.31%	133		N/A			30.10%	103		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
NE	14-10	MR-8	Trouble Rate, DS1 %		P	0	0					
NE	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
NE	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
NE	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
NE	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
NE	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					
NE	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
NE	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
NE	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
NE	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
NE	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
NE	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
NE	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
NE	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
NE	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
NE	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
NE	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
NE	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
NE	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
NE	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
NE	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
NE	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
NE	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
NE	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
NE	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
NE	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					
NE	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
NE	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
NE	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
NE	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
NE	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
NE	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
NE	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	100%	15	85.71%	14	-1.1	Yes	100%	4	87.50%	8	-0.62	Yes	92.31%	13	100%	4	0.18	Yes	100%	27	90%	10	-0.9	Yes
UT	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	20	21	29.94	16	-1.16	Yes	12.4	5	16.46	13	-2.66	Yes	20.5	16	18.67	9	0.76	Yes	17.1	29	19.18	11	-1	Yes
UT	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	13	100%	15	.	Yes	100%	11	100%	11	.	Yes	100%	23	80%	10	-1.32	Yes	97.56%	41	100%	20	0.37	Yes
UT	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	100%	11	100%	11	.	Yes	100%	23	90%	10	-0.88	N/A	97.56%	41	100%	20	0.37	N/A
UT	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P			65	2		N/A			5.33	3		N/A	6	1				N/A			11	1		N/A
UT	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A						N/A						N/A
UT	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS						N/A						N/A						N/A						N/A
UT	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	80%	10	100%	10	1.17	Yes	75%	4	100%	9	1.04	Yes	100%	14	84.62%	13	-1.11	Yes	100%	7	100%	6	.	Yes
UT	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:47	10	1:18	10	1.02	Yes	2:53	4	0:45	9	0.83	Yes	1:18	14	1:29	13	-0.27	Yes	1:22	7	0:46	6	1.27	Yes
UT	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	20%	10	20%	10	0	Yes	25%	4	22.22%	9	0.01	Yes	7.14%	14	0%	13	0.66	Yes	14.29%	7	16.67%	6	-0.11	Yes
UT	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	25%	4	0%	4	0.61	N/A	7.69%	13	0%	8	0.46	N/A	0%	4	0%	3	.	Yes
UT	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0.01%	75789	0.02%	50598	-0.81	Yes	0.01%	74374	0.02%	51543	-1.6	Yes	0.02%	79720	0.02%	54207	-0.74	Yes	0.01%	84104	0.01%	54447	-0.47	Yes
UT	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0.01%	74374	0.01%	51543	-0.47	N/A	0.02%	79720	0.01%	54207	0.23	N/A	0%	84104	0.01%	54447	-0.18	N/A
UT	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	28.57%	14	33.33%	15	-0.27	N/A	50%	8	55%	20	-0.24	N/A	12.50%	16	23.53%	17	-0.75	N/A	46.15%	13	14.29%	7	1.33	N/A
UT	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0%	11952	0%	17812	.	Yes	0%	11688	0%	18244	142.36	Yes	0%	12168	0%	18244	149.86	Yes	0.01%	12696	0%	18244	.	Yes
UT	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0%	2832	0%	34404	-8.09	Yes	0.01%	2880	0%	35004	.	Yes	0%	2904	0%	35004	54.53	Yes	0%	3072	0%	36060	-7.6	Yes
UT	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0.07%	12288	0%	17812	.	N/A	0%	11688	0%	18244	142.36	Yes	0%	12168	0%	18244	149.86	Yes	0.15%	13128	0%	18244	.	N/A
UT	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0%	2832	0%	34404	-8.09	Yes	0.01%	2880	0%	35004	.	N/A	0%	2904	0%	35004	54.53	Yes	0%	3072	0%	36060	-7.6	Yes
UT	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90						N/A	71	2				Yes						N/A	64	2				Yes
UT	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A	54	1				Yes						N/A	63	1				Yes
UT	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A						N/A						N/A						N/A
UT	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%						N/A	100%	3				Yes						N/A	100%	3				Yes
UT	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%						N/A						N/A						N/A						N/A
UT	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	9	1				Yes						N/A						N/A						N/A
UT	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	100%	1				Yes	100%	1				Yes	100%	1				Yes	100%	2				Yes
UT	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	2.21	5033306	3.78	7401098	-239.8	Yes	2.34	3850621	4.23	7569340	-280.1	Yes	2.27	3512165	4.16	6047238	-247.7	Yes	2.34	4129981	4	7895351	-281.1	Yes
UT	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	100%	885704				Yes	100%	672284				Yes	100%	143972				Yes	96.75%	152307				Yes
UT	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	2.23	4805240	3.78	7401098	-232.4	N/A	2.37	3653216	4.23	7569340	-270.6	N/A	2.28	3384119	4.16	6047238	-242.2	N/A						N/A
UT	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	1.63	228066	3.78	7401098	-89.01	N/A	1.76	197405	4.23	7569340	-100.6	N/A	1.75	128046	4.16	6047238	-74.92	N/A						N/A
UT	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	8349				N/A	100%	8438				N/A	100%	8139				N/A	100%	8648				N/A
UT	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	98.43%	1680493	98.75%	40971424.1	35.96	No	98.80%	1682040	99.57%	51803967.9	148.71	No	99.05%	1835123	98.86%	45066261.9	-22.63	Yes	99.85%	1778589	96.63%	45762561	-233.7	Yes
UT	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	97.90%	5282	99.33%	155123	12.58	No	96.71%	4805	99.24%	141507	19.91	No	97.33%	5578	99.22%	144793	15.7	No	98.23%	5315	98.92%	144948	4.74	No
UT	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
UT	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	0	0					
UT	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
UT	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
UT	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
UT	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	0	0					
UT	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	0	0					
UT	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
UT	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					
UT	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
UT	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
UT	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0	0					
UT	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
UT	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
UT	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
UT	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
UT	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
UT	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
UT	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	0	0					
UT	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120	0	0					
UT	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	0	0					
UT	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	0	0					
UT	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
UT	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
UT	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
UT	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
UT	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	0	0					
UT	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
UT	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
UT	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
UT	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	2	2	6976245.48	99.04%	98.48%	0.56%	
UT	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	4	4	20980	97.56%	99.18%	-1.62%	
UT	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
UT	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
UT	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
UT	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
UT	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
UT	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
UT	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
UT	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
UT	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
UT	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
UT	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
UT	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
UT	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
UT	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
UT	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
UT	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
UT	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
UT	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
UT	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
UT	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
UT	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
UT	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
UT	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
UT	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
UT	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
UT	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
UT	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
UT	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
UT	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
UT	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
UT	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A
UT	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
UT	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
UT	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
UT	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
UT	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
UT	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
UT	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
UT	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
UT	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
UT	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
UT	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
UT	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
UT	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
UT	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
UT	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
UT	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
UT	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
UT	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
UT	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
UT	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
UT	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
UT	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
UT	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
UT	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
UT	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
UT	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
UT	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
UT	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
UT	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
UT	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
UT	02-01	OA-1	Order Accuracy %		NS	99.72%	2904				N/A	99.02%	2747				N/A						N/A						N/A
UT	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
UT	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
UT	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
UT	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
UT	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
UT	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
UT	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
UT	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
UT	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
UT	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
UT	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
UT	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
UT	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
UT	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	68.19%	459				N/A	66.94%	496				N/A	78.07%	424				N/A	73.27%	434				N/A
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	23.86%	922				N/A	21.11%	720				N/A	19.19%	959				N/A	25.45%	935				N/A
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	6.51%	215				N/A	7.75%	142				N/A	4.20%	119				N/A	8.11%	148				N/A
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	64.10%	234				N/A	65.97%	238				N/A	64.80%	304				N/A	65.97%	335				N/A
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	8.70%	23				N/A	6.25%	16				N/A	8%	25				N/A	6.25%	16				N/A
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	54.12%	741				N/A	52.91%	875				N/A	48.20%	722				N/A	49.48%	954				N/A
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	64.58%	6024				N/A	62.68%	3339				N/A	57.97%	1951				N/A	52.42%	2129				N/A
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	51.53%	590				N/A	64.62%	602				N/A	56.04%	671				N/A	65.10%	404				N/A
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	77.78%	18				No	57.89%	19				No	71.43%	7				No	85.71%	14				No

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
UT	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
UT	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
UT	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
UT	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
UT	02-01	OA-1	Order Accuracy %		NS	0	0					
UT	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
UT	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
UT	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
UT	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
UT	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
UT	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
UT	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
UT	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
UT	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
UT	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
UT	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
UT	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
UT	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
UT	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					
UT	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	4	4	58	72.41%			

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	79.85%	392				No	78.12%	425				No	89.95%	368				No	91.64%	347				Yes
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	91.46%	164				Yes	91.81%	171				Yes	86.78%	227				Yes	90.95%	243				Yes
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	92.05%	239				Yes	91.57%	166				Yes	80.70%	228				Yes	86.86%	274				Yes
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	50%	4				No	33.33%	3				No	40%	5				No	20%	5				No
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	90.21%	337				Yes	91.10%	427				Yes	86.44%	435				Yes	90.69%	290				Yes
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	91.76%	437				Yes	91.16%	509				Yes	88.10%	395				Yes	87.73%	538				Yes
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%	95.30%	4082				Yes	96.67%	2165				Yes	98.95%	1143				Yes	98.07%	1138				Yes
UT	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	3:12	84				Yes	2:47	62				Yes	10:51	174				Yes	6:44	139				Yes
UT	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
UT	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	3:01	249				Yes	1:52	161				Yes	0.125	248				Yes	3:24	311				Yes
UT	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes
UT	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:12	22:06	17				Yes	13:48	13				Yes	18:52	39				Yes	8:50	20				Yes
UT	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
UT	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
UT	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
UT	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
UT	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	27.87%	61				N/A	20.31%	64				N/A	44.83%	87				N/A	28.99%	69				N/A
UT	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	100%	462				Yes	100%	485				Yes	100%	524				Yes	100%	536				Yes
UT	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	203				Yes	100%	146				Yes	100%	160				Yes	100%	223				Yes
UT	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	12				Yes	100%	11				Yes	100%	5				Yes	100%	12				Yes
UT	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	100%	304				Yes	99.74%	389				Yes	99.47%	376				Yes	100%	264				Yes
UT	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	350				Yes	100%	424				Yes	98.71%	310				Yes	100%	411				Yes
UT	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	100%	3859				Yes	100%	2088				Yes	99.82%	1130				Yes	100%	1113				Yes
UT	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	95.61%	228				Yes	98.81%	253				Yes	97.83%	184				Yes	97.80%	227				Yes
UT	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	99.11%	671				Yes	98.55%	552				Yes	99.72%	716				Yes	99.26%	679				Yes
UT	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	99.42%	171				Yes	100%	108				Yes	100%	104				Yes	100%	113				Yes
UT	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	96.89%	289				Yes	96.85%	222				Yes	99.36%	311				Yes	99.32%	148				Yes
UT	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	99.28%	557				Yes	99.85%	680				Yes	100%	579				Yes	100%	650				Yes
UT	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	1399				Yes	100%	819				Yes	100%	608				Yes	100%	640				Yes
UT	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	88.24%	17				No	66.67%	18				No	84.62%	13				No	100%	4				Yes
UT	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	7				Yes	100%	10				Yes	100%	11				Yes	100%	7				Yes
UT	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	9				Yes	100%	11				Yes	100%	13				Yes	100%	12				Yes
UT	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	34				Yes	95.45%	22				Yes	100%	54				Yes	100%	60				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	3	3	1532	84.47%			
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	0	0	805	90.06%			
UT	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	0	0					
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	4	4	17	35.29%			
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	0	0	1489	89.46%			
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	0	0					
UT	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%	0	0					
UT	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
UT	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
UT	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
UT	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
UT	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:12	0	0					
UT	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
UT	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
UT	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
UT	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
UT	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
UT	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
UT	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
UT	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
UT	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
UT	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
UT	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	0	0					
UT	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
UT	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
UT	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
UT	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
UT	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
UT	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
UT	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	3	3	52	80.77%			
UT	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
UT	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					
UT	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	1:57	1509				Yes	0:56	1391				Yes	0:26	1469				Yes	0:41	1578				Yes
UT	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	1:19	4926				Yes	0:47	3006				Yes	0:15	2318				Yes	0:45	3035				Yes
UT	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	99.74%	2654	98.46%	161176	-5.3	Yes	99.67%	2119	98.11%	150361	-5.24	Yes	95.46%	2579	97.32%	137501	5.78	No	97.86%	2472	97.51%	150524	-1.08	Yes
UT	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			98.46%	161176		N/A			98.11%	150361		N/A			97.32%	137501		N/A			97.51%	150524		N/A
UT	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2	2	5.05	554	0.92	Yes	0	1	4.86	501	1.02	Yes	2	3	4.48	544	1.21	Yes	3	1	5	577	-0.46	Yes
UT	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	4.75	12	5.05	554	-0.03	Yes	7.6	20	4.86	501	-2.11	Yes	3.44	16	4.48	544	0.59	Yes	3.38	8	5	577	0.41	Yes
UT	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A			9	1		N/A						N/A						N/A
UT	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	3.75	8	5.05	554	0.59	Yes	27.75	4	4.86	501	-7.99	Yes	1.67	3	4.48	544	1.39	Yes	5.2	5	5	577	-0.04	Yes
UT	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	100%	1	36.09%	557	-1.33	Yes	0%	1	36.27%	477	0.46	Yes	50%	4	34.48%	464	-0.65	Yes	0%	1	30.54%	537	0.38	Yes
UT	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	36.36%	11	36.09%	557	-0.02	Yes	25%	44	36.27%	477	1.51	Yes	4.31%	116	34.48%	464	7.04	No	1.01%	99	30.54%	537	7.02	No
UT	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P			0%	6		N/A			50%	2		N/A	0%	1				N/A	0%	2	0%	2	.	Yes
UT	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	50%	4	36.09%	557	-0.58	Yes	0%	1	36.27%	477	0.46	Yes	25%	4	34.48%	464	0.3	Yes	25%	4	30.54%	537	0.15	Yes
UT	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
UT	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.08	2986	0.04	30788	8.75	N/A	0.11	2828	0.04	26442	14.38	N/A	0.12	2829	0.06	25074	10.11	N/A	0.1	3879	0.04	26496	16.76	N/A
UT	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
UT	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
UT	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
UT	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
UT	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
UT	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
UT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	94.37%	71	93.64%	7529	-0.25	Yes	96.61%	59	93.99%	6841	-0.84	Yes	93.85%	65	94.24%	6438	0.2	Yes	95.52%	67	94.11%	6992	-0.49	Yes
UT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	99.60%	248	99.64%	14986	0.2	Yes	100%	231	99.63%	10952	-0.91	Yes	100%	410	99.51%	11179	-1.4	Yes	99.26%	135	99.39%	12146	0.28	Yes
UT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	5.38	72	6.5	7544	-1.63	Yes	7.72	61	6.5	6855	1.59	Yes	5.38	65	5.58	6473	-0.28	Yes	4.64	67	5.26	7009	-0.97	Yes
UT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.7	96	3.5	12310	-6.6	Yes	2.71	62	3.58	8615	-5.41	Yes	3.42	95	3.53	8819	-0.71	Yes	3.26	39	3.5	9717	-1.5	Yes
UT	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	89.54%	306	85.80%	20171	-1.86	Yes	88.80%	384	85.60%	17734	-1.77	Yes	86.43%	339	86.04%	18410	-0.21	Yes	85.24%	210	86.01%	17852	0.34	Yes
UT	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	91.41%	384	88.24%	17734	-1.9	N/A	90.27%	339	88.76%	18410	-0.87	N/A	88.57%	210	88.94%	17852	0.19	N/A
UT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	10	1	3.74	144	1.3	Yes	16	3	5.97	118	1.51	Yes	24	1	4.81	97	1.94	No	2	1	4.43	113	-0.36	Yes
UT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	2	1	3.53	47	-0.5	Yes			4.38	32		N/A			4.3	47		N/A	9	1	3.38	66	1.37	Yes
UT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	11.75	4	10.73	333	0.53	Yes	25	1	9.96	297	1.51	Yes	5.67	3	9.71	280	-0.69	Yes	4.5	2	9.2	300	-0.74	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
UT	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
UT	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	1	1	9824	98.13%	97.87%	0.26%	
UT	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
UT	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	0	0					
UT	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	0	0					
UT	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
UT	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
UT	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					
UT	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	2	2	270	7.78%	34.30%	-26.52%	
UT	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
UT	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					
UT	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
UT	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
UT	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
UT	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
UT	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
UT	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
UT	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
UT	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
UT	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
UT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
UT	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
UT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
UT	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	0	0					
UT	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
UT	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
UT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	1	1	6	14.00	4.68	9.32	
UT	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
UT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P			7.57	7		N/A			5.38	8		N/A			12.44	9		N/A			6.56	9		N/A
UT	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	14.33	9	82.1	642	-1.91	N/A	25.75	4	78.38	600	-1.06	N/A	19.38	8	67.99	598	-1.47	N/A	40.2	5	61.85	592	-0.56	N/A
UT	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	5		293		0.57	N/A	2		288		0.06	N/A	6		293		1.41	N/A	1		292		-1.31	N/A
UT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	90.38%	52	90.59%	6798	0.1	Yes	86.36%	66	87.67%	7326	0.36	Yes	83.95%	81	90.18%	7464	1.76	No	90.77%	65	90.90%	6616	0.09	Yes
UT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	34	97.30%	1775	-0.96	Yes	100%	24	95.58%	1902	-1.05	Yes	100%	40	96.66%	1828	-1.16	Yes	100%	24	97.52%	1656	-0.77	Yes
UT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	95.16%	62	98.16%	8772	1.51	Yes	94.12%	85	97.45%	9488	1.71	No	93.88%	98	98.09%	9789	2.46	No	98.84%	86	98.51%	8852	-0.25	Yes
UT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	73	99.68%	3103	-0.48	Yes	98.75%	80	99.58%	3300	0.93	Yes	100%	118	99.26%	3368	-0.92	Yes	100%	76	99.64%	3331	-0.52	Yes
UT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	14:28	62	15:30	8772	-0.53	Yes	18:56	85	16:51	9488	1.14	Yes	16:19	98	15:58	9789	0.35	Yes	14:04	86	14:47	8852	-0.53	Yes
UT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	2:27	73	6:52	3103	-4.05	Yes	5:01	80	7:48	3300	-2.64	Yes	3:54	118	7:02	3368	-2.45	Yes	2:33	76	5:20	3331	-2.68	Yes
UT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	9.52%	63	12.35%	8882	-0.68	Yes	21.84%	87	14.81%	9612	1.76	No	16.16%	99	13.59%	9885	0.75	Yes	15.22%	92	13.31%	8971	0.56	Yes
UT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	10.96%	73	12.34%	3103	-0.36	Yes	16.25%	80	12.97%	3300	0.87	Yes	21.19%	118	13.30%	3368	2.33	No	13.16%	76	13.87%	3331	-0.18	Yes
UT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	20.27%	74	14.52%	8839	1.36	N/A	14.89%	94	13.30%	9172	0.48	N/A	13.41%	82	13.10%	8308	0.12	N/A
UT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	18.18%	44	14.77%	1496	0.64	N/A	22.37%	76	14.72%	1576	1.75	N/A	9.30%	43	14.88%	1445	-1.01	N/A
UT	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0.97%	14089	1.38%	869214	-4.18	Yes	1.10%	15170	1.48%	873628	-3.82	Yes	1.40%	15471	1.51%	876633	-1.1	Yes	1.08%	15509	1.40%	880279	-3.31	Yes
UT	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	0.78%	15170	1.18%	873628	-4.58	N/A	1.10%	15471	1.23%	876633	-1.43	N/A	0.81%	15509	1.11%	880279	-3.56	N/A
UT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	80.95%	63	93.56%	8882	3.37	No	86.21%	87	92.78%	9612	2.15	No	91.92%	99	94.27%	9885	0.99	Yes	82.61%	92	93.96%	8971	3.78	No
UT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	73	98.71%	3103	-0.97	Yes	93.75%	80	98%	3300	2.19	No	97.46%	118	98.52%	3368	0.91	Yes	100%	76	98.92%	3331	-0.9	Yes
UT	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	30.61%	196	29.42%	16980	0.37	N/A	20.85%	211	28.95%	18174	-2.58	N/A	26.69%	296	26.60%	18056	0.04	N/A	30.29%	241	27.46%	16960	0.97	N/A
UT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P			95.59%	204		N/A			93.85%	130		N/A			95.76%	165		N/A			89.44%	161		N/A
UT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P			100%	13		N/A			100%	7		N/A			93.75%	32		N/A			100%	90		N/A
UT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P			5.61	205		N/A			4.28	131		N/A			6.53	165		N/A			7.71	161		N/A
UT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P			2.08	13		N/A			2.86	7		N/A			4.91	32		N/A			3.11	90		N/A
UT	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P			92.70%	178		N/A			97.02%	168		N/A			96.43%	224		N/A			93.72%	191		N/A
UT	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A			97.02%	168		N/A			96.88%	224		N/A			94.24%	191		N/A
UT	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P			7.33	6		N/A			1.8	5		N/A			3.75	4		N/A			2.4	5		N/A
UT	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P						N/A						N/A			35.5	2		N/A						N/A
UT	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P			17.67	3		N/A			9.67	3		N/A			11.33	3		N/A			13.17	12		N/A
UT	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A
UT	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS			82.31	39		N/A			38.82	11		N/A			25.67	12		N/A			21.07	14		N/A
UT	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS			3			N/A			3			N/A			5			N/A			4			N/A
UT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P			89.47%	57		N/A			90.48%	42		N/A			90.91%	44		N/A			90.91%	44		N/A
UT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P			90.91%	22		N/A			100%	20		N/A			92.31%	13		N/A			100%	13		N/A
UT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P			91.95%	87		N/A			96.67%	60		N/A			97.10%	69		N/A			98.46%	65		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
UT	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
UT	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
UT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	1	1	264	87.50%	89.80%	-2.30%	
UT	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
UT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	2	2	331	95.47%	98.04%	-2.57%	
UT	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	0	0					
UT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
UT	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
UT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	1	1	341	16.13%	13.54%	2.59%	
UT	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	1	1	347	16.14%	13.13%	3.01%	
UT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
UT	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
UT	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
UT	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
UT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	3	3	341	85.92%	93.64%	-7.72%	
UT	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	1	1	347	97.70%	98.54%	-0.84%	
UT	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
UT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
UT	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
UT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	0	0					
UT	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	0	0					
UT	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
UT	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
UT	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
UT	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
UT	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
UT	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
UT	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
UT	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
UT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
UT	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
UT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P			100%	33		N/A			100%	33		N/A			100%	21		N/A			100%	24		N/A
UT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P			17:52	87		N/A			14:24	60		N/A			14:06	69		N/A			13:02	65		N/A
UT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P			4:54	33		N/A			3:38	33		N/A			6:07	21		N/A			3:29	24		N/A
UT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P			14.61%	89		N/A			6.25%	64		N/A			12.16%	74		N/A			7.35%	68		N/A
UT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P			12.12%	33		N/A			15.15%	33		N/A			19.05%	21		N/A			4.17%	24		N/A
UT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A			5.45%	55		N/A			12.50%	64		N/A			6.90%	58		N/A
UT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A			22.22%	18		N/A			0%	11		N/A			5.88%	17		N/A
UT	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P			0.38%	31778		N/A			0.30%	31946		N/A			0.30%	31842		N/A			0.29%	31873		N/A
UT	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A			0.23%	31946		N/A			0.24%	31842		N/A			0.24%	31873		N/A
UT	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS			20.26%	153		N/A			22.40%	125		N/A			24%	125		N/A			20%	115		N/A
UT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	100%	4	91.78%	73	-0.58	Yes			90%	80		N/A	100%	3	94.59%	74	-0.41	Yes	100%	4	95.52%	67	-0.42	Yes
UT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	100%	2	95%	40	-0.32	Yes	100%	2	100%	33	.	Yes	100%	3	97.73%	44	-0.26	Yes	100%	2	96.15%	52	-0.28	Yes
UT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	5.5	4	6.23	73	-0.25	Yes			6.86	80		N/A	6.33	3	6.34	76	0	Yes	5	4	5.68	68	-0.26	Yes
UT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	3	2	2.92	37	-0.21	Yes	3	1	4.35	26	-0.29	Yes	5	3	4.78	27	0.35	Yes	5	1	3.4	35	0.57	Yes
UT	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	100%	4	76.11%	113	-1.1	Yes	50%	4	71.79%	117	0.85	Yes	83.33%	6	75.83%	120	-0.42	Yes	90%	10	65.14%	109	-1.58	Yes
UT	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A	75%	4	79.49%	117	0.22	N/A	100%	6	83.33%	120	-1.07	N/A	90%	10	71.56%	109	-1.24	N/A
UT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			5	4		N/A			10.75	4		N/A			3	3		N/A			1	3		N/A
UT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P			2.5	2		N/A						N/A			2	1		N/A			2	2		N/A
UT	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			9.5	2		N/A			5.5	4		N/A			1	1		N/A			11	1		N/A
UT	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			68.6	5		N/A			57.2	5		N/A			42.83	6		N/A			39	6		N/A
UT	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			3			N/A			2			N/A			4			N/A			2			N/A
UT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	100%	5	87.88%	99	-0.81	Yes	88.24%	17	87.61%	113	-0.07	Yes	77.78%	9	87.10%	93	0.74	Yes	100%	9	91.09%	101	-0.9	Yes
UT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	100%	1	95.83%	48	-0.21	Yes	100%	1	100%	49	.	Yes	100%	3	96.43%	56	-0.32	Yes	100%	2	100%	37	.	Yes
UT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	100%	6	96.88%	128	-0.43	Yes	94.74%	19	97.95%	146	0.73	Yes	100%	13	95.24%	126	-0.77	Yes	100%	10	98.52%	135	-0.37	Yes
UT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	100%	3	98.92%	93	-0.18	Yes	100%	3	100%	97	.	Yes	100%	7	98%	100	-0.37	Yes	100%	4	100%	80	.	Yes
UT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	10:58	6	15:13	128	-0.6	Yes	14:12	19	13:44	146	0.24	Yes	15:10	13	16:01	126	-0.17	Yes	6:58	10	0.58333	135	-1.8	Yes
UT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	6:46	3	6:14	93	0.24	Yes	2:46	3	3:34	97	-0.26	Yes	6:07	7	4:31	100	0.78	Yes	3:42	4	3:16	80	0.22	Yes
UT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	33.33%	3	18.28%	93	0.57	Yes	0%	3	12.37%	97	-0.64	Yes	28.57%	7	13%	100	1.04	Yes	50%	4	12.50%	80	1.68	No
UT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	33.33%	6	11.72%	128	1.33	Yes	21.05%	19	17.01%	147	0.45	Yes	14.29%	14	13.08%	130	0.16	Yes	20%	10	14.49%	138	0.48	Yes
UT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A	23.53%	17	16.54%	127	0.71	N/A	15.38%	13	12.73%	110	0.29	N/A	11.11%	9	16.26%	123	-0.4	N/A
UT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A	0%	1	13.16%	38	-0.38	N/A	50%	2	5.66%	53	1.5	N/A	33.33%	3	11.36%	44	0.87	N/A
UT	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0.51%	1777	0.72%	30536	-1.05	Yes	1.21%	1814	0.80%	30638	1.94	No	1.15%	1834	0.75%	30651	1.9	No	0.79%	1782	0.70%	31101	0.42	Yes
UT	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0.99%	1814	0.54%	30638	2.57	N/A	0.82%	1834	0.53%	30651	1.64	N/A	0.67%	1782	0.54%	31101	0.77	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
UT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
UT	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
UT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	0	0					
UT	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	0	0					
UT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
UT	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
UT	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	0	0					
UT	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
UT	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
UT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
UT	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
UT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
UT	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	0	0					
UT	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
UT	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
UT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
UT	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
UT	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
UT	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
UT	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
UT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
UT	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
UT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
UT	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
UT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
UT	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
UT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	1	1	17	29.41%	14.05%	15.36%	
UT	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0	0					
UT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
UT	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
UT	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	2	2	7207	0.92%	0.74%	0.18%	
UT	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	35.71%	14	25.84%	298	0.81	Yes	18.52%	27	26.95%	334	-0.95	Yes	30%	30	25.32%	308	0.57	Yes	41.67%	24	27.33%	300	1.45	Yes
UT	02-05	OP-3	Installation Commitments Met, EELs %		90%	71.43%	7				No	85.71%	7				No	100%	4				Yes	66.67%	3				No
UT	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	10.25	4				N/A	16	6				N/A	6.67	6				N/A	13.25	4				N/A
UT	02-05	OP-5	New Service Installation Quality, EELs %		NS	100%	15				N/A	100%	11				N/A	90%	10				N/A	90%	10				N/A
UT	02-05	OP-5*	New Service Installation Quality, EELs %		NS						N/A	100%	11				N/A	90%	10				N/A	90%	10				N/A
UT	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	7.67	3				N/A	16.25	4				N/A						N/A	22	1				N/A
UT	02-05	OP-6B	Delays for Facility Reasons, EELs, Avg Days		NS						N/A						N/A						N/A						N/A
UT	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	32	3				N/A	23	2				N/A	20	2				N/A	0	2				N/A
UT	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	2					N/A	2					N/A	1					N/A	1					N/A
UT	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	100%	2				N/A	100%	4				N/A	100%	2				N/A	66.67%	3				N/A
UT	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	1:30	2				N/A	1:45	4				N/A	2:18	2				N/A	2:33	3				N/A
UT	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	50%	2				N/A	25%	4				N/A	0%	2				N/A	0%	3				N/A
UT	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS						N/A	25%	4				N/A	0%	2				N/A	0%	3				N/A
UT	02-05	MR-8	Trouble Rate, EELs %		NS	2.44%	82				N/A	5.80%	69				N/A	3.77%	53				N/A	6.52%	46				N/A
UT	02-05	MR-8*	Trouble Rate, EELs %		NS						N/A	5.80%	69				N/A	3.77%	53				N/A	6.52%	46				N/A
UT	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A			94.24%	6438		N/A			94.11%	6992		N/A
UT	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	99.14%	2198	93.64%	7529	-9.29	Yes	98.09%	1673	93.99%	6841	-6.32	Yes	96.53%	1846	94.24%	6438	-3.73	Yes	99.03%	2878	94.11%	6992	-9.43	Yes
UT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A			5.58	6473		N/A			5.26	7009		N/A
UT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	4.75	1376	6.5	7544	-10.24	Yes	5.11	1051	6.5	6855	-6.84	Yes	4.95	1363	5.58	6473	-3.76	Yes	5.21	1509	5.26	7009	-0.3	Yes
UT	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	97.68%	1939	60.22%	7200	-29.91	Yes	95.92%	1763	61.69%	6664	-26.29	Yes	96.95%	2363	61.88%	6742	-30.21	Yes	96.51%	2122	63.33%	6809	-27.7	Yes
UT	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	97.22%	1763	68.71%	6664	-22.96	N/A	98.05%	2363	69.30%	6742	-26.08	N/A	97.41%	2122	70.99%	6809	-23.41	N/A
UT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			4.81	97		N/A			4.43	113		N/A
UT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	5.05	19	3.74	144	1.13	Yes	9.14	28	5.97	118	1.03	Yes	7.09	64	4.81	97	0.52	Yes	3.04	27	4.43	113	-0.97	Yes
UT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			9.71	280		N/A			9.2	300		N/A
UT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P			10.73	333		N/A	3	1	9.96	297	-0.71	Yes			9.71	280		N/A	1	1	9.2	300	-0.91	Yes
UT	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			85.3	334		N/A	14.31	16	76.52	329	-2.63	N/A	8.59	17	65.78	336	-2.73	N/A	10.13	23	63.32	311	-3.14	N/A
UT	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS			173			N/A	9		184		0.01	N/A	4		193		-2.76	N/A	0		175		-5.25	N/A
UT	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	99.16%	237	91.97%	8573	-4.01	Yes	100%	245	89.30%	9228	-5.35	Yes	100%	247	91.46%	9292	-4.74	Yes	98.15%	270	92.23%	8272	-3.58	Yes
UT	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	100%	259	98.56%	11875	-1.92	Yes	100%	259	98%	12788	-2.28	Yes	100%	283	98.39%	13157	-2.13	Yes	100%	276	98.82%	12183	-1.8	Yes
UT	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:55	259	13:15	11875	-10.18	Yes	4:44	259	14:31	12788	-10.16	Yes	4:31	283	13:41	13157	-10.08	Yes	4:41	276	12:12	12183	-10.2	Yes
UT	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	13.13%	259	12.35%	11985	0.39	Yes	11.97%	259	14.34%	12912	-1.08	Yes	12.72%	283	13.51%	13253	-0.39	Yes	10.51%	276	13.46%	12302	-1.42	Yes
UT	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	12.37%	194	14.55%	10335	-0.85	N/A	11.56%	199	13.51%	10748	-0.8	N/A	10.33%	213	13.36%	9753	-1.29	N/A
UT	04-01	MR-8	Trouble Rate, UBL Analog %		P	0.98%	26355	1.38%	869214	-5.43	Yes	1.04%	24971	1.48%	873628	-5.69	Yes	1.19%	23723	1.51%	876633	-3.97	Yes	1.23%	22487	1.40%	880279	-2.15	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
UT	02-05	OP-3	Installation Commitments Met, EELs %		90%	3	3	21	80.95%			
UT	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	0	0					
UT	02-05	OP-5	New Service Installation Quality, EELs %		NS	0	0					
UT	02-05	OP-5*	New Service Installation Quality, EELs %		NS	0	0					
UT	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	0	0					
UT	02-05	OP-6B	Delays for Facility Reasons, EELs, Avg Days		NS	0	0					
UT	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	0	0					
UT	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	0	0					
UT	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	0	0					
UT	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	0	0					
UT	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	0	0					
UT	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS	0	0					
UT	02-05	MR-8	Trouble Rate, EELs %		NS	0	0					
UT	02-05	MR-8*	Trouble Rate, EELs %		NS	0	0					
UT	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
UT	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
UT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
UT	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
UT	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
UT	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
UT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
UT	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	0	0					
UT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
UT	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
UT	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
UT	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
UT	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
UT	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
UT	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
UT	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					
UT	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
UT	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.78%	24971	1.18%	873628	-5.85	N/A	0.84%	23723	1.23%	876633	-5.35	N/A	0.95%	22487	1.11%	880279	-2.27	N/A
UT	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	21.04%	328	29.42%	16980	-3.3	N/A	26.63%	353	28.95%	18174	-0.95	N/A	18.21%	346	26.60%	18056	-3.5	N/A	21.37%	351	27.46%	16960	-2.53	N/A
UT	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	100%	148	94.48%	181	-2.18	Yes	99.07%	107	91.75%	97	-1.9	Yes	97.37%	114	95.24%	126	-0.77	Yes	97.50%	160	91.55%	71	-1.5	Yes
UT	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	4.32	146	15.98	179	-11.29	Yes	4.4	104	8.38	95	-3.65	Yes	4.22	102	8.33	125	-4.02	Yes	4.3	152	9.84	69	-3.02	Yes
UT	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	97.84%	139	85.11%	141	-2.99	Yes	95.90%	122	96.49%	114	0.17	Yes	97.33%	150	92.08%	101	-1.51	Yes	98.81%	168	86.90%	84	-2.64	Yes
UT	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	96.72%	122	97.37%	114	0.21	N/A	98.67%	150	97.03%	101	-0.75	N/A	99.40%	168	89.29%	84	-2.45	N/A
UT	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P			12.5	10		N/A	16.5	2	14.57	7	0.39	Yes	28.33	3	9.29	7	0.97	Yes	5.75	4	26	6	-1.07	Yes
UT	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P			12.5	2		N/A			25	1		N/A			35	2		N/A						N/A
UT	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	9.75	4	123.9	21	-2.55	N/A	8	4	119.76	38	-3.5	N/A	7	4	93.79	38	-2.74	N/A	19.6	10	84.69	36	-3.69	N/A
UT	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	4		1		3.74	N/A	1		3		0.88	N/A	1		3		0.88	N/A	3		4		1.33	N/A
UT	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	95.24%	21	100%	114	1.49	Yes	100%	29	100%	130	.	Yes	100%	24	98.18%	110	-0.6	Yes	100%	21	98.35%	121	-0.55	Yes
UT	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	22	100%	115	.	Yes	100%	30	100%	130	.	Yes	100%	24	99.09%	110	-0.43	Yes	100%	22	100%	121	.	Yes
UT	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	2:41	22	2:01	115	0.98	Yes	2:15	30	1:59	130	0.46	Yes	1:56	24	3:16	110	-0.91	Yes	2:12	22	2:43	121	-0.42	Yes
UT	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	9.09%	22	19.13%	115	-1.1	Yes	3.33%	30	16.15%	130	-1.72	Yes	12.50%	24	17.27%	110	-0.56	Yes	0%	22	26.45%	121	-2.59	Yes
UT	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	5.56%	18	18.92%	74	-1.3	N/A	12.50%	16	13.51%	74	-0.11	N/A	0%	15	28.21%	78	-2.22	N/A
UT	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0.90%	2445	1.07%	10785	-0.72	Yes	1.27%	2355	1.20%	10866	0.31	Yes	1.05%	2287	1%	10980	0.21	Yes	0.98%	2237	1.08%	11164	-0.42	Yes
UT	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.76%	2355	0.68%	10866	0.45	N/A	0.70%	2287	0.67%	10980	0.14	N/A	0.67%	2237	0.70%	11164	-0.15	N/A
UT	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	8.33%	24	41.92%	198	-3.15	N/A	6.25%	32	31.94%	191	-2.88	N/A	14.29%	28	32.10%	162	-1.86	N/A	15.38%	26	27.98%	168	-1.33	N/A
UT	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	100%	1	84.62%	468	-0.43	Yes			82.93%	328		N/A	100%	4	80.27%	299	-0.99	Yes	100%	5	84.62%	286	-0.95	Yes
UT	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	5	1	13.27	556	-0.73	Yes			13.95	436		N/A	4	3	15.15	425	-1.55	Yes	4	5	13.95	413	-1.67	Yes
UT	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	100%	1	92.02%	501	-0.29	Yes	100%	2	86.56%	439	-0.56	Yes	100%	5	91.78%	426	-0.67	Yes	100%	7	93.22%	472	-0.71	Yes
UT	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A	100%	2	92.03%	439	-0.42	N/A	100%	5	93.66%	426	-0.58	N/A	100%	7	94.28%	472	-0.65	N/A
UT	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			18.17	71		N/A			20.73	64		N/A			17.1	82		N/A			21.21	53		N/A
UT	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			23.1	21		N/A			14.56	9		N/A			15.4	5		N/A			14.38	8		N/A
UT	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			25.7	115		N/A			35.93	107		N/A			39.93	81		N/A			41.32	82		N/A
UT	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			70			N/A			51			N/A			26			N/A			19			N/A
UT	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P			85.75%	414		N/A	66.67%	3	84.55%	479	0.73	Yes	100%	5	84.06%	458	-0.97	Yes	100%	6	88.11%	429	-0.89	Yes
UT	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P			2:36	414		N/A	3:46	3	2:22	479	1.08	Yes	1:53	5	2:24	458	-0.26	Yes	1:02	6	2:10	429	-1.09	Yes
UT	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P			24.15%	414		N/A	0%	3	22.13%	479	-0.92	Yes	20%	5	24.45%	458	-0.23	Yes	33.33%	6	29.14%	429	0.24	Yes
UT	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A	0%	2	25.15%	338	-0.82	N/A	25%	4	25.88%	340	-0.04	N/A	0%	1	26.88%	320	-0.61	N/A
UT	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0%	195	1.79%	23178	-1.88	Yes	1.49%	201	2.06%	23229	-0.57	Yes	2.46%	203	1.97%	23283	0.55	Yes	3%	200	1.85%	23164	1.16	Yes
UT	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A	1%	201	1.46%	23229	-0.54	N/A	1.97%	203	1.46%	23283	0.64	N/A	0.50%	200	1.38%	23164	-1.06	N/A
UT	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	100%	1	25.81%	558	1.14	N/A	25%	4	25.74%	645	-0.03	N/A	16.67%	6	24.79%	609	-0.46	N/A	33.33%	9	22%	550	0.79	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
UT	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
UT	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
UT	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
UT	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
UT	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
UT	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
UT	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
UT	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
UT	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
UT	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
UT	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
UT	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	0	0					
UT	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
UT	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
UT	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0	0					
UT	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
UT	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
UT	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
UT	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
UT	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
UT	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
UT	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
UT	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
UT	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
UT	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
UT	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
UT	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
UT	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
UT	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
UT	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					
UT	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
UT	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	81.82%	22	84.62%	468	0.39	Yes	88.89%	9	82.93%	328	-0.47	Yes	100%	9	80.27%	299	-1.47	Yes	80%	15	84.62%	286	0.5	Yes
UT	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	17.11	9	13.27	556	0.96	Yes	8.14	7	13.95	436	-1.29	Yes	19.33	3	15.15	425	0.86	Yes	10.1	10	13.95	413	-0.91	Yes
UT	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	95.45%	22	92.02%	501	-0.58	Yes	100%	17	86.56%	439	-1.59	Yes	95.24%	21	91.78%	426	-0.56	Yes	100%	22	93.22%	472	-1.24	Yes
UT	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	100%	17	92.03%	439	-1.19	N/A	95.24%	21	93.66%	426	-0.29	N/A	100%	22	94.28%	472	-1.13	N/A
UT	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	19.25	4	18.17	71	0.21	Yes	11.5	2	20.73	64	-0.61	Yes	30	2	17.1	82	0.95	Yes	5.75	4	21.21	53	-1.2	Yes
UT	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	21	1	23.1	21	-0.11	Yes			14.56	9		N/A			15.4	5		N/A			14.38	8		N/A
UT	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	5.67	3	25.7	115	-0.78	N/A	13.11	9	35.93	107	-1.16	N/A	16	2	39.93	81	-0.58	N/A	16	7	41.32	82	-0.83	N/A
UT	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	2		70		0.11	N/A	4		51		-0.19	N/A	0		26		-0.96	N/A	3		19		1.08	N/A
UT	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	80%	10	85.75%	414	0.53	Yes	71.43%	7	84.55%	479	0.88	Yes	100%	9	84.06%	458	-1.29	Yes	100%	7	88.11%	429	-0.96	Yes
UT	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	3:02	10	2:36	414	0.59	Yes	6:01	7	2:22	479	2.51	No	1:14	9	2:24	458	-0.8	Yes	1:29	7	2:10	429	-0.71	Yes
UT	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	20%	10	24.15%	414	-0.3	Yes	28.57%	7	22.13%	479	0.42	Yes	22.22%	9	24.45%	458	-0.15	Yes	0%	7	29.14%	429	-1.68	Yes
UT	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A	28.57%	7	25.15%	338	0.23	N/A	22.22%	9	25.88%	340	-0.25	N/A	0%	4	26.88%	320	-1.2	N/A
UT	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	3.97%	252	1.79%	23178	2.28	No	3.10%	226	2.06%	23229	1.07	Yes	4.19%	215	1.97%	23283	2.07	No	3.54%	198	1.85%	23164	1.61	Yes
UT	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	3.10%	226	1.46%	23229	1.83	N/A	4.19%	215	1.46%	23283	2.75	N/A	2.02%	198	1.38%	23164	0.78	N/A
UT	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	16.67%	12	25.81%	558	-0.72	N/A	12.50%	8	25.74%	645	-0.85	N/A	35.71%	14	24.79%	609	0.91	N/A	22.22%	9	22%	550	0.06	N/A
UT	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	97.67%	43	94.48%	181	-0.83	Yes	85.71%	42	91.75%	97	1.05	Yes	100%	39	95.24%	126	-1.22	Yes	95.35%	43	91.55%	71	-0.71	Yes
UT	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	4.49	41	15.98	179	-7.17	Yes	4.86	35	8.38	95	-2.32	Yes	3.85	39	8.33	125	-3.19	Yes	4.49	39	9.84	69	-2.11	Yes
UT	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	81.82%	44	85.11%	141	0.53	Yes	97.62%	42	96.49%	114	-0.34	Yes	93.02%	43	92.08%	101	-0.19	Yes	95.24%	42	86.90%	84	-1.31	Yes
UT	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	100%	42	97.37%	114	-0.91	N/A	93.02%	43	97.03%	101	1.03	N/A	100%	42	89.29%	84	-1.83	N/A
UT	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	1	1	12.5	10	-1.32	Yes	6	5	14.57	7	-1.43	Yes			9.29	7		N/A	54	2	26	6	0.87	Yes
UT	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P			12.5	2		N/A	1	1	25	1	.	N/A			35	2		N/A	1	1				N/A
UT	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	15	3	123.9	21	-2.15	N/A	7.75	4	119.76	38	-3.51	N/A	9.5	6	93.79	38	-3.18	N/A	11.5	2	84.69	36	-2.04	N/A
UT	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	3		1		3.28	N/A	0		3		-0.56	N/A	1		3		0.58	N/A	0		4		-0.49	N/A
UT	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	100%	24	100%	114	.	Yes	100%	13	100%	130	.	Yes	100%	14	98.18%	110	-0.48	Yes	100%	15	98.35%	121	-0.47	Yes
UT	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	25	100%	115	.	Yes	100%	14	100%	130	.	Yes	100%	14	99.09%	110	-0.34	Yes	100%	15	100%	121	.	Yes
UT	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	3:04	25	2:01	115	1.75	No	2:56	14	1:59	130	1.3	Yes	3:18	14	3:16	110	0.4	Yes	1:35	15	2:43	121	-0.78	Yes
UT	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	20%	25	19.13%	115	0.11	Yes	14.29%	14	16.15%	130	-0.18	Yes	14.29%	14	17.27%	110	-0.28	Yes	26.67%	15	26.45%	121	0.03	Yes
UT	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A	8.33%	12	18.92%	74	-0.87	N/A	8.33%	12	13.51%	74	-0.49	N/A	27.27%	11	28.21%	78	-0.06	N/A
UT	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	2.93%	852	1.07%	10785	5.11	No	1.69%	826	1.20%	10866	1.27	Yes	1.70%	822	1%	10980	1.95	No	1.84%	815	1.08%	11164	2.01	No
UT	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	1.45%	826	0.68%	10866	2.6	N/A	1.46%	822	0.67%	10980	2.66	N/A	1.35%	815	0.70%	11164	2.15	N/A
UT	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	10.71%	28	41.92%	198	-3.13	N/A	12.50%	16	31.94%	191	-1.6	N/A	12.50%	16	32.10%	162	-1.6	N/A	11.76%	17	27.98%	168	-1.42	N/A
UT	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%			94.42%	538		N/A	100%	11	93.92%	641	-0.84	Yes	100%	21	96.58%	468	-0.84	Yes	100%	18	97.69%	562	-0.64	Yes
UT	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6			5.79	543		N/A	3.73	11	6.57	642	-3.44	Yes	3.75	20	9.96	474	-9.38	Yes	3.62	13	10.16	566	-8.41	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
UT	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
UT	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	0	0					
UT	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
UT	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
UT	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
UT	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
UT	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
UT	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	0	0					
UT	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	1	1	33	2:50	2:22	0:27	
UT	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
UT	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
UT	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	2	2	891	3.71%	1.92%	1.79%	
UT	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
UT	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
UT	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
UT	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
UT	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	0	0					
UT	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
UT	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
UT	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
UT	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
UT	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
UT	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
UT	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
UT	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	1	1	68	2:45	2:28	0:17	
UT	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					
UT	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
UT	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	3	3	3315	2.05%	1.09%	0.96%	
UT	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
UT	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
UT	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
UT	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	100%	6	98.65%	593	-0.29	Yes	100%	16	98.75%	558	-0.44	Yes	100%	20	98.27%	520	-0.58	Yes	100%	14	96.84%	601	-0.67	Yes
UT	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A	100%	16	98.92%	558	-0.41	N/A	100%	20	99.04%	520	-0.43	N/A	100%	14	97.17%	601	-0.63	N/A
UT	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			4.76	21		N/A			2.57	30		N/A			6.67	12		N/A	7	1	5.63	8	0.09	Yes
UT	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P			8.4	10		N/A			3.25	8		N/A			5.5	4		N/A			12.17	6		N/A
UT	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			82.16%	398		N/A			81.37%	306		N/A			88.80%	250		N/A			86.99%	292		N/A
UT	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			93.50%	400		N/A			94.46%	307		N/A			96.80%	250		N/A			98.29%	292		N/A
UT	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			16:05	400		N/A			13:39	307		N/A			15:57	250		N/A			10:07	292		N/A
UT	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			38.75%	400		N/A			39.41%	307		N/A			36.80%	250		N/A			31.51%	292		N/A
UT	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			42.33%	189		N/A			36.62%	142		N/A			35.37%	164		N/A
UT	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0%	5	3.15%	12687	-0.4	Yes	0%	5	2.34%	13146	-0.35	Yes	0%	6	1.85%	13548	-0.34	Yes	0%	6	2.09%	13994	-0.36	Yes
UT	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A	0%	5	1.44%	13146	-0.27	N/A	0%	6	1.05%	13548	-0.25	N/A	0%	6	1.17%	13994	-0.27	N/A
UT	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS			36.81%	633		N/A			45.18%	560		N/A			42.40%	434		N/A			44.06%	522		N/A
UT	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			70.59%	17		N/A			82.35%	17		N/A			88.57%	35		N/A			87.88%	33		N/A
UT	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			26.3	27		N/A			20.56	41		N/A			12.63	46		N/A			21.55	47		N/A
UT	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			100%	35		N/A			100%	44		N/A			100%	47		N/A			100%	55		N/A
UT	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	44		N/A			100%	47		N/A			100%	55		N/A
UT	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P			42.57	7		N/A			26.57	7		N/A			14.4	5		N/A			33.4	10		N/A
UT	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A						N/A			42	1		N/A						N/A
UT	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			97.33	6		N/A			56.83	12		N/A			58.09	11		N/A			56.09	11		N/A
UT	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			4			N/A			4			N/A			4			N/A			2			N/A
UT	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			100%	10		N/A			100%	11		N/A			100%	16		N/A			100%	12		N/A
UT	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			0:49	10		N/A			1:22	11		N/A			0:32	16		N/A			1:21	12		N/A
UT	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			40%	10		N/A			9.09%	11		N/A			25%	16		N/A			16.67%	12		N/A
UT	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A			11.11%	9		N/A			23.08%	13		N/A			25%	8		N/A
UT	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			0.60%	1672		N/A			0.67%	1652		N/A			0.96%	1660		N/A			0.73%	1642		N/A
UT	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0.54%	1652		N/A			0.78%	1660		N/A			0.49%	1642		N/A
UT	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			44.44%	18		N/A			21.43%	14		N/A			20%	20		N/A			25%	16		N/A
UT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	912				N/A	0:02	765				N/A	0:03	935				N/A	0:03	1819				N/A
UT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:02	1				N/A						N/A	0:05	1				N/A	1:54	4				N/A
UT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	95.35%	86				Yes	96.97%	66				Yes	98.61%	72				Yes	94.29%	105				No
UT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	99.27%	273				Yes	99.58%	237				Yes	99.34%	305				Yes	99.67%	604				Yes
UT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	273				N/A	0%	237				N/A	0%	305				N/A	0.17%	604				N/A
UT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0%	86				N/A	1.52%	66				N/A	0%	72				N/A	0%	105				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
UT	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
UT	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
UT	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
UT	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
UT	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
UT	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
UT	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
UT	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
UT	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
UT	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
UT	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
UT	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
UT	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
UT	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
UT	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
UT	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
UT	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
UT	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
UT	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
UT	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
UT	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
UT	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
UT	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
UT	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
UT	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					
UT	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
UT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0	0					
UT	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0	0					
UT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	1	1	329	96.05%			
UT	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
UT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					
UT	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	95.65%	46				Yes	93.75%	64				Yes	97.01%	67				Yes	96.83%	63				Yes
UT	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	7.63	46				Yes	6.1	63				Yes	5.5	66				Yes	6.55	58				Yes
UT	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			93.64%	7529		N/A			93.99%	6841		N/A			94.24%	6438		N/A			94.11%	6992		N/A
UT	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	99.24%	132	99.64%	14986	0.72	Yes	100%	160	99.63%	10952	-0.76	Yes	100%	86	99.51%	11179	-0.65	Yes	100%	92	99.39%	12146	-0.75	Yes
UT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			6.5	7544		N/A			6.5	6855		N/A			5.58	6473		N/A			5.26	7009		N/A
UT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	3.11	131	3.5	12310	-3.69	Yes	3	156	3.58	8615	-5.69	Yes	2.98	81	3.53	8819	-3.36	Yes	3.01	90	3.5	9717	-4.56	Yes
UT	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	98.41%	189	85.80%	20171	-4.94	Yes	94.92%	177	85.60%	17734	-3.51	Yes	97.12%	139	86.04%	18410	-3.76	Yes	92.03%	138	86.01%	17852	-2.03	Yes
UT	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	97.74%	177	88.24%	17734	-3.9	N/A	97.12%	139	88.76%	18410	-3.11	N/A	97.10%	138	88.94%	17852	-3.05	N/A
UT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	17	1	3.53	47	2.23	No			4.38	32		N/A			4.3	47		N/A			3.38	66		N/A
UT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	1	1	3.74	144	-0.63	Yes	3	1	5.97	118	-0.26	Yes	1.5	2	4.81	97	-0.39	Yes			4.43	113		N/A
UT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS			10.73	333		N/A			9.96	297		N/A			9.71	280		N/A			9.2	300		N/A
UT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	3	1	7.57	7	-0.47	N/A	11.5	2	5.38	8	2.17	N/A			12.44	9		N/A			6.56	9		N/A
UT	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	3.92	12				N/A	8.6	5				N/A	2.6	5				N/A						N/A
UT	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	12					N/A	4					N/A	4					N/A						N/A
UT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	50%	4	90.59%	6798	1.97	No	75%	4	87.67%	7326	0.69	Yes	0%	1	90.18%	7464	1.66	No			90.90%	6616		N/A
UT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	100%	11	97.30%	1775	-0.55	Yes	66.67%	9	95.58%	1902	2.75	No	100%	2	96.66%	1828	-0.26	Yes	66.67%	3	97.52%	1656	1.79	No
UT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	100%	4	98.16%	8772	-0.27	Yes	88.89%	9	97.45%	9488	1.21	Yes	80%	10	98.09%	9789	2.43	No	66.67%	6	98.51%	8852	2.96	No
UT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	100%	12	99.68%	3103	-0.2	Yes	92.86%	14	99.58%	3300	1.88	No	100%	7	99.26%	3368	-0.23	Yes	100%	18	99.64%	3331	-0.25	Yes
UT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	20:10	4	15:30	8772	0.96	Yes	1:04:38	9	16:51	9488	1.93	No	1:12:39	10	15:58	9789	2.51	No	1:13:46	6	14:47	8852	3.72	No
UT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	6:07	12	6:52	3103	-0.28	Yes	13:08	14	7:48	3300	1.88	No	1:09	7	7:02	3368	-1.13	Yes	5:59	18	5:20	3331	0.46	Yes
UT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	25%	4	39.13%	138	-0.57	N/A	33.33%	9	47.52%	101	-0.82	N/A	63.64%	11	52.38%	63	0.65	N/A	50%	6	40.26%	77	0.43	N/A
UT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	66.67%	12	38.55%	262	1.89	N/A	42.86%	14	35.44%	206	0.55	N/A	14.29%	7	31.55%	187	-0.97	N/A	27.78%	18	28.37%	215	-0.05	N/A
UT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A	16.67%	6	50.72%	69	-1.6	N/A	57.14%	7	57.69%	26	-0.03	N/A	40%	5	47.06%	34	-0.3	N/A
UT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A	50%	6	37.50%	120	0.58	N/A	0%	5	31.90%	116	-1.5	N/A	42.86%	7	32.31%	130	0.56	N/A
UT	04-10	MR-8	Trouble Rate, Line Sharing %		P	0.92%	1740	1.38%	869214	-1.64	Yes	1.39%	1652	1.48%	873628	-0.29	Yes	1.17%	1540	1.51%	876633	-1.1	Yes	1.63%	1468	1.40%	880279	0.77	Yes
UT	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	0.73%	1652	1.18%	873628	-1.71	N/A	0.78%	1540	1.23%	876633	-1.59	N/A	0.82%	1468	1.11%	880279	-1.06	N/A
UT	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P			84.62%	468		N/A			82.93%	328		N/A			80.27%	299		N/A			84.62%	286		N/A
UT	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P			13.27	556		N/A			13.95	436		N/A	6.5	2	15.15	425	-0.98	Yes	6	1	13.95	413	-0.6	Yes
UT	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P			92.02%	501		N/A	100%	1	86.56%	439	-0.39	Yes	100%	2	91.78%	426	-0.42	Yes	100%	3	93.22%	472	-0.47	Yes
UT	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A	100%	1	92.03%	439	-0.29	N/A	100%	2	93.66%	426	-0.37	N/A	100%	3	94.28%	472	-0.43	N/A
UT	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			18.17	71		N/A			20.73	64		N/A			17.1	82		N/A			21.21	53		N/A
UT	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			23.1	21		N/A			14.56	9		N/A			15.4	5		N/A			14.38	8		N/A
UT	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			25.7	115		N/A			35.93	107		N/A			39.93	81		N/A			41.32	82		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	0	0					
UT	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
UT	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
UT	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
UT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
UT	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
UT	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
UT	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
UT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	1	1	1	17.00	3.81	13.19	
UT	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
UT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
UT	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
UT	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	0	0					
UT	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	0	0					
UT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	2	2	9	55.56%	89.80%	-34.24%	
UT	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	2	2	25	84.00%	96.73%	-12.73%	
UT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	2	2	29	82.76%	98.04%	-15.28%	
UT	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	1	1	51	98.04%	99.54%	-1.50%	
UT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	3	3	29	8:07	15:47	16:19	
UT	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	1	1	51	7:18	6:45	0:33	
UT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
UT	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
UT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
UT	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
UT	04-10	MR-8	Trouble Rate, Line Sharing %		P	0	0					
UT	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
UT	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
UT	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
UT	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
UT	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
UT	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
UT	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
UT	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			70			N/A			51			N/A			26			N/A			19			N/A
UT	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	100%	1	85.75%	414	-0.41	Yes	100%	2	84.55%	479	-0.6	Yes	100%	6	84.06%	458	-1.06	Yes	100%	5	88.11%	429	-0.82	Yes
UT	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1:30	1	2:36	414	-0.32	Yes	0:23	2	2:22	479	-0.99	Yes	1:40	6	2:24	458	-0.41	Yes	2:03	5	2:10	429	-0.09	Yes
UT	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	100%	1	24.15%	414	1.18	Yes	0%	2	22.13%	479	-0.75	Yes	16.67%	6	24.45%	458	-0.44	Yes	20%	5	29.14%	429	-0.45	Yes
UT	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A	0%	1	25.15%	338	-0.58	N/A	20%	5	25.88%	340	-0.3	N/A	20%	5	26.88%	320	-0.34	N/A
UT	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0.87%	115	1.79%	23178	-0.74	Yes	1.74%	115	2.06%	23229	-0.24	Yes	5.22%	115	1.97%	23283	2.13	No	4.42%	113	1.85%	23164	1.77	No
UT	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0.87%	115	1.46%	23229	-0.52	N/A	4.35%	115	1.46%	23283	2.13	N/A	4.42%	113	1.38%	23164	2.24	N/A
UT	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	50%	2	25.81%	558	0.64	N/A	33.33%	3	25.74%	645	0.3	N/A	14.29%	7	24.79%	609	-0.64	N/A	0%	5	22%	550	-1.18	N/A
UT	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P			70.59%	17		N/A			82.35%	17		N/A			88.57%	35		N/A			87.88%	33		N/A
UT	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P			26.3	27		N/A			20.56	41		N/A			12.63	46		N/A			21.55	47		N/A
UT	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P			100%	35		N/A			100%	44		N/A			100%	47		N/A			100%	55		N/A
UT	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A			100%	44		N/A			100%	47		N/A			100%	55		N/A
UT	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P			42.57	7		N/A			26.57	7		N/A			14.4	5		N/A			33.4	10		N/A
UT	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A						N/A			42	1		N/A						N/A
UT	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			97.33	6		N/A			56.83	12		N/A			58.09	11		N/A			56.09	11		N/A
UT	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			4			N/A			4			N/A			4			N/A			2			N/A
UT	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	100%	1	100%	10	.	Yes	100%	2	100%	11	.	Yes	100%	2	100%	16	.	Yes	100%	3	100%	12	.	Yes
UT	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0:50	1	0:49	10	0.2	Yes	0:44	2	1:22	11	-0.67	Yes	0:57	2	0:32	16	1.42	Yes	1:24	3	1:21	12	0.06	Yes
UT	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0%	1	40%	10	-0.78	Yes	0%	2	9.09%	11	-0.41	Yes	50%	2	25%	16	0.55	Yes	33.33%	3	16.67%	12	0.47	Yes
UT	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A	0%	2	11.11%	9	-0.45	N/A	50%	2	23.08%	13	0.59	N/A	0%	2	25%	8	-0.73	N/A
UT	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	1.20%	83	0.60%	1672	0.65	Yes	2.41%	83	0.67%	1652	1.49	Yes	2.41%	83	0.96%	1660	1.15	Yes	3.53%	85	0.73%	1642	2.12	No
UT	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	2.41%	83	0.54%	1652	1.66	N/A	2.41%	83	0.78%	1660	1.34	N/A	2.35%	85	0.49%	1642	1.72	N/A
UT	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0%	1	44.44%	18	-0.87	N/A	0%	2	21.43%	14	-0.69	N/A	33.33%	3	20%	20	0.41	N/A	0%	3	25%	16	-0.92	N/A
UT	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS	0%	12				N/A	0%	12				N/A	0%	12				N/A	0%	12				N/A
UT	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS						N/A	0%	12				N/A	0%	12				N/A	0%	12				N/A
UT	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	2:22	80837				N/A	3:06	76135				N/A	4:58	70904				N/A	3:24	67884				N/A
UT	07-01	OP-5	New Service Installation Quality, E911 %		P	100%	2	100%	1	.	Yes	100%	3				N/A	100%	3				N/A	100%	2				N/A
UT	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A	100%	3				N/A	100%	3				N/A	100%	2				N/A
UT	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P						N/A						N/A						N/A						N/A
UT	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A						N/A
UT	07-01	MR-7	Repair Repeat Report Rate, E911 %		P						N/A						N/A						N/A						N/A
UT	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A						N/A						N/A						N/A
UT	07-01	MR-8	Trouble Rate, E911 %		P	0%	192	0%	288	.	Yes	0%	192	0%	284	.	Yes	0%	182	0%	286	.	Yes	0%	174	0%	282	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
UT	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
UT	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
UT	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
UT	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
UT	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	2	2	458	3.06%	1.92%	1.14%	
UT	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
UT	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
UT	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	0	0					
UT	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
UT	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
UT	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
UT	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
UT	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
UT	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
UT	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					
UT	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
UT	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
UT	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
UT	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
UT	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	1	1	334	2.39%	0.74%	1.65%	
UT	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
UT	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
UT	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS	0	0					
UT	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS	0	0					
UT	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
UT	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
UT	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
UT	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					
UT	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
UT	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
UT	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
UT	07-01	MR-8	Trouble Rate, E911 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	192	0%	284	.	Yes	0%	182	0%	286	.	Yes	0%	174	0%	282	.	Yes
UT	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS						N/A						N/A						N/A						N/A
UT	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.36	.		N/A			8.77	.		N/A			8.54	.		N/A			7.95	.		N/A
UT	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.92	.		N/A			9.86	.		N/A			9.26	.		N/A			9.42	.		N/A
UT	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	77229				N/A	0.11	69861				N/A	0.09	69363				N/A	0.1	68008				N/A
UT	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	95.77%	74535				N/A	94.76%	69189				N/A	93.67%	68239				N/A	94.47%	66931				N/A
UT	09-01	NP-1A	NXX Code Activation, All %		P						N/A						N/A						N/A						N/A
UT	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS						N/A						N/A						N/A						N/A
UT	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
UT	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	99.88%	866				Yes	99.71%	696				Yes	99.89%	880				Yes	99.44%	1792				Yes
UT	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	99.75%	5118				Yes	99.72%	5001				Yes	99.87%	3059				Yes	99.83%	3026				Yes
UT	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	99.97%	6083				Yes	100%	5947				Yes	100%	3992				Yes	100%	4935				Yes
UT	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	6083				N/A	100%	5947				N/A	100%	3992				N/A	100%	4935				N/A
UT	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0%	1	51.72%	1775	0.7	N/A			46.64%	1902		N/A			55.74%	1828		N/A			59.36%	1656		N/A
UT	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	100%	1	99.68%	3103	-0.06	Yes			99.58%	3300		N/A			99.26%	3368		N/A			99.64%	3331		N/A
UT	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	8746.184				Yes	100%	31331.35				Yes	100%	34128.09				Yes	100%	33572.16				Yes
UT	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	8746.184				Yes	100%	31331.35				Yes	100%	34128.09				Yes	99.91%	33572.16				Yes
UT	14-01	OP-3	Installation Commitments Met, Residence %	D	P	96.97%	33	94.07%	5917	-0.7	Yes	96.77%	31	94.86%	5350	-0.48	Yes	91.43%	35	94.23%	5008	0.72	Yes	100%	30	94.46%	5434	-1.32	Yes
UT	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	199	99.64%	14659	-0.84	Yes	100%	152	99.64%	10609	-0.73	Yes	99.31%	145	99.58%	10830	0.52	Yes	100%	146	99.45%	11726	-0.9	Yes
UT	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	3.03	33	6.63	5929	-3.69	Yes	3.16	31	6.66	5357	-3.67	Yes	3.54	35	5.61	5026	-2.25	Yes	3.23	30	5.17	5444	-2.25	Yes
UT	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	3.01	152	3.5	12093	-5.27	Yes	2.98	126	3.58	8393	-5.66	Yes	2.97	117	3.53	8588	-4.24	Yes	2.99	127	3.5	9452	-6.34	Yes
UT	14-01	OP-5	New Service Installation Quality, Residence %		P	96.15%	208	85.99%	18279	-4.2	Yes	92.31%	182	85.59%	15916	-2.56	Yes	92.70%	178	86.56%	16519	-2.39	Yes	96.57%	175	86.69%	15875	-3.83	Yes
UT	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	92.31%	182	88.09%	15916	-1.75	N/A	93.26%	178	89.10%	16519	-1.77	N/A	97.14%	175	89.35%	15875	-3.32	N/A
UT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P			3.59	90		N/A			4.87	53		N/A			3.28	61		N/A			3.43	69		N/A
UT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			3.54	46		N/A			4.4	30		N/A			3.74	38		N/A			3.43	60		N/A
UT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	3	1	11.02	260	-0.66	Yes	5	1	9.5	224	-0.57	Yes	4	3	9.57	230	-0.95	Yes			8.75	233		N/A
UT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			7.57	7		N/A			5.38	8		N/A	3	1	12.44	9	-0.33	Yes			5.17	6		N/A
UT	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS			75.69	406		N/A			72.76	386		N/A	2	1	60.1	393	-0.68	N/A	3	1	54.23	388	-0.65	N/A
UT	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS			182			N/A			187			N/A	1		202		0.65	N/A	1		204		0.63	N/A
UT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	92.31%	13	90.63%	6033	-0.21	Yes	87.50%	16	87.68%	6471	0.1	Yes	100%	15	90.31%	6594	-1.27	Yes	100%	14	90.88%	5791	-1.18	Yes
UT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P			97.11%	1523		N/A	100%	4	95.32%	1644	-0.44	Yes	100%	4	96.33%	1552	-0.39	Yes	100%	2	97.42%	1398	-0.23	Yes
UT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	100%	13	98.35%	7805	-0.47	Yes	100%	19	97.51%	8459	-0.7	Yes	100%	16	98.24%	8669	-0.54	Yes	100%	15	98.53%	7768	-0.47	Yes
UT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	1	99.62%	2649	-0.06	Yes	100%	4	99.54%	2812	-0.14	Yes	100%	6	99.14%	2804	-0.23	Yes	100%	4	99.67%	2766	-0.11	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
UT	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
UT	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
UT	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
UT	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
UT	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
UT	09-01	NP-1A	NXX Code Activation, All %		P	0	0					
UT	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0	0					
UT	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
UT	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
UT	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
UT	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
UT	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
UT	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
UT	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					
UT	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
UT	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
UT	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
UT	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
UT	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
UT	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
UT	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
UT	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
UT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
UT	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
UT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
UT	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
UT	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
UT	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					
UT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
UT	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	0	0					
UT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
UT	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	13:15	13	15:39	7805	-0.56	Yes	8:57	19	17:04	8459	-2.14	Yes	12:28	16	16:00	8669	-1.04	Yes	13:47	15	15:00	7768	-0.39	Yes
UT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	21:13	1	7:22	2649	1.43	Yes	14:31	4	8:21	2812	1.35	Yes	1:21	6	7:43	2804	-1.08	Yes	1:44	4	5:39	2766	-0.94	Yes
UT	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	7.69%	13	12.26%	7894	-0.5	Yes	21.05%	19	14.67%	8561	0.78	Yes	0%	16	13.49%	8750	-1.58	Yes	6.67%	15	13.28%	7870	-0.75	Yes
UT	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0%	1	12.34%	2649	-0.38	Yes	0%	4	12.77%	2812	-0.76	Yes	0%	6	12.95%	2804	-0.94	Yes	0%	4	13.45%	2766	-0.79	Yes
UT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	21.05%	19	14.39%	7901	0.82	N/A	0%	16	13.18%	8173	-1.56	N/A	0%	14	13.09%	7324	-1.45	N/A
UT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	0%	3	14.33%	1249	-0.71	N/A	0%	3	13.72%	1246	-0.69	N/A	0%	3	14.51%	1151	-0.71	N/A
UT	14-01	MR-8	Trouble Rate, Residence %		P	0.98%	1432	1.57%	672406	-1.8	Yes	1.61%	1433	1.68%	676411	-0.22	Yes	1.51%	1453	1.70%	678803	-0.55	Yes	1.27%	1494	1.56%	681827	-0.9	Yes
UT	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	1.54%	1433	1.35%	676411	0.6	N/A	1.31%	1453	1.39%	678803	-0.26	N/A	1.14%	1494	1.24%	681827	-0.37	N/A
UT	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	1	99.02%	2649	-0.1	Yes	50%	4	98.08%	2812	3.09	No	100%	6	98.61%	2804	-0.29	Yes	100%	4	99.10%	2766	-0.19	Yes
UT	14-01	MR-9	Repair Appointments Met, Residence %	D	P	92.31%	13	94.91%	7894	0.47	Yes	89.47%	19	93.69%	8561	0.75	Yes	93.75%	16	95.04%	8750	0.32	Yes	100%	15	94.74%	7870	-0.91	Yes
UT	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	22.22%	18	29.42%	14937	-0.67	N/A	11.54%	26	28.86%	15986	-1.95	N/A	15.38%	26	26.36%	15690	-1.27	N/A	13.64%	22	27.35%	14640	-1.44	N/A
UT	14-02	OP-3	Installation Commitments Met, Business %	D	P	100%	2	92.06%	1612	-0.42	Yes	100%	1	90.88%	1491	-0.32	Yes			94.27%	1430		N/A	100%	2	92.88%	1558	-0.39	Yes
UT	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	13	99.69%	327	-0.2	Yes	100%	3	99.42%	343	-0.13	Yes	100%	8	97.42%	349	-0.45	Yes	100%	8	97.86%	420	-0.41	Yes
UT	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	2.5	2	5.99	1615	-0.76	Yes	4	1	5.93	1498	-0.23	Yes			5.47	1447		N/A	3	2	5.55	1565	-0.56	Yes
UT	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	3	3	3.12	217	-0.08	Yes	3	1	3.47	222	-0.17	Yes	1.5	4	3.36	231	-1.45	Yes	2.25	8	3.45	265	-1.12	Yes
UT	14-02	OP-5	New Service Installation Quality, Business %		P	100%	10	83.99%	1892	-1.38	Yes	100%	6	85.71%	1819	-1	Yes	88.89%	9	81.50%	1892	-0.57	Yes	88.89%	9	80.58%	1977	-0.63	Yes
UT	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	100%	6	89.55%	1819	-0.84	N/A	100%	9	85.73%	1892	-1.22	N/A	88.89%	9	85.63%	1977	-0.28	N/A
UT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P			3.98	54		N/A			6.86	65		N/A			7.42	36		N/A			6	44		N/A
UT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P			3	1		N/A			4	2		N/A			6.67	9		N/A			2.83	6		N/A
UT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			9.73	73		N/A			11.36	73		N/A			10.38	50		N/A			10.75	67		N/A
UT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A			9.33	3		N/A
UT	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			93.13	236		N/A			88.5	214		N/A			83.1	205		N/A			76.35	204		N/A
UT	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS			111			N/A			101			N/A			91			N/A			88			N/A
UT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	100%	1	90.20%	765	-0.33	Yes			87.60%	855		N/A	80%	5	89.20%	870	0.62	Yes	100%	1	91.03%	825	-0.31	Yes
UT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P			98.41%	252		N/A			97.29%	258		N/A	100%	2	98.55%	276	-0.17	Yes			98.06%	258		N/A
UT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	100%	2	96.69%	967	-0.26	Yes			96.99%	1029		N/A	80%	5	96.96%	1120	1.43	Yes	100%	3	98.34%	1084	-0.22	Yes
UT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	1	100%	454	.	Yes	100%	1	99.80%	488	-0.05	Yes	100%	6	99.82%	564	-0.1	Yes			99.47%	565		N/A
UT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	21:07	2	14:25	967	0.92	Yes			15:05	1029		N/A	1:05:38	5	15:42	1120	1.83	No	20:44	3	13:07	1084	1.2	Yes
UT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0:32	1	3:59	454	-0.55	Yes	2:30	1	4:33	488	-0.27	Yes	4:18	6	3:36	564	0.52	Yes			3:46	565		N/A
UT	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0%	2	13.06%	988	-0.55	Yes			15.98%	1051		N/A	40%	5	14.36%	1135	1.36	Yes	33.33%	3	13.53%	1101	0.83	Yes
UT	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0%	1	12.33%	454	-0.37	Yes	0%	1	14.14%	488	-0.41	Yes	16.67%	6	15.07%	564	0.16	Yes			15.93%	565		N/A
UT	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A			15.57%	938		N/A	25%	4	14.31%	999	0.57	N/A	33.33%	3	13.11%	984	0.85	N/A
UT	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A			17%	247		N/A	0%	3	18.48%	330	-0.82	N/A			16.33%	294		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
UT	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
UT	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
UT	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
UT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
UT	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
UT	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
UT	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
UT	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	1	1	15	86.67%	98.70%	-12.03%	
UT	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
UT	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
UT	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
UT	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
UT	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
UT	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					
UT	14-02	OP-5	New Service Installation Quality, Business %		P	0	0					
UT	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
UT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
UT	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
UT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
UT	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
UT	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
UT	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
UT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
UT	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
UT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
UT	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
UT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	1	1	10	1:15	14:35	10:40	
UT	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					
UT	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
UT	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
UT	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
UT	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-02	MR-8	Trouble Rate, Business %		P	0.62%	485	0.73%	196808	-0.29	Yes	0.20%	512	0.78%	197217	-1.5	Yes	2.28%	483	0.86%	197830	2.84	No	0.66%	455	0.84%	198452	-0.42	Yes
UT	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0%	512	0.60%	197217	-1.76	N/A	1.45%	483	0.67%	197830	1.86	N/A	0.66%	455	0.64%	198452	0.12	N/A
UT	14-02	MR-9	Repair Appointments Met, Business %	D	P	100%	2	82.79%	988	-0.64	Yes			85.35%	1051		N/A	80%	5	88.37%	1135	0.56	Yes	100%	3	88.37%	1101	-0.63	Yes
UT	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	1	96.92%	454	-0.18	Yes	100%	1	97.54%	488	-0.16	Yes	100%	6	98.05%	564	-0.34	Yes			98.05%	565		N/A
UT	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	40%	5	29.42%	2043	0.5	N/A	50%	2	29.66%	2188	0.53	N/A	8.33%	12	28.19%	2366	-1.53	N/A	40%	5	28.19%	2320	0.56	N/A
UT	14-03	OP-3	Installation Commitments Met, Centrex %	D	P			95.59%	204		N/A			93.85%	130		N/A			95.76%	165		N/A			89.44%	161		N/A
UT	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P			100%	13		N/A			100%	7		N/A			93.75%	32		N/A			100%	90		N/A
UT	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P			5.61	205		N/A			4.28	131		N/A			6.53	165		N/A			7.71	161		N/A
UT	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P			2.08	13		N/A			2.86	7		N/A			4.91	32		N/A			3.11	90		N/A
UT	14-03	OP-5	New Service Installation Quality, Centrex %		P			92.70%	178		N/A			97.02%	168		N/A			96.43%	224		N/A			93.72%	191		N/A
UT	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A			97.02%	168		N/A			96.88%	224		N/A			94.24%	191		N/A
UT	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P			7.33	6		N/A			1.8	5		N/A			3.75	4		N/A			2.4	5		N/A
UT	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A			35.5	2		N/A						N/A
UT	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P			17.67	3		N/A			9.67	3		N/A			11.33	3		N/A			13.17	12		N/A
UT	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A
UT	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			82.31	39		N/A			38.82	11		N/A			25.67	12		N/A			21.07	14		N/A
UT	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			3			N/A			3			N/A			5			N/A			4			N/A
UT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P			89.47%	57		N/A			90.48%	42		N/A			90.91%	44		N/A			90.91%	44		N/A
UT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P			90.91%	22		N/A			100%	20		N/A			92.31%	13		N/A			100%	13		N/A
UT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P			91.95%	87		N/A			96.67%	60		N/A			97.10%	69		N/A			98.46%	65		N/A
UT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P			100%	33		N/A			100%	33		N/A			100%	21		N/A			100%	24		N/A
UT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			17:52	87		N/A			14:24	60		N/A			14:06	69		N/A			13:02	65		N/A
UT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			4:54	33		N/A			3:38	33		N/A			6:07	21		N/A			3:29	24		N/A
UT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P			14.61%	89		N/A			6.25%	64		N/A			12.16%	74		N/A			7.35%	68		N/A
UT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			12.12%	33		N/A			15.15%	33		N/A			19.05%	21		N/A			4.17%	24		N/A
UT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A			5.45%	55		N/A			12.50%	64		N/A			6.90%	58		N/A
UT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A			22.22%	18		N/A			0%	11		N/A			5.88%	17		N/A
UT	14-03	MR-8	Trouble Rate, Centrex %		P			0.38%	31778		N/A			0.30%	31946		N/A			0.30%	31842		N/A			0.29%	31873		N/A
UT	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A			0.23%	31946		N/A			0.24%	31842		N/A			0.24%	31873		N/A
UT	14-03	MR-9	Repair Appointments Met, Centrex %	D	P			59.55%	89		N/A			52.38%	63		N/A			56.16%	73		N/A			66.67%	66		N/A
UT	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P			81.25%	32		N/A			96.30%	27		N/A			90%	20		N/A			100%	20		N/A
UT	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS			20.26%	153		N/A			22.40%	125		N/A			24%	125		N/A			20%	115		N/A
UT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P			91.78%	73		N/A			90%	80		N/A			94.59%	74		N/A			95.52%	67		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-02	MR-8	Trouble Rate, Business %		P	1	1	1935	0.93%	0.80%	0.13%	
UT	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
UT	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					
UT	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
UT	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
UT	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
UT	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
UT	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
UT	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
UT	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
UT	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
UT	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
UT	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P	0	0					
UT	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
UT	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	ND	P	0	0					
UT	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
UT	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					
UT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
UT	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
UT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
UT	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					
UT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
UT	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
UT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
UT	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
UT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
UT	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
UT	14-03	MR-8	Trouble Rate, Centrex %		P	0	0					
UT	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
UT	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					
UT	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
UT	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
UT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P			95%	40		N/A			100%	33		N/A			97.73%	44		N/A			96.15%	52		N/A
UT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P			6.23	73		N/A			6.86	80		N/A			6.34	76		N/A			5.68	68		N/A
UT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P			2.92	37		N/A			4.35	26		N/A			4.78	27		N/A			3.4	35		N/A
UT	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P			76.11%	113		N/A			71.79%	117		N/A			75.83%	120		N/A			65.14%	109		N/A
UT	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A			79.49%	117		N/A			83.33%	120		N/A			71.56%	109		N/A
UT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P			5	4		N/A			10.75	4		N/A			3	3		N/A			1	3		N/A
UT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			2.5	2		N/A						N/A			2	1		N/A			2	2		N/A
UT	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P			9.5	2		N/A			5.5	4		N/A			1	1		N/A			11	1		N/A
UT	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			68.6	5		N/A			57.2	5		N/A			42.83	6		N/A			39	6		N/A
UT	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			3			N/A			2			N/A			4			N/A			2			N/A
UT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P			87.88%	99		N/A			87.61%	113		N/A			87.10%	93		N/A			91.09%	101		N/A
UT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			95.83%	48		N/A			100%	49		N/A			96.43%	56		N/A	100%	1	100%	37	.	Yes
UT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P			96.88%	128		N/A			97.95%	146		N/A			95.24%	126		N/A			98.52%	135		N/A
UT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P			98.92%	93		N/A			100%	97		N/A			98%	100		N/A	100%	1	100%	80	.	Yes
UT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			15:13	128		N/A			13:44	146		N/A			16:01	126		N/A			0.58333	135		N/A
UT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			6:14	93		N/A			3:34	97		N/A			4:31	100		N/A	0:08	1	3:16	80	-0.57	Yes
UT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P			11.72%	128		N/A			17.01%	147		N/A			13.08%	130		N/A			14.49%	138		N/A
UT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P			18.28%	93		N/A			12.37%	97		N/A			13%	100		N/A	0%	1	12.50%	80	-0.38	Yes
UT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A			16.54%	127		N/A			12.73%	110		N/A			16.26%	123		N/A
UT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A			13.16%	38		N/A			5.66%	53		N/A	0%	1	11.36%	44	-0.35	N/A
UT	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0%	11	0.72%	30536	-0.28	Yes	0%	11	0.80%	30638	-0.3	Yes	0%	11	0.75%	30651	-0.29	Yes	9.09%	11	0.70%	31101	1.77	No
UT	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0%	11	0.54%	30638	-0.24	N/A	0%	11	0.53%	30651	-0.24	N/A	9.09%	11	0.54%	31101	1.89	N/A
UT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P			72.66%	128		N/A			80.95%	147		N/A			83.85%	130		N/A			80.43%	138		N/A
UT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P			93.55%	93		N/A			98.97%	97		N/A			96%	100		N/A	100%	1	97.50%	80	-0.16	Yes
UT	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS			25.84%	298		N/A			26.95%	334		N/A			25.32%	308		N/A	0%	1	27.33%	300	-0.61	N/A
UT	14-05	OP-3	Installation Commitments Met, PBX %	D	P			100%	11		N/A			100%	18		N/A			87.50%	16		N/A			76.19%	21		N/A
UT	14-05	OP-3	Installation Commitments Met, PBX %	ND	P			90.91%	11		N/A			100%	11		N/A			100%	1		N/A	100%	1	100%	2	.	Yes
UT	14-05	OP-3	Installation Commitments Met, PBX %		P			85.71%	14		N/A	100%	1	68.18%	22	-0.67	Yes			66.67%	18		N/A			52.94%	17		N/A
UT	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			3.55	11		N/A			4.44	18		N/A			9.88	16		N/A			9.95	21		N/A
UT	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P			2.5	10		N/A			1.55	11		N/A			3	1		N/A			1	2		N/A
UT	14-05	OP-4	Installation Interv, PBX, Avg Days		P			12.36	25		N/A	8	1	15.38	29	-0.66	Yes			15.12	17		N/A			14.81	26		N/A
UT	14-05	OP-5	New Service Installation Quality, PBX %		P	0%	1	72.41%	58	1.08	Yes	100%	1	98.21%	56	-0.13	Yes	100%	1	82.98%	47	-0.45	Yes	0%	1	85.71%	49	1.44	Yes
UT	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A	100%	1	100%	56	.	Yes	100%	1	87.23%	47	-0.38	N/A	0%	1	87.76%	49	1.52	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
UT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
UT	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	0	0					
UT	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
UT	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
UT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
UT	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
UT	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
UT	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
UT	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
UT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
UT	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
UT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
UT	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
UT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
UT	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
UT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					
UT	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0	0					
UT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
UT	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
UT	14-04	MR-8	Trouble Rate, Centrex 21 %		P	1	1	44	2.27%	0.74%	1.53%	
UT	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
UT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
UT	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
UT	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
UT	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
UT	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
UT	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
UT	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
UT	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					
UT	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
UT	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
UT	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A
UT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P			8	1		N/A						N/A						N/A						N/A
UT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P			21.25	4		N/A			12.46	13		N/A			21.11	9		N/A			11.27	11		N/A
UT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			50	2		N/A			9	5		N/A
UT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P						N/A			46	1		N/A			6	1		N/A			18	1		N/A
UT	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			76.13	8		N/A			50.18	11		N/A			77.33	6		N/A			63	7		N/A
UT	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS			3			N/A			2			N/A			2			N/A			3			N/A
UT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P			97.50%	40		N/A			89.47%	19		N/A			96.67%	30		N/A	100%	1	97.50%	40	-0.16	Yes
UT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P			100%	43		N/A	100%	1	100%	45	.	Yes	100%	1	97.78%	45	-0.15	Yes	100%	2	100%	55	.	Yes
UT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P			100%	48		N/A			92.31%	26		N/A			100%	33		N/A	100%	1	100%	45	.	Yes
UT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	100%	1	100%	46	.	Yes	100%	2	100%	51	.	Yes	100%	1	100%	50	.	Yes	100%	2	100%	63	.	Yes
UT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			9:10	48		N/A			21:18	26		N/A			10:10	33		N/A	1:27	1	6:34	45	-0.69	Yes
UT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:08	1	1:50	46	-0.62	Yes	2:22	2	1:17	51	0.92	Yes	1:23	1	2:07	50	-0.18	Yes	1:18	2	1:19	63	-0.01	Yes
UT	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			2.08%	48		N/A			3.85%	26		N/A			15.15%	33		N/A	0%	1	6.52%	46	-0.26	Yes
UT	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0%	1	17.39%	46	-0.45	Yes	0%	2	9.80%	51	-0.46	Yes	0%	1	16%	50	-0.43	Yes	0%	2	9.52%	63	-0.45	Yes
UT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A			5%	20		N/A			11.11%	27		N/A			8.33%	36		N/A
UT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A			5.26%	19		N/A	0%	1	21.43%	28	-0.51	N/A	0%	2	10%	30	-0.46	N/A
UT	14-05	MR-8	Trouble Rate, PBX %		P	0.09%	1129	0.26%	35764	-1.13	Yes	0.16%	1214	0.20%	38263	-0.28	Yes	0.08%	1246	0.22%	38541	-1.01	Yes	0.24%	1270	0.28%	38888	-0.29	Yes
UT	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0%	1214	0.10%	38263	-1.1	N/A	0.08%	1246	0.14%	38541	-0.57	N/A	0.16%	1270	0.17%	38888	-0.1	N/A
UT	14-05	MR-9	Repair Appointments Met, PBX %	D	P			70.27%	37		N/A			47.62%	21		N/A			72.41%	29		N/A			80%	30		N/A
UT	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	100%	1	90.91%	11	-0.3	Yes	100%	2	100%	11	.	Yes			78.57%	14		N/A			100%	20		N/A
UT	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	50%	2	28.79%	132	0.54	N/A	0%	2	36.89%	122	-1.07	N/A	66.67%	3	28.45%	116	1.23	N/A	25%	4	29.68%	155	-0.2	N/A
UT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P			100%	2		N/A			85.71%	7		N/A			90%	10		N/A			100%	5		N/A
UT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P						N/A			100%	2		N/A			100%	1		N/A			100%	4		N/A
UT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			94.41%	179		N/A			92.05%	88		N/A			95.65%	115		N/A			90.32%	62		N/A
UT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P			1.5	2		N/A			8.29	7		N/A			4.3	10		N/A			4.2	5		N/A
UT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P						N/A			3	1		N/A						N/A			2.5	2		N/A
UT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			16.15	177		N/A			8.45	87		N/A			8.68	115		N/A			10.53	62		N/A
UT	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			85.11%	141		N/A			96.49%	114		N/A			92.08%	101		N/A			86.90%	84		N/A
UT	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			97.37%	114		N/A			97.03%	101		N/A			89.29%	84		N/A
UT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			1	1		N/A						N/A
UT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			12.5	10		N/A			14.57	7		N/A			10.67	6		N/A			26	6		N/A
UT	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A			25	1		N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
UT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
UT	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
UT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
UT	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P	0	0					
UT	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
UT	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
UT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
UT	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
UT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
UT	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
UT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
UT	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					
UT	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
UT	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0	0					
UT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
UT	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					
UT	14-05	MR-8	Trouble Rate, PBX %		P	0	0					
UT	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
UT	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
UT	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
UT	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
UT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
UT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
UT	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
UT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
UT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
UT	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
UT	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
UT	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
UT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
UT	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
UT	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P			12.5	2		N/A						N/A			35	2		N/A						N/A
UT	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			123.9	21		N/A			119.76	38		N/A			93.79	38		N/A			84.69	36		N/A
UT	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			1			N/A			3			N/A			3			N/A			4			N/A
UT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			100%	49		N/A			100%	56		N/A			96.72%	61		N/A			96.36%	55		N/A
UT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	65		N/A			100%	74		N/A			100%	49		N/A			100%	66		N/A
UT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	50		N/A			100%	56		N/A			98.36%	61		N/A			100%	55		N/A
UT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	65		N/A			100%	74		N/A			100%	49		N/A			100%	66		N/A
UT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:09	50		N/A			3:36	56		N/A			5:02	61		N/A			4:26	55		N/A
UT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:09	65		N/A			0:46	74		N/A			1:04	49		N/A			1:18	66		N/A
UT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			22%	50		N/A			23.21%	56		N/A			13.11%	61		N/A			27.27%	55		N/A
UT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			16.92%	65		N/A			10.81%	74		N/A			22.45%	49		N/A			25.76%	66		N/A
UT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			23.91%	46		N/A			9.09%	55		N/A			27.08%	48		N/A
UT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			10.71%	28		N/A			26.32%	19		N/A			30%	30		N/A
UT	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	9	1.07%	10785	-0.31	Yes	0%	9	1.20%	10866	-0.33	Yes	0%	9	1%	10980	-0.3	Yes	0%	9	1.08%	11164	-0.31	Yes
UT	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	9	0.68%	10866	-0.25	N/A	0%	9	0.67%	10980	-0.25	N/A	0%	9	0.70%	11164	-0.25	N/A
UT	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P			66.67%	3		N/A			50%	2		N/A			0%	1		N/A						N/A
UT	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P			100%	2		N/A						N/A						N/A			100%	1		N/A
UT	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			41.92%	198		N/A			31.94%	191		N/A			32.10%	162		N/A			27.98%	168		N/A
UT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	100%	3	99.54%	3942	-0.12	Yes	100%	3	99.22%	5003	-0.15	Yes	100%	4	99.81%	3697	-0.09	Yes	93.75%	16	99.49%	3354	1.74	No
UT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			94.40%	536		N/A			93.92%	641		N/A			96.58%	468		N/A			97.67%	558		N/A
UT	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			100%	17		N/A	100%	1	96.43%	28	-0.19	Yes			91.67%	24		N/A			95.92%	49		N/A
UT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P			4.89	2630		N/A	6	1	4.93	2559	2.58	No	10	2	9.5	2282	2.29	No	10	3	9.66	2149	-0.35	Yes
UT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			5.79	541		N/A			6.57	642		N/A			9.96	474		N/A			10.17	562		N/A
UT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P			4.56	16		N/A	5	1	5.07	27	-0.02	Yes			5.7	23		N/A			5	47		N/A
UT	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	100%	4	99.84%	5089	-0.08	Yes	100%	4	99.86%	4935	-0.08	Yes	100%	10	99.78%	4081	-0.15	Yes	100%	10	99.55%	4253	-0.21	Yes
UT	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A	100%	4	99.88%	4935	-0.07	N/A	100%	10	99.88%	4081	-0.11	N/A	100%	10	99.60%	4253	-0.2	N/A
UT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4.76	21		N/A			2.57	30		N/A			6.67	12		N/A			5.63	8		N/A
UT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			2.94	17		N/A			4.79	29		N/A			30.2	5		N/A	3	1	6.06	17	-0.31	Yes
UT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P			9	1		N/A			1	1		N/A			3.5	2		N/A			3.5	2		N/A
UT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P			8.4	10		N/A			3.25	8		N/A			5.5	4		N/A			12.17	6		N/A
UT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P			3	1		N/A			66	2		N/A			28.5	2		N/A						N/A
UT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A						N/A
UT	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			82.16%	398		N/A			81.37%	306		N/A	100%	1	88.80%	250	-0.35	Yes			86.99%	292		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
UT	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
UT	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
UT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
UT	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
UT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
UT	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
UT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
UT	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
UT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
UT	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
UT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
UT	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
UT	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
UT	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
UT	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P	0	0					
UT	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
UT	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
UT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	1	1	26	96.15%	99.49%	-3.34%	
UT	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
UT	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
UT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	2	2	6	9.33	7.06	2.27	
UT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	0	0					
UT	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
UT	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
UT	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
UT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
UT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
UT	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
UT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
UT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
UT	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days		P	0	0					
UT	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			93.50%	400		N/A			94.46%	307		N/A	100%	1	96.80%	250	-0.18	Yes			98.29%	292		N/A
UT	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			16:05	400		N/A			13:39	307		N/A	5:44	1	15:57	250	-0.14	Yes			10:07	292		N/A
UT	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			38.75%	400		N/A			39.41%	307		N/A	0%	1	36.80%	250	-0.76	Yes			31.51%	292		N/A
UT	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			42.33%	189		N/A			36.62%	142		N/A			35.37%	164		N/A
UT	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	6	3.15%	12687	-0.44	Yes	0%	6	2.34%	13146	-0.38	Yes	20%	5	1.85%	13548	1.69	No	0%	5	2.09%	13994	-0.33	Yes
UT	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	0%	6	1.44%	13146	-0.3	N/A	0%	5	1.05%	13548	-0.23	N/A	0%	5	1.17%	13994	-0.24	N/A
UT	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			36.81%	633		N/A			45.18%	560		N/A	0%	1	42.40%	434	-0.86	N/A			44.06%	522		N/A
UT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P						N/A						N/A			0%	1		N/A						N/A
UT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P						N/A			100%	1		N/A			100%	1		N/A			100%	1		N/A
UT	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P			18.99%	79		N/A			54.93%	71		N/A	100%	1	71.19%	59	-0.63	Yes			48.39%	31		N/A
UT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	73	1	23.91	111	2.12	No			22.02	101		N/A			16.54	72		N/A			21.78	64		N/A
UT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P						N/A						N/A			44	1		N/A						N/A
UT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P						N/A			2.5	2		N/A			7	2		N/A						N/A
UT	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	100%	1	93.81%	113	-0.26	Yes	0%	1	93.40%	106	1.82	No	100%	1	93.75%	96	-0.26	Yes			96.83%	63		N/A
UT	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A	0%	1	96.23%	106	2.04	N/A	100%	1	96.88%	96	-0.18	N/A			96.83%	63		N/A
UT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	62	1	16.5	90	1.91	No			21.71	51		N/A			13.66	29		N/A			21.03	37		N/A
UT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A			42	1		N/A						N/A
UT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A			62	20		N/A
UT	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P						N/A			9	1		N/A			28	1		N/A						N/A
UT	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			114.95	108		N/A			89.28	120		N/A			179.09	306		N/A			126.36	518		N/A
UT	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			8			N/A			7			N/A			8			N/A			8			N/A
UT	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	100%	1	90.91%	33	-0.31	Yes	100%	1	96.55%	29	-0.19	Yes			95.65%	23		N/A			94.74%	19		N/A
UT	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	1:30	1	1:54	33	-0.09	Yes	1:35	1	1:41	29	-0.02	Yes			1:07	23		N/A			1:09	19		N/A
UT	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0%	1	21.21%	33	-0.51	Yes	0%	1	3.45%	29	-0.19	Yes			13.04%	23		N/A			10.53%	19		N/A
UT	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A	0%	1	0%	13	.	Yes			13.33%	15		N/A			0%	11		N/A
UT	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0.17%	598	0.05%	67496	1.3	Yes	0.17%	598	0.04%	67999	1.47	Yes	0%	622	0.04%	64605	-0.47	Yes	0%	646	0.03%	63355	-0.44	Yes
UT	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A	0.17%	598	0.02%	67999	2.61	N/A	0%	622	0.02%	64605	-0.38	N/A	0%	646	0.02%	63355	-0.33	N/A
UT	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0%	1	32.65%	49	-0.69	N/A	75%	4	32.56%	43	1.54	N/A			28.13%	32		N/A			38.71%	31		N/A
UT	14-09	OP-3	Installation Commitments Met, DS0 %	D	P						N/A						N/A						N/A						N/A
UT	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P						N/A						N/A						N/A			100%	4		N/A
UT	14-09	OP-3	Installation Commitments Met, DS0 %		P			92.86%	14		N/A			90%	20		N/A			40%	10		N/A			53.85%	13		N/A
UT	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P						N/A						N/A			29	1		N/A						N/A
UT	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P						N/A						N/A						N/A			0.33	3		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
UT	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
UT	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
UT	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
UT	14-07	MR-8	Trouble Rate, Qwest DSL %		P	1	1	22	4.55%	2.34%	2.20%	
UT	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
UT	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
UT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P	0	0					
UT	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P	0	0					
UT	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
UT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	1	1	1	73.00	21.44	51.56	
UT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
UT	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
UT	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	1	1	3	66.67%	94.18%	-27.52%	
UT	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
UT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	1	1	1	62.00	18.20	43.80	
UT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	0	0					
UT	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	0	0					
UT	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P	0	0					
UT	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
UT	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
UT	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
UT	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
UT	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
UT	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
UT	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0	0					
UT	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					
UT	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
UT	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
UT	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
UT	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
UT	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
UT	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-09	OP-4	Installation Interv, DS0, Avg Days		P			5.56	9		N/A			6.18	22		N/A			9.89	9		N/A			10.79	14		N/A
UT	14-09	OP-5	New Service Installation Quality, DS0 %		P			68.42%	19		N/A			16.67%	18		N/A			25%	16		N/A			52.94%	17		N/A
UT	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A			33.33%	18		N/A			37.50%	16		N/A			70.59%	17		N/A
UT	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A			19	1		N/A						N/A
UT	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P			2.5	2		N/A			3	2		N/A			7	6		N/A			8.17	6		N/A
UT	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A						N/A
UT	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			283.67	3		N/A			402.5	2		N/A			380.5	2		N/A			145.6	5		N/A
UT	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS			0			N/A			0			N/A			0			N/A			1			N/A
UT	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P			86.94%	268		N/A			84.97%	286		N/A			85.77%	267		N/A			84.87%	238		N/A
UT	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			2:20	268		N/A			2:51	286		N/A			2:11	267		N/A			2:10	238		N/A
UT	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P			24.25%	268		N/A			24.48%	286		N/A			19.10%	267		N/A			18.49%	238		N/A
UT	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A			26.21%	206		N/A			19.13%	183		N/A			16.85%	178		N/A
UT	14-09	MR-8	Trouble Rate, DS0 %		P	0%	8	0.53%	50498	-0.21	Yes	0%	8	0.56%	50889	-0.21	Yes	0%	8	0.53%	50476	-0.21	Yes	0%	6	0.47%	50685	-0.17	Yes
UT	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0%	8	0.40%	50889	-0.18	N/A	0%	8	0.36%	50476	-0.17	N/A	0%	6	0.35%	50685	-0.15	N/A
UT	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS			21.64%	342		N/A			27.41%	394		N/A			28.61%	374		N/A			24.20%	314		N/A
UT	14-10	OP-3	Installation Commitments Met, DS1 %		P			84.62%	468		N/A			82.93%	328		N/A			80.27%	299		N/A			84.62%	286		N/A
UT	14-10	OP-4	Installation Interv, DS1, Avg Days		P			13.27	556		N/A			13.95	436		N/A			15.15	425		N/A			13.95	413		N/A
UT	14-10	OP-5	New Service Installation Quality, DS1 %		P			92.02%	501		N/A			86.56%	439		N/A			91.78%	426		N/A	0%	2	93.22%	472	2.86	No
UT	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A			92.03%	439		N/A			93.66%	426		N/A	0%	2	94.28%	472	2.96	N/A
UT	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			18.17	71		N/A			20.73	64		N/A			17.1	82		N/A			21.21	53		N/A
UT	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			23.1	21		N/A			14.56	9		N/A			15.4	5		N/A			14.38	8		N/A
UT	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			25.7	115		N/A			35.93	107		N/A			39.93	81		N/A			41.32	82		N/A
UT	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			70			N/A			51			N/A			26			N/A			19			N/A
UT	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	100%	2	85.75%	414	-0.58	Yes	100%	5	84.55%	479	-0.95	Yes	100%	4	84.06%	458	-0.87	Yes	100%	8	88.11%	429	-1.03	Yes
UT	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	2:36	2	2:36	414	0.38	Yes	0:55	5	2:22	479	-1.14	Yes	0:25	4	2:24	458	-0.91	Yes	1:02	8	2:10	429	-1.24	Yes
UT	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	50%	2	24.15%	414	0.69	Yes	0%	5	22.13%	479	-1.19	Yes	0%	4	24.45%	458	-1.13	Yes	37.50%	8	29.14%	429	0.51	Yes
UT	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A	0%	3	25.15%	338	-1	N/A	0%	2	25.88%	340	-0.83	N/A	50%	6	26.88%	320	1.16	N/A
UT	14-10	MR-8	Trouble Rate, DS1 %		P	1.34%	149	1.79%	23178	-0.41	Yes	3.33%	150	2.06%	23229	1.06	Yes	2.61%	153	1.97%	23283	0.61	Yes	5.19%	154	1.85%	23164	2.56	No
UT	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	2%	150	1.46%	23229	0.6	N/A	1.31%	153	1.46%	23283	-0.16	N/A	3.90%	154	1.38%	23164	2.23	N/A
UT	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	50%	4	25.81%	558	0.98	N/A	16.67%	6	25.74%	645	-0.51	N/A	0%	4	24.79%	609	-1.14	N/A	0%	8	22%	550	-1.49	N/A
UT	14-11	OP-3	Installation Commitments Met, DS3 %		P			70.59%	17		N/A			82.35%	17		N/A			88.57%	35		N/A			87.88%	33		N/A
UT	14-11	OP-4	Installation Interv, DS3, Avg Days		P			26.3	27		N/A			20.56	41		N/A			12.63	46		N/A			21.55	47		N/A
UT	14-11	OP-5	New Service Installation Quality, DS3 %		P			100%	35		N/A			100%	44		N/A			100%	47		N/A			100%	55		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
UT	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
UT	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
UT	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	0	0					
UT	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
UT	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P	0	0					
UT	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
UT	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
UT	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	0	0					
UT	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0	0					
UT	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
UT	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
UT	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
UT	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
UT	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
UT	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
UT	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
UT	14-10	OP-5	New Service Installation Quality, DS1 %		P	1	1	2	0.00%	90.97%	-90.97%	
UT	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
UT	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					
UT	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
UT	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
UT	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
UT	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
UT	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0	0					
UT	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	0	0					
UT	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
UT	14-10	MR-8	Trouble Rate, DS1 %		P	1	1	606	3.13%	1.92%	1.21%	
UT	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
UT	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
UT	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
UT	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
UT	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
UT	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	44		N/A			100%	47		N/A			100%	55		N/A
UT	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P			42.57	7		N/A			26.57	7		N/A			14.4	5		N/A			33.4	10		N/A
UT	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P						N/A						N/A			42	1		N/A						N/A
UT	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			97.33	6		N/A			56.83	12		N/A			58.09	11		N/A			56.09	11		N/A
UT	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			4			N/A			4			N/A			4			N/A			2			N/A
UT	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			100%	10		N/A			100%	11		N/A			100%	16		N/A			100%	12		N/A
UT	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:49	10		N/A			1:22	11		N/A			0:32	16		N/A			1:21	12		N/A
UT	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			40%	10		N/A			9.09%	11		N/A			25%	16		N/A			16.67%	12		N/A
UT	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A			11.11%	9		N/A			23.08%	13		N/A			25%	8		N/A
UT	14-11	MR-8	Trouble Rate, DS3 %		P			0.60%	1672		N/A			0.67%	1652		N/A			0.96%	1660		N/A			0.73%	1642		N/A
UT	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A			0.54%	1652		N/A			0.78%	1660		N/A			0.49%	1642		N/A
UT	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			44.44%	18		N/A			21.43%	14		N/A			20%	20		N/A			25%	16		N/A
UT	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			72.58%	62		N/A			78.57%	70		N/A			64%	50		N/A			85.71%	77		N/A
UT	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P			23	2		N/A						N/A			15	1		N/A						N/A
UT	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			92.31%	78		N/A			90.91%	66		N/A			90.28%	72		N/A			90.24%	82		N/A
UT	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			93.94%	66		N/A			90.28%	72		N/A			91.46%	82		N/A
UT	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			18.06	18		N/A			9.4	15		N/A			15.75	20		N/A			16	13		N/A
UT	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P			19.67	3		N/A			4	1		N/A			16.5	2		N/A			11	3		N/A
UT	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			24.75	24		N/A			25.68	38		N/A			75.38	24		N/A			62	25		N/A
UT	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			14			N/A			14			N/A			5			N/A			7			N/A
UT	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			86.84%	114		N/A			79.03%	124		N/A			88.43%	121		N/A			85.12%	121		N/A
UT	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:40	114		N/A			2:35	124		N/A			1:55	121		N/A			2:04	121		N/A
UT	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			25.44%	114		N/A			27.42%	124		N/A			21.49%	121		N/A			19.83%	121		N/A
UT	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			25.81%	93		N/A			22.09%	86		N/A			20.83%	96		N/A
UT	14-12	MR-8	Trouble Rate, Frame Relay %		P			1.95%	5856		N/A			2.10%	5915		N/A			2.01%	6021		N/A			1.99%	6088		N/A
UT	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A			1.57%	5915		N/A			1.43%	6021		N/A			1.58%	6088		N/A
UT	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			22.45%	147		N/A			27.91%	172		N/A			34.24%	184		N/A			23.42%	158		N/A
WA	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	97.62%	42	100%	27	0.48	Yes	96%	25	93.75%	32	-0.35	Yes	96.88%	32	96.15%	26	-0.14	Yes	96.55%	58	96.30%	27	-0.06	Yes
WA	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	16.41	51	22.5	36	-1.55	Yes	17.82	34	17.98	48	-0.1	Yes	18.79	39	19.9	31	-0.86	Yes	22.8	86	18.78	37	2.65	No
WA	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	43	95.24%	42	-1.03	Yes	100%	37	100%	40	.	Yes	100%	63	100%	34	.	Yes	98.98%	98	92.86%	28	-1.11	Yes
WA	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	100%	37	100%	40	.	Yes	100%	63	100%	34	.	Yes	100%	98	92.86%	28	-1.29	N/A
WA	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	8	1				N/A	16	2	11.25	4	0.15	Yes	38	1	10	1	.	N/A	28.5	2	3	1	.	N/A
WA	01-01	OP-6B	Delays for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
UT	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
UT	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
UT	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
UT	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
UT	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
UT	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
UT	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
UT	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
UT	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
UT	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
UT	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
UT	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
UT	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
UT	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
UT	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
UT	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
UT	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
UT	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
UT	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
UT	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					
UT	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
UT	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
UT	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
UT	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
UT	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
UT	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
UT	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
WA	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
WA	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	1	1	210	19.70	19.64	0.06	
WA	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
WA	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
WA	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
WA	01-01	OP-6B	Delays for Facility Reasons, LIS Trunk, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	69.33	3				N/A	50.67	3				N/A	51	2				N/A	49	2				N/A
WA	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	2					N/A	0					N/A	0					N/A	0					N/A
WA	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	88.89%	9	86.67%	15	-0.16	Yes	87.50%	16	100%	18	1.24	Yes	95%	20	100%	9	0.34	Yes	96.30%	27	88.24%	17	-0.81	Yes
WA	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	2:09	9	2:19	15	-0.13	Yes	2:23	16	1:12	18	0.83	Yes	1:09	20	0:32	9	2.41	No	1:05	27	1:49	17	-1.43	Yes
WA	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0%	9	20%	15	-1.19	Yes	12.50%	16	16.67%	18	-0.33	Yes	30%	20	0%	9	1.87	No	7.41%	27	35.29%	17	-1.88	Yes
WA	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	10%	10	7.69%	13	0.1	N/A	50%	12	0%	9	2.5	N/A	4.55%	22	40%	15	-2.16	N/A
WA	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0%	209876	0.01%	123017	-1.99	Yes	0.01%	212052	0.01%	122441	-1.64	Yes	0.01%	208426	0.01%	121269	0.7	Yes	0.01%	209146	0.01%	122645	-0.22	Yes
WA	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0%	212052	0.01%	122441	-1.6	N/A	0.01%	208426	0.01%	121269	-0.53	N/A	0.01%	209146	0.01%	122645	-0.43	N/A
WA	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	43.75%	16	42.31%	26	0.06	N/A	27.27%	22	35.71%	28	-0.62	N/A	31.03%	29	40%	15	-0.58	N/A	22.86%	35	29.17%	24	-0.52	N/A
WA	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0.04%	30216	0.11%	40173	-16.37	Yes	0%	30720	0.26%	46025	-28.74	Yes	0.02%	29016	0.27%	46025	-26.9	Yes	0%	28800	0.60%	54853	-26.83	Yes
WA	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0%	19212	0%	32670	15.41	Yes	0.01%	18588	0%	34470	.	Yes	0%	18408	0%	33625	.	Yes	0%	18264	0%	36574	0.4	Yes
WA	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0.04%	30216	0.11%	40173	-16.37	N/A	0%	30720	0.26%	46025	-28.74	N/A	0.11%	30120	0.27%	46025	-16.64	N/A	0.37%	29712	0.60%	54853	-10.34	N/A
WA	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0.02%	19236	0%	32670	111.38	N/A	0.12%	18756	0%	34470	.	N/A	0.09%	18528	0%	33625	.	N/A	0.12%	18384	0%	36574	874.89	N/A
WA	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	69	1				Yes	58	1				Yes	59	1				Yes	65	1				Yes
WA	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120	47	2				Yes	83.2	5				Yes	95	1				Yes	90.5	2				Yes
WA	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	98	2				Yes	73.67	3				Yes	90	1				Yes	113	2				Yes
WA	01-02	CP-2A	Forcasted Collocations, All %		90%						N/A	100%	1				Yes						N/A						N/A
WA	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	100%	3				Yes	100%	5				Yes	100%	2				Yes	100%	3				Yes
WA	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	100%	3				Yes	100%	3				Yes	100%	1				Yes	100%	6				Yes
WA	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	4.67	3				Yes	2.75	8				Yes	6	1				Yes	9.2	5				Yes
WA	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	100%	5				Yes	100%	8				Yes	100%	3				Yes	90%	10				Yes
WA	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	2.54	9429291	5.98	12644728	-762.5	Yes	2.66	8892999	5.62	11473278	-954.8	Yes	2.58	7379657	6.43	10884240	-1151	Yes	2.61	8456076	6.18	12873367	-1048	Yes
WA	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	99.85%	1352962				Yes	99.89%	1461384				Yes	99.53%	2895058				Yes	97.55%	2913015				Yes
WA	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	2.58	5632295	5.98	12644728	-638.6	N/A	2.67	5654983	5.62	11473278	-828.7	N/A	2.57	4875375	6.43	10884240	-1009	N/A						N/A
WA	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	2.47	3796996	5.98	12644728	-572.2	N/A	2.65	3238016	5.62	11473278	-680.1	N/A	2.59	2504282	6.43	10884240	-780.2	N/A						N/A
WA	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	8604				N/A	100%	8783				N/A	100%	8501				N/A	100%	9009				N/A
WA	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	79.88%	3011934	99.32%	79079455.2	4020.8	No	91.32%	4593851	99.05%	99291755.7	1668.6	No	97.02%	3994280	99.44%	96336970.4	636.4	No	98.22%	4246113	98.21%	96975831.2	-2.6	Yes
WA	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	99.23%	13863	98.44%	393043	-7.34	Yes	99.31%	12527	98.25%	351898	-8.9	Yes	98.52%	14085	98.37%	392547	-1.32	Yes	98.80%	8937	99.02%	354116	2.11	No
WA	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
WA	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
WA	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
WA	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
WA	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	01-01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	0	0					
WA	01-01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk %		NS	0	0					
WA	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
WA	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1	1	72	1:31	1:33	-0:02	
WA	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	1	1	72	13.89%	20.34%	-6.45%	
WA	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
WA	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0	0					
WA	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
WA	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
WA	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
WA	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
WA	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
WA	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
WA	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	0	0					
WA	01-02	CP-1B	Scheduled Interv 91 to 120 Calendar Days, All, Avg Days		120	0	0					
WA	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	0	0					
WA	01-02	CP-2A	Forcasted Collocations, All %		90%	0	0					
WA	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	0	0					
WA	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
WA	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
WA	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
WA	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
WA	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	0	0					
WA	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
WA	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
WA	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
WA	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	3	3	15846178.2	92.43%	98.99%	-6.56%	
WA	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	1	1	49412	98.97%	98.51%	0.46%	
WA	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
WA	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
WA	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			
WA	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
WA	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
WA	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
WA	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
WA	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
WA	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
WA	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
WA	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
WA	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
WA	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
WA	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
WA	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
WA	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
WA	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
WA	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
WA	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
WA	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
WA	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
WA	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
WA	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
WA	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
WA	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
WA	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
WA	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
WA	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
WA	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
WA	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
WA	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A
WA	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
WA	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
WA	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
WA	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes
WA	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
WA	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
WA	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
WA	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
WA	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
WA	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
WA	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
WA	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
WA	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
WA	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
WA	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
WA	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
WA	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
WA	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
WA	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
WA	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
WA	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
WA	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
WA	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					
WA	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
WA	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
WA	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
WA	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
WA	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
WA	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
WA	02-01	OA-1	Order Accuracy %		NS	99.75%	6290				N/A	99.32%	5996				N/A						N/A						N/A
WA	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
WA	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
WA	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
WA	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
WA	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
WA	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
WA	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
WA	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
WA	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
WA	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
WA	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
WA	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
WA	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
WA	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	76.47%	2614				N/A	76.11%	3366				N/A	71.32%	2071				N/A	70.48%	2331				N/A
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	34.74%	1212				N/A	28.41%	1056				N/A	31.67%	1159				N/A	20.03%	1268				N/A
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	44.90%	1766				N/A	53.51%	1697				N/A	45.55%	1675				N/A	49.51%	2333				N/A
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	60.80%	2046				N/A	54.03%	1910				N/A	60.54%	1490				N/A	59.06%	1937				N/A
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	84.67%	137				N/A	73.44%	64				N/A	79.78%	89				N/A	50%	14				N/A
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	54.68%	1377				N/A	52.94%	1379				N/A	49.79%	1659				N/A	54.26%	2219				N/A
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	75.67%	3880				N/A	76.40%	2792				N/A	66.84%	2714				N/A	75.43%	4058				N/A
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	60.64%	658				N/A	62.81%	917				N/A	52.37%	951				N/A	71.74%	867				N/A
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	94.74%	2110				No	94.33%	2717				No	92.54%	1596				Yes	92.25%	1781				Yes
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	85.67%	1452				No	84.45%	1222				No	88.52%	1019				Yes	87.80%	1303				Yes
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	91.92%	458				Yes	84.99%	353				Yes	82.84%	443				Yes	63.18%	402				No
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	95.08%	834				Yes	96.08%	945				Yes	96.83%	788				Yes	97.06%	1190				Yes
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	96.67%	120				Yes	92.16%	51				No	95.95%	74				Yes	100%	7				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
WA	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
WA	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
WA	02-01	OA-1	Order Accuracy %		NS	0	0					
WA	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
WA	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
WA	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
WA	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
WA	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
WA	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
WA	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
WA	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
WA	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
WA	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
WA	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
WA	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
WA	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	0	0					
WA	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					
WA	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	2	2	8204	93.64%			
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	2	2	4996	86.51%			
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	1	1	1656	81.04%			
WA	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, LNP %		95%	0	0					
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	1	1	252	95.64%			

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	90.48%	441				Yes	87.27%	660				No	83.98%	593				Yes	83.38%	746				Yes
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	90.29%	834				Yes	90.01%	811				Yes	84.54%	977				Yes	80.43%	1497				Yes
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%	95.85%	3063				Yes	96.82%	2203				Yes	96.18%	1886				Yes	96.05%	3187				Yes
WA	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	4:11	262				Yes	0.125	268				Yes	4:22	369				Yes	4:14	435				Yes
WA	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
WA	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	4:23	297				Yes	3:42	251				Yes	3:01	448				Yes	2:11	637				Yes
WA	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes
WA	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:13	14:52	75				Yes	17:31	81				Yes	10:29	69				Yes	8:21	74				Yes
WA	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
WA	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
WA	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
WA	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
WA	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	25.25%	297				N/A	25.39%	319				N/A	37.70%	183				N/A	40.66%	182				N/A
WA	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	99.69%	3220				Yes	99.97%	3548				Yes	100%	2343				Yes	100%	2773				Yes
WA	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	99.75%	401				Yes	100%	273				Yes	99.71%	339				Yes	99.57%	233				Yes
WA	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	704				Yes	100%	836				Yes	99.69%	652				Yes	100%	1025				Yes
WA	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	99.80%	506				Yes	100%	622				Yes	99.12%	567				Yes	100%	620				Yes
WA	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	613				Yes	100%	601				Yes	99.72%	703				Yes	100%	1077				Yes
WA	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	99.96%	2519				Yes	99.94%	1772				Yes	99.63%	1358				Yes	100%	2326				Yes
WA	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	96.19%	1522				Yes	95.75%	1669				Yes	94.59%	1128				Yes	96.32%	1441				Yes
WA	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	98%	749				Yes	98.74%	712				Yes	98.77%	732				Yes	99.10%	999				Yes
WA	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	100%	886				Yes	99.71%	686				Yes	99.87%	796				Yes	99.90%	1047				Yes
WA	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	98.48%	263				Yes	99.13%	343				Yes	99.35%	462				Yes	99.19%	248				Yes
WA	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	99.01%	1318				Yes	98.64%	1324				Yes	99.65%	1429				Yes	99.40%	1664				Yes
WA	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	99.89%	922				Yes	99.84%	612				Yes	99.77%	865				Yes	99.78%	900				Yes
WA	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	89.32%	103				No	99.22%	129				Yes	94.64%	56				Yes	97.37%	38				Yes
WA	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	28				Yes	95.65%	23				Yes	100%	25				Yes	100%	17				Yes
WA	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	69				Yes	100%	52				Yes	100%	22				Yes	100%	24				Yes
WA	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	95				Yes	100%	64				Yes	100%	61				Yes	100%	83				Yes
WA	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	1:04	6861				Yes	0:52	6426				Yes	0:34	5120				Yes	0:46	6728				Yes
WA	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	1:49	4372				Yes	1:57	3555				Yes	0:24	4124				Yes	0:33	4940				Yes
WA	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	99.92%	8292	100%	371164	.	N/A	99.95%	7797	100%	353387	.	N/A	99.47%	6468	97.23%	339144	-10.9	Yes	99.01%	8056	98.03%	373502	-6.25	Yes
WA	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			100%	371164		N/A			100%	353387		N/A			97.23%	339144		N/A			98.03%	373502		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	1	1	2440	85.86%			
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	0	0					
WA	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, LNP %		95%	0	0					
WA	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
WA	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
WA	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
WA	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
WA	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:13	0	0					
WA	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
WA	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
WA	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
WA	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
WA	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
WA	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
WA	02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	0	0					
WA	02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	0	0					
WA	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
WA	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
WA	02-01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP %		95%	0	0					
WA	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
WA	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
WA	02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	0	0					
WA	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
WA	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
WA	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
WA	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	1	1	326	95.09%			
WA	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
WA	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					
WA	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					
WA	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
WA	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
WA	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	0	0					
WA	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2	3	5.01	784	0.97	Yes	1.33	3	4.53	750	1.58	Yes	2	2	4.08	671	0.68	Yes	1.6	5	3.25	481	0.79	Yes
WA	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	3.55	64	5.01	784	1.74	No	3.82	44	4.53	750	0.85	Yes	3.24	29	4.08	671	0.88	Yes	4.02	45	3.25	481	-0.92	Yes
WA	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P			9	1		N/A						N/A						N/A						N/A
WA	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	3.5	4	5.01	784	0.28	Yes	10.17	6	4.53	750	-2.35	Yes	3	1	4.08	671	-0.35	Yes	1.5	2	3.25	481	0.46	Yes
WA	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	10%	10	16.52%	1326	0.45	Yes	0%	5	16.72%	1178	0.86	Yes	0%	3	13.71%	1021	0.47	Yes	25%	4	11.09%	1064	-0.88	Yes
WA	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	14.49%	69	16.52%	1326	0.41	Yes	19.78%	91	16.72%	1178	-0.75	Yes	10.23%	88	13.71%	1021	0.91	Yes	12.71%	118	11.09%	1064	-0.53	Yes
WA	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P			0%	1		N/A	0%	1	0%	4	.	Yes	0%	1	0%	3	.	Yes	0%	3	0%	1	.	Yes
WA	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	10%	10	16.52%	1326	0.45	Yes	0%	4	16.72%	1178	0.72	Yes	0%	4	13.71%	1021	0.6	Yes	0%	4	11.09%	1064	0.49	Yes
WA	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
WA	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.1	6489	0.02	62776	39.79	N/A	0.13	6198	0.03	62543	40.21	N/A	0.09	5919	0.04	56856	14.08	N/A	0.1	6673	0.03	61387	22.82	N/A
WA	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
WA	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
WA	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
WA	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
WA	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
WA	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
WA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	95.57%	158	94.59%	15373	-0.54	Yes	99.21%	127	94.68%	15357	-2.27	Yes	99.02%	102	94.90%	14183	-1.89	Yes	96.15%	104	95.26%	15564	-0.43	Yes
WA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	99.74%	1136	99.37%	32836	-1.54	Yes	99.78%	1388	99.28%	30356	-2.18	Yes	99.78%	1376	99.44%	27595	-1.66	Yes	99.94%	1718	99.44%	29314	-2.72	Yes
WA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	4.74	160	5.36	15434	-1.47	Yes	5.07	126	5.34	15407	-0.54	Yes	3.83	102	5	14286	-2.17	Yes	3.88	104	5.08	15635	-2.17	Yes
WA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	2.99	516	3.51	25980	-7.43	Yes	2.99	412	3.59	23391	-7.97	Yes	3.13	453	3.5	21432	-6.43	Yes	3.03	855	3.46	22740	-9.64	Yes
WA	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	97.30%	1406	89.93%	47045	-9.05	Yes	98.06%	1497	88.98%	43840	-11.03	Yes	98.61%	1651	90.32%	43432	-11.17	Yes	97.48%	1388	89.70%	44763	-9.39	Yes
WA	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	98.60%	1497	90.80%	43840	-10.26	N/A	98.79%	1651	92.04%	43432	-9.95	N/A	98.13%	1388	91.69%	44763	-8.56	N/A
WA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	2.8	5	3.87	401	-0.47	Yes	1	1	4.35	391	-0.45	Yes	1	1	4.4	392	-0.33	Yes	1	2	5.26	320	-0.59	Yes
WA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	5.67	3	4.66	204	0.96	Yes	3	3	5.42	216	-0.37	Yes	1.67	3	5.97	145	-0.43	Yes	4	1	5.08	158	-0.14	Yes
WA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	6	3	10.01	453	-0.6	Yes			10.36	437		N/A			10.29	348		N/A	11	2	11.91	435	-0.08	Yes
WA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P			8.85	13		N/A			6	7		N/A			4.69	16		N/A			9.8	10		N/A
WA	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	70.43	23	80.56	2042	-0.54	N/A	57.03	30	74.87	2091	-1.15	N/A	68.95	19	72.42	1984	-0.19	N/A	78.79	14	68.77	2056	0.56	N/A
WA	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	1		508		-2.26	N/A	4		541		-1.56	N/A	3		510		-0.98	N/A	2		502		-0.88	N/A
WA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	94.25%	87	92.31%	12448	-0.68	Yes	85.71%	98	90.77%	12921	1.64	Yes	97.53%	81	93.16%	11577	-1.55	Yes	96.43%	56	91.53%	11896	-1.31	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	0	0					
WA	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	1	1	182	3.68	4.33	-0.65	
WA	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
WA	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
WA	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					
WA	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	0	0					
WA	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
WA	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					
WA	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
WA	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
WA	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
WA	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
WA	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
WA	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
WA	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
WA	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
WA	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
WA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
WA	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
WA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
WA	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	0	0					
WA	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
WA	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
WA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
WA	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
WA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
WA	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
WA	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
WA	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
WA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	31	97.91%	2487	-0.81	Yes	100%	22	97.73%	3133	-0.71	Yes	100%	24	98.27%	2192	-0.65	Yes	100%	34	98.66%	2540	-0.67	Yes
WA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	77	99.44%	5177	-0.65	Yes	100%	72	99.70%	5994	-0.46	Yes	100%	71	99.65%	5076	-0.5	Yes	97.87%	94	99.78%	5846	2.31	No
WA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	99.02%	102	98.17%	16135	-0.64	Yes	98.36%	122	97.67%	16877	-0.51	Yes	99.15%	117	98.37%	15680	-0.66	Yes	98.70%	77	98.95%	16248	0.3	Yes
WA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	9:48	102	14:03	16135	-2.89	Yes	0.54167	122	14:40	16877	-1.27	Yes	9:04	117	13:37	15680	-3.73	Yes	9:30	77	13:09	16248	-2.52	Yes
WA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	4:20	77	6:24	5177	-1.87	Yes	3:53	72	6:11	5994	-2.16	Yes	3:30	71	5:18	5076	-1.76	Yes	4:18	94	5:34	5846	-1.48	Yes
WA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	14.29%	77	11.55%	5177	0.76	Yes	13.89%	72	11.03%	5994	0.78	Yes	25.35%	71	12.81%	5076	2.85	No	22.34%	94	11.83%	5848	2.85	No
WA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	16.35%	104	11.67%	16705	1.44	Yes	7.26%	124	12.27%	17472	-1.7	Yes	15.57%	122	11.71%	16172	1.3	Yes	14.63%	82	11.20%	16731	0.98	Yes
WA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	5.88%	102	11.95%	16400	-1.88	N/A	15.32%	111	11.52%	15221	1.22	N/A	13.64%	66	10.99%	15754	0.7	N/A
WA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	13.51%	37	11.62%	2960	0.4	N/A	20.93%	43	14.19%	2298	1.22	N/A	16.98%	53	12.37%	2798	1	N/A
WA	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0.71%	25388	1.02%	2137606	-4.89	Yes	0.76%	25921	1.09%	2146573	-5.19	Yes	0.73%	26496	0.98%	2157467	-4.2	Yes	0.66%	26497	1.04%	2168824	-6.01	Yes
WA	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	0.54%	25921	0.90%	2146573	-6.19	N/A	0.58%	26496	0.81%	2157467	-4.16	N/A	0.45%	26497	0.86%	2168824	-7.14	N/A
WA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	87.50%	104	93.39%	16705	2.2	No	87.10%	124	93.03%	17472	2.36	No	95.90%	122	94.45%	16172	-0.7	Yes	96.34%	82	94.82%	16731	-0.62	Yes
WA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	98.70%	77	97.91%	5177	-0.48	Yes	97.22%	72	98.21%	5994	0.66	Yes	98.59%	71	98.46%	5076	-0.09	Yes	97.87%	94	98.44%	5848	0.5	Yes
WA	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	38.85%	296	35.19%	33761	1.31	N/A	32.88%	292	35.14%	36181	-0.81	N/A	33.90%	292	35%	32691	-0.39	N/A	36.46%	277	33.99%	34205	0.87	N/A
WA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	92.31%	13	93.68%	649	0.26	Yes	100%	5	90%	300	-0.74	Yes	100%	1	95.47%	265	-0.22	Yes	100%	1	99.35%	464	-0.08	Yes
WA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	100%	2	90%	20	-0.45	Yes	100%	4	94.12%	17	-0.45	Yes			100%	17		N/A			75%	4		N/A
WA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	4.85	13	4.98	654	-0.11	Yes	4.2	5	3.62	303	0.87	Yes	5	1	3.18	266	1.45	Yes	5	1	2.96	467	1.94	No
WA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	4.5	2	4.45	20	0.56	Yes	3.75	4	3.76	17	-0.01	Yes			1.76	17		N/A			2	4		N/A
WA	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	91.67%	12	91.15%	497	-0.06	Yes	100%	5	82.45%	302	-1.02	Yes	100%	1	73.21%	377	-0.6	Yes	75%	4	81.25%	416	0.33	Yes
WA	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A	100%	5	85.10%	302	-0.93	N/A	100%	1	79.31%	377	-0.51	N/A	100%	4	83.41%	416	-0.89	N/A
WA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	3	1	3.39	28	-0.08	Yes			3	6		N/A			2.5	4		N/A			2	2		N/A
WA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P			10	2		N/A			15	1		N/A						N/A			1	1		N/A
WA	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P			6.5	14		N/A			6.69	26		N/A			5.63	8		N/A			1	1		N/A
WA	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS			30.74	35		N/A	0	1	70.54	13	-0.67	N/A			24.29	31		N/A			100.5	6		N/A
WA	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS			8			N/A	0		2		-0.41	N/A			18			N/A			0			N/A
WA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	100%	4	93.94%	132	-0.5	Yes	100%	3	85.71%	168	-0.7	Yes	100%	8	89.44%	142	-0.95	Yes	83.33%	12	90%	180	0.71	Yes
WA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	100%	4	97.47%	79	-0.31	Yes	100%	2	92.59%	81	-0.4	Yes	100%	1	96.10%	77	-0.2	Yes	100%	1	97.14%	70	-0.17	Yes
WA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	100%	6	95.95%	148	-0.49	Yes	100%	6	92.20%	205	-0.7	Yes	100%	13	97.80%	182	-0.52	Yes	100%	18	93.61%	219	-1.07	Yes
WA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	100%	8	98.37%	123	-0.35	Yes	100%	5	96.15%	130	-0.44	Yes	100%	6	98.39%	124	-0.31	Yes	100%	5	95.80%	143	-0.46	Yes
WA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	8:25	6	10:44	148	-0.31	Yes	15:01	6	23:17	205	-0.21	Yes	10:04	13	12:08	182	-0.21	Yes	12:45	18	14:19	219	-0.28	Yes
WA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	2:36	8	7:19	123	-0.6	Yes	3:33	5	13:10	130	-0.29	Yes	6:31	6	9:06	124	-0.21	Yes	4:29	5	10:58	143	-0.42	Yes
WA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	25%	8	17.07%	123	0.56	Yes	60%	5	10%	130	2.58	No	16.67%	6	12.90%	124	0.28	Yes	0%	5	10.49%	143	-0.75	Yes
WA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	33.33%	6	8.67%	150	1.62	Yes	16.67%	6	8.53%	211	0.64	Yes	14.29%	14	7.94%	189	0.79	Yes	16.67%	18	9.59%	219	0.92	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
WA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	1	1	314	99.36%	99.65%	-0.29%	
WA	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
WA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
WA	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					
WA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	2	2	314	19.11%	11.77%	7.34%	
WA	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	0	0					
WA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
WA	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
WA	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
WA	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
WA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	2	2	432	91.44%	93.91%	-2.47%	
WA	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	0	0					
WA	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
WA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
WA	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
WA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	1	1	20	4.70	3.89	0.81	
WA	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	0	0					
WA	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
WA	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
WA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
WA	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
WA	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
WA	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
WA	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
WA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
WA	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
WA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
WA	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
WA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
WA	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
WA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	1	1	24	25.00%	12.50%	12.50%	
WA	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A	16.67%	6	9.50%	179	0.55	N/A	16.67%	12	8.02%	162	0.95	N/A	17.65%	17	10.99%	191	0.81	N/A
WA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A	50%	4	7.79%	77	2.05	N/A	0%	1	15%	80	-0.42	N/A	0%	1	10.78%	102	-0.35	N/A
WA	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	0.59%	2357	0.28%	98574	2.89	No	0.43%	2536	0.34%	100356	0.8	Yes	0.69%	2919	0.31%	99622	3.53	No	0.61%	3779	0.37%	98348	2.4	No
WA	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A	0.39%	2536	0.26%	100356	1.37	N/A	0.45%	2919	0.24%	99622	2.19	N/A	0.48%	3779	0.30%	98348	1.97	N/A
WA	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	39.13%	23	30.53%	393	0.86	N/A	59.26%	27	32.21%	503	2.79	N/A	35.48%	31	27.55%	432	0.94	N/A	37.84%	37	27.60%	500	1.31	N/A
WA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	100%	3	87.41%	143	-0.65	Yes	100%	5	92.21%	154	-0.64	Yes	50%	4	87.73%	163	1.74	No	100%	4	92.72%	206	-0.56	Yes
WA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	97.53%	81	94.03%	67	-0.89	Yes	100%	12	98.11%	53	-0.43	Yes	100%	11	100%	55	.	Yes	100%	18	99.65%	289	-0.24	Yes
WA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	2.5	10	3.61	51	-1.65	Yes	3.5	8	3.15	39	0.62	Yes	3.36	11	2.81	43	1.22	Yes	3.75	12	2.99	261	2.17	No
WA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	4.33	3	6.8	146	-0.52	Yes	5	5	5.74	156	-0.27	Yes	9.4	5	6.49	164	0.89	Yes	3.25	4	5.75	209	-0.63	Yes
WA	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	98.04%	51	75.94%	212	-3.31	Yes	94.12%	17	81.86%	215	-1.26	Yes	94.74%	19	87.22%	360	-0.96	Yes	81.82%	22	85.29%	374	0.47	Yes
WA	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A	100%	17	87.91%	215	-1.47	N/A	94.74%	19	93.06%	360	-0.28	N/A	81.82%	22	89.04%	374	1	N/A
WA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			4.5	10		N/A			2.45	11		N/A	1	1	4.29	14	-0.73	Yes			2.2	10		N/A
WA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	3	2	4	4	-0.53	Yes			8	1		N/A						N/A			2	2		N/A
WA	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P			13.25	8		N/A			12	1		N/A	8	1	13.17	6	-1.12	Yes			15.5	4		N/A
WA	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	3	1	85.14	28	-0.77	N/A			66.56	34		N/A			57.52	33		N/A	5	3	45.03	33	-0.81	N/A
WA	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0		8		-0.62	N/A			9			N/A			7			N/A	1		7		0.4	N/A
WA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	100%	1	91.91%	136	-0.3	Yes	83.33%	6	95.81%	191	1.11	Yes	100%	1	91.78%	146	-0.3	Yes	100%	4	92.26%	155	-0.57	Yes
WA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P			98.28%	58		N/A	100%	2	98.41%	63	-0.18	Yes	100%	5	98%	50	-0.3	Yes			97.92%	48		N/A
WA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	100%	1	95.31%	192	-0.22	Yes	100%	7	97.75%	222	-0.4	Yes	100%	1	96.97%	198	-0.18	Yes	100%	4	95.22%	230	-0.44	Yes
WA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	100%	4	100%	128	.	Yes	100%	6	99.25%	134	-0.21	Yes	100%	14	99.10%	111	-0.34	Yes	100%	8	99.18%	122	-0.25	Yes
WA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	5:17	1	14:04	192	-0.28	Yes	13:53	7	10:57	222	0.88	Yes	7:15	1	9:55	198	-0.23	Yes	9:33	4	11:34	230	-0.24	Yes
WA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	2:45	4	3:42	128	-0.32	Yes	7:14	6	5:20	134	0.89	Yes	4:38	14	4:05	111	0.43	Yes	2:27	8	3:32	122	-0.38	Yes
WA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0%	4	19.53%	128	-0.97	Yes	16.67%	6	17.91%	134	-0.08	Yes	28.57%	14	16.22%	111	1.09	Yes	37.50%	8	9.84%	122	1.97	No
WA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0%	1	11.17%	197	-0.35	Yes	14.29%	7	14.60%	226	-0.02	Yes	0%	1	11.94%	201	-0.37	Yes	0%	4	11.64%	232	-0.72	Yes
WA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A	16.67%	6	14.36%	188	0.19	N/A	0%	1	13.25%	166	-0.39	N/A	0%	4	10.29%	204	-0.67	N/A
WA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A	0%	2	12.86%	70	-0.54	N/A	42.86%	7	16.67%	54	1.47	N/A	20%	5	4.92%	61	1.04	N/A
WA	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0.28%	1810	0.47%	69355	-1.18	Yes	0.72%	1794	0.52%	69747	1.22	Yes	0.85%	1770	0.45%	69778	2.49	No	0.72%	1659	0.51%	69861	1.23	Yes
WA	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0.45%	1794	0.37%	69747	0.52	N/A	0.45%	1770	0.32%	69778	1.01	N/A	0.54%	1659	0.38%	69861	1.07	N/A
WA	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	44.44%	9	35.64%	505	0.53	Yes	38.10%	21	36.40%	566	0.17	Yes	34.78%	23	37.10%	496	-0.22	Yes	33.33%	18	33.33%	531	0	Yes
WA	02-05	OP-3	Installation Commitments Met, EELs %		90%	94.12%	17				Yes	70%	20				No	75%	16				No	82.35%	17				No
WA	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	6.53	17				N/A	7.42	12				N/A	9.53	17				N/A	7.75	20				N/A
WA	02-05	OP-5	New Service Installation Quality, EELs %		NS	96%	25				N/A	95.65%	23				N/A	78.26%	23				N/A	96.43%	28				N/A
WA	02-05	OP-5*	New Service Installation Quality, EELs %		NS						N/A	95.65%	23				N/A	78.26%	23				N/A	96.43%	28				N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
WA	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
WA	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	3	3	11591	0.59%	0.33%	0.26%	
WA	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
WA	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					
WA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	1	1	16	87.50%	90.24%	-2.74%	
WA	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
WA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	1	1	41	3.29	3.07	0.23	
WA	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
WA	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
WA	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
WA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
WA	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	ND	P	0	0					
WA	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
WA	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
WA	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
WA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
WA	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
WA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
WA	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
WA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
WA	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
WA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	1	1	32	25.00%	15.96%	9.04%	
WA	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0	0					
WA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
WA	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
WA	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	1	1	7033	0.64%	0.49%	0.15%	
WA	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
WA	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
WA	02-05	OP-3	Installation Commitments Met, EELs %		90%	3	3	70	80.00%			
WA	02-05	OP-4	Installation Interv, EELs, Avg Days		NS	0	0					
WA	02-05	OP-5	New Service Installation Quality, EELs %		NS	0	0					
WA	02-05	OP-5*	New Service Installation Quality, EELs %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	10.67	3				N/A	14.5	6				N/A	13.4	5				N/A	11.75	4				N/A
WA	02-05	OP-6B	Delays for Facility Reasons, EELs, Avg Days		NS						N/A						N/A						N/A	17	2				N/A
WA	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	14.17	6				N/A	13.5	2				N/A	24.5	2				N/A	19	3				N/A
WA	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	4					N/A	2					N/A	2					N/A	2					N/A
WA	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	33.33%	3				N/A	100%	3				N/A	83.33%	12				N/A	100%	1				N/A
WA	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	5:15	3				N/A	1:35	3				N/A	1:55	12				N/A	2:04	1				N/A
WA	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	66.67%	3				N/A	33.33%	3				N/A	33.33%	12				N/A	0%	1				N/A
WA	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS						N/A	33.33%	3				N/A	33.33%	9				N/A	0%	1				N/A
WA	02-05	MR-8	Trouble Rate, EELs %		NS	1.52%	197				N/A	1.78%	169				N/A	8.45%	142				N/A	0.85%	118				N/A
WA	02-05	MR-8*	Trouble Rate, EELs %		NS						N/A	1.78%	169				N/A	6.34%	142				N/A	0.85%	118				N/A
WA	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A			94.90%	14183		N/A			95.26%	15564		N/A
WA	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	98.87%	2392	94.59%	15373	-8.61	Yes	98.92%	2028	94.68%	15357	-7.99	Yes	98.58%	2544	94.90%	14183	-7.79	Yes	99.32%	2801	95.26%	15564	-9.31	Yes
WA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A			5	14286		N/A			5.08	15635		N/A
WA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	5.22	1556	5.36	15434	-1	Yes	5.04	1367	5.34	15407	-1.91	Yes	4.81	1791	5	14286	-1.42	Yes	4.92	1474	5.08	15635	-1.06	Yes
WA	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	98.78%	2214	69.28%	15421	-28.14	Yes	98.25%	2291	67.48%	14848	-29.27	Yes	98.54%	2675	71.91%	14962	-28.23	Yes	97.94%	3103	70.73%	15752	-30.45	Yes
WA	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A	99%	2291	72.84%	14848	-26.2	N/A	99.40%	2675	76.89%	14962	-25.44	N/A	98.90%	3103	76.38%	15752	-27	N/A
WA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			4.4	392		N/A			5.26	320		N/A
WA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	3.11	27	3.87	401	-0.75	Yes	5.82	22	4.35	391	0.89	Yes	3.97	36	4.4	392	-0.24	Yes	6.32	19	5.26	320	0.59	Yes
WA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			10.29	348		N/A			11.91	435		N/A
WA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P			10.01	453		N/A			10.36	437		N/A			10.29	348		N/A			11.91	435		N/A
WA	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	75	5	88.98	772	-0.33	N/A	46.71	7	75.21	864	-0.86	N/A	20.33	15	75.9	831	-2.57	N/A	25.8	10	73.64	855	-1.94	N/A
WA	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	4		252		2.02	N/A	2		303		-0.36	N/A	12		297		3.42	N/A	0		270		-2.14	N/A
WA	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	100%	233	93.24%	14935	-4.08	Yes	100%	235	92.13%	16054	-4.45	Yes	100%	215	93.97%	13769	-3.69	Yes	100%	280	92.78%	14436	-4.62	Yes
WA	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	100%	259	98.48%	21312	-1.99	Yes	100%	267	98.20%	22871	-2.2	Yes	100%	237	98.68%	20756	-1.77	Yes	100%	284	99.17%	22094	-1.53	Yes
WA	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:03	259	12:12	21312	-10.33	Yes	2:56	267	12:27	22871	-11.18	Yes	2:51	237	11:35	20756	-10.54	Yes	2:45	284	11:09	22094	-11.56	Yes
WA	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	11.97%	259	11.64%	21882	0.19	Yes	8.99%	267	11.95%	23466	-1.48	Yes	10.97%	237	11.97%	21248	-0.47	Yes	11.62%	284	11.36%	22579	0.16	Yes
WA	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A	7.39%	176	11.90%	19360	-1.84	N/A	9.76%	164	11.87%	17519	-0.83	N/A	11.54%	182	11.20%	18552	0.17	N/A
WA	04-01	MR-8	Trouble Rate, UBL Analog %		P	0.55%	46974	1.02%	2137606	-10.06	Yes	0.58%	45951	1.09%	2146573	-10.45	Yes	0.53%	45097	0.98%	2157467	-9.78	Yes	0.65%	43656	1.04%	2168824	-7.96	Yes
WA	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0.38%	45951	0.90%	2146573	-11.64	N/A	0.36%	45097	0.81%	2157467	-10.5	N/A	0.42%	43656	0.86%	2168824	-9.85	N/A
WA	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	19.81%	323	35.19%	33761	-5.76	N/A	22.83%	346	35.14%	36181	-4.77	N/A	18.56%	291	35%	32691	-5.86	N/A	21.55%	362	33.99%	34205	-4.97	N/A
WA	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	99.49%	198	86.53%	193	-3.75	Yes	100%	191	92.48%	439	-3.29	Yes	98.92%	185	85.14%	350	-4.26	Yes	98.97%	194	89.14%	479	-3.71	Yes
WA	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	3.63	181	9.07	201	-7.74	Yes	3.93	175	7.85	447	-5.73	Yes	3.91	172	11.05	359	-4.3	Yes	4	175	6.78	482	-4.04	Yes
WA	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	98.71%	232	94.48%	326	-2.16	Yes	96.85%	222	98.02%	405	0.9	Yes	96.82%	220	96.23%	424	-0.37	Yes	99.14%	233	97.21%	466	-1.46	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	02-05	OP-6A	Delays for Non-Facility Reasons, EELs, Avg Days		NS	0	0					
WA	02-05	OP-6B	Delays for Facility Reasons, EELs, Avg Days		NS	0	0					
WA	02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	0	0					
WA	02-05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs %		NS	0	0					
WA	02-05	MR-5	All Troubles Cleared within 4 Hrs, EELs %		NS	0	0					
WA	02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	0	0					
WA	02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	0	0					
WA	02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS	0	0					
WA	02-05	MR-8	Trouble Rate, EELs %		NS	0	0					
WA	02-05	MR-8*	Trouble Rate, EELs %		NS	0	0					
WA	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
WA	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
WA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
WA	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
WA	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
WA	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
WA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
WA	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	0	0					
WA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
WA	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					
WA	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
WA	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
WA	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
WA	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
WA	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
WA	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					
WA	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
WA	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
WA	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
WA	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
WA	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
WA	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
WA	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	99.55%	222	98.27%	405	-1.17	N/A	99.09%	220	98.35%	424	-0.7	N/A	99.57%	233	98.28%	466	-1.24	N/A
WA	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	1	1	8.84	25	-1.25	Yes	2.5	2	9.15	34	-0.72	Yes	2	2	28.68	50	-1.26	Yes	5	2	11.44	39	-0.53	Yes
WA	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	5	1	10.5	4	-0.41	Yes			16	3		N/A			15.2	5		N/A	20	2	4.08	13	2.2	No
WA	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	74.89	9	167.97	61	-1.89	N/A	56.78	9	130.5	72	-1.58	N/A	53.57	7	129.53	68	-1.47	N/A	49.6	5	109.11	81	-1.12	N/A
WA	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	9		21		3.84	N/A	0		14		-1.39	N/A	0		16		-1.4	N/A	0		17		-1.12	N/A
WA	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	28	99.55%	223	-0.33	Yes	100%	26	100%	218	.	Yes	100%	38	99.52%	210	-0.39	Yes	100%	32	98.52%	203	-0.64	Yes
WA	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	31	100%	224	.	Yes	100%	27	100%	219	.	Yes	100%	39	100%	211	.	Yes	100%	32	100%	203	.	Yes
WA	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	2:36	31	2:31	224	0.22	Yes	3:07	27	2:17	219	1.29	Yes	2:14	39	2:30	211	-0.34	Yes	2:49	32	2:28	203	0.46	Yes
WA	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	9.68%	31	24.11%	224	-1.76	Yes	14.81%	27	17.81%	219	-0.38	Yes	2.56%	39	19.91%	211	-2.49	Yes	21.88%	32	13.30%	203	1.24	Yes
WA	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	13.33%	15	23.30%	103	-0.85	N/A	0%	16	17.74%	124	-1.75	N/A	28.57%	21	15.69%	102	1.34	N/A
WA	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0.47%	6618	0.99%	22617	-3.77	Yes	0.41%	6551	0.96%	22861	-4	Yes	0.59%	6575	0.92%	22962	-2.44	Yes	0.48%	6649	0.87%	23315	-3.01	Yes
WA	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.23%	6551	0.45%	22861	-2.36	N/A	0.24%	6575	0.54%	22962	-2.89	N/A	0.32%	6649	0.44%	23315	-1.33	N/A
WA	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	20.51%	39	16.10%	267	0.69	N/A	20.59%	34	20.65%	276	-0.01	N/A	15.22%	46	17.58%	256	-0.39	N/A	17.95%	39	19.44%	252	-0.22	N/A
WA	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P			81.87%	717		N/A			80.03%	686		N/A	100%	1	79.10%	708	-0.51	Yes			87.43%	1050		N/A
WA	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P			16.59	919		N/A			17.05	985		N/A			17.52	950		N/A			15.87	1335		N/A
WA	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P			94.48%	978		N/A	100%	1	92.75%	993	-0.28	Yes	100%	1	94.47%	1176	-0.24	Yes			94.84%	1144		N/A
WA	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A	100%	1	95.77%	993	-0.21	N/A	100%	1	96.77%	1176	-0.18	N/A			96.68%	1144		N/A
WA	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			20.44	169		N/A			20.74	214		N/A			14.4	230		N/A			16.99	216		N/A
WA	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			31.11	18		N/A			19	10		N/A			23.89	9		N/A			18	12		N/A
WA	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			56.13	127		N/A			54.81	183		N/A			43.68	234		N/A			32.3	265		N/A
WA	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			47			N/A			51			N/A			77			N/A			104			N/A
WA	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	100%	2	81.07%	766	-0.68	Yes	100%	1	79.34%	876	-0.51	Yes	100%	2	84.60%	818	-0.6	Yes			82.97%	687		N/A
WA	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	1:39	2	2:39	766	-0.34	Yes	1:47	1	2:36	876	-0.24	Yes	0:50	2	1:59	818	-0.65	Yes			2:10	687		N/A
WA	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0%	2	28.46%	766	-0.89	Yes	0%	1	31.39%	876	-0.68	Yes	50%	2	28.48%	818	0.56	Yes			25.33%	687		N/A
WA	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			33.69%	561		N/A	50%	2	29.96%	504	0.52	N/A			27.44%	441		N/A
WA	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0.81%	248	1.64%	46765	-1.03	Yes	0.39%	254	1.87%	46883	-1.73	Yes	0.77%	260	1.75%	46707	-1.2	Yes	0%	262	1.48%	46453	-1.98	Yes
WA	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A	0%	254	1.20%	46883	-1.75	N/A	0.77%	260	1.08%	46707	-0.48	N/A	0%	262	0.95%	46453	-1.58	N/A
WA	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0%	2	18.51%	940	-0.67	N/A	0%	1	19.63%	1090	-0.49	N/A	0%	2	13.35%	944	-0.55	N/A			20.21%	861		N/A
WA	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	91.56%	154	81.87%	717	-2.83	Yes	88.80%	125	80.03%	686	-2.26	Yes	91.95%	87	79.10%	708	-2.78	Yes	87.61%	113	87.43%	1050	-0.06	Yes
WA	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	5.38	101	16.59	919	-6.83	Yes	5.83	115	17.05	985	-6.95	Yes	11.94	50	17.52	950	-3.1	Yes	8.87	89	15.87	1335	-5.66	Yes
WA	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	94.58%	166	94.48%	978	-0.05	Yes	95.45%	132	92.75%	993	-1.13	Yes	91.97%	137	94.47%	1176	1.16	Yes	95.76%	165	94.84%	1144	-0.5	Yes
WA	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	96.97%	132	95.77%	993	-0.64	N/A	93.43%	137	96.77%	1176	1.84	N/A	96.97%	165	96.68%	1144	-0.2	N/A
WA	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	3.77	13	20.44	169	-3.21	Yes	3.25	16	20.74	214	-3.48	Yes	26.28	18	14.4	230	2.46	No	10.9	20	16.99	216	-1.87	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
WA	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
WA	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	1	1	3	15.00	8.76	6.24	
WA	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
WA	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
WA	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
WA	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
WA	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	0	0					
WA	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
WA	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
WA	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0	0					
WA	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
WA	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
WA	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
WA	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
WA	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
WA	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
WA	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
WA	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
WA	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					
WA	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
WA	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
WA	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
WA	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
WA	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
WA	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					
WA	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
WA	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
WA	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
WA	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
WA	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	0	0					
WA	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
WA	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	1	1	67	11.82	17.94	-6.12	

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	14.5	4	31.11	18	-0.77	Yes			19	10		N/A			23.89	9		N/A	17.5	2	18	12	-0.05	Yes
WA	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	18.91	11	56.13	127	-1.67	N/A	31.45	11	54.81	183	-1.16	N/A	30.73	11	43.68	234	-0.8	N/A	37.42	19	32.3	265	0.59	N/A
WA	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	9		47		2.86	N/A	4		51		0.6	N/A	4		77		0.24	N/A	13		104		2.45	N/A
WA	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	73.13%	67	81.07%	766	1.53	Yes	81.94%	72	79.34%	876	-0.53	Yes	79.45%	73	84.60%	818	1.14	Yes	70.18%	57	82.97%	687	2.28	No
WA	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	3:10	67	2:39	766	1.16	Yes	3:00	72	2:36	876	0.83	Yes	2:43	73	1:59	818	1.98	No	3:08	57	2:10	687	2.14	No
WA	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	26.87%	67	28.46%	766	-0.28	Yes	26.39%	72	31.39%	876	-0.88	Yes	28.77%	73	28.48%	818	0.06	Yes	22.81%	57	25.33%	687	-0.42	Yes
WA	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A	22%	50	33.69%	561	-1.68	N/A	32.73%	55	29.96%	504	0.43	N/A	23.40%	47	27.44%	441	-0.59	N/A
WA	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	2.19%	3054	1.64%	46765	2.34	No	2.47%	2912	1.87%	46883	2.34	No	2.60%	2807	1.75%	46707	3.33	No	2.09%	2724	1.48%	46453	2.58	No
WA	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	1.72%	2912	1.20%	46883	2.51	N/A	1.96%	2807	1.08%	46707	4.38	N/A	1.73%	2724	0.95%	46453	4.06	N/A
WA	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	9.46%	74	18.51%	940	-1.93	N/A	7.69%	78	19.63%	1090	-2.56	N/A	9.88%	81	13.35%	944	-0.88	N/A	9.52%	63	20.21%	861	-2.04	N/A
WA	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	97.33%	75	86.53%	193	-2.33	Yes	98.57%	70	92.48%	439	-1.79	Yes	97.10%	69	85.14%	350	-2.55	Yes	97.59%	83	89.14%	479	-2.28	Yes
WA	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	4.28	61	9.07	201	-4.78	Yes	4.31	62	7.85	447	-3.41	Yes	4.52	67	11.05	359	-2.74	Yes	4.28	78	6.78	482	-2.62	Yes
WA	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	95.96%	99	94.48%	326	-0.57	Yes	92.39%	92	98.02%	405	2.48	No	88.17%	93	96.23%	424	2.81	No	95.10%	102	97.21%	466	1.07	Yes
WA	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	94.57%	92	98.27%	405	1.87	N/A	91.40%	93	98.35%	424	3.05	N/A	96.08%	102	98.28%	466	1.31	N/A
WA	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	7	3	8.84	25	-0.49	Yes			9.15	34		N/A	6	4	28.68	50	-1.49	Yes	4.33	3	11.44	39	-0.71	Yes
WA	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P			10.5	4		N/A	1.5	2	16	3	-1.06	Yes			15.2	5		N/A			4.08	13		N/A
WA	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	23.33	3	167.97	61	-1.77	N/A	21	3	130.5	72	-1.41	N/A	17.5	2	129.53	68	-1.2	N/A	10.83	6	109.11	81	-2.01	N/A
WA	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	1		21		-0.04	N/A	0		14		-0.83	N/A	0		16		-0.77	N/A	1		17		-0.25	N/A
WA	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	100%	39	99.55%	223	-0.39	Yes	100%	42	100%	218	.	Yes	94.12%	51	99.52%	210	2.23	No	100%	44	98.52%	203	-0.74	Yes
WA	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	43	100%	224	.	Yes	100%	43	100%	219	.	Yes	98.15%	54	100%	211	1.32	Yes	100%	45	100%	203	.	Yes
WA	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:23	43	2:31	224	-0.23	Yes	2:24	43	2:17	219	0.24	Yes	5:09	54	2:30	211	2.58	No	3:07	45	2:28	203	0.73	Yes
WA	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	20.93%	43	24.11%	224	-0.45	Yes	16.28%	43	17.81%	219	-0.24	Yes	18.52%	54	19.91%	211	-0.23	Yes	15.56%	45	13.30%	203	0.41	Yes
WA	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A	12.90%	31	23.30%	103	-1.2	N/A	17.50%	40	17.74%	124	-0.03	N/A	18.18%	33	15.69%	102	0.34	N/A
WA	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	1.33%	3232	0.99%	22617	1.83	No	1.34%	3209	0.96%	22861	2.08	No	1.67%	3241	0.92%	22962	4.17	No	1.38%	3254	0.87%	23315	2.95	No
WA	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	0.97%	3209	0.45%	22861	4.08	N/A	1.23%	3241	0.54%	22962	5.05	N/A	1.01%	3254	0.44%	23315	4.67	N/A
WA	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	6.52%	46	16.10%	267	-1.63	N/A	4.44%	45	20.65%	276	-2.49	N/A	6.90%	58	17.58%	256	-1.93	N/A	8.16%	49	19.44%	252	-1.83	N/A
WA	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	95%	20	96.92%	1006	0.51	Yes	100%	26	97.20%	1250	-0.86	Yes	100%	31	98.05%	925	-0.77	Yes	100%	29	97.62%	1009	-0.83	Yes
WA	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	3.19	16	5.31	1011	-2.77	Yes	3.9	21	5.91	1252	-2.85	Yes	4.2	30	9.52	932	-8.84	Yes	3.57	21	9.25	1011	-5.89	Yes
WA	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	100%	25	98.14%	1132	-0.68	Yes	100%	30	98.26%	1092	-0.72	Yes	100%	31	98.66%	972	-0.64	Yes	97.56%	41	96.93%	1107	-0.23	Yes
WA	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A	100%	30	98.72%	1092	-0.62	N/A	100%	31	98.87%	972	-0.59	N/A	97.56%	41	98.10%	1107	0.3	N/A
WA	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	1	1	6.14	29	-0.53	Yes			3.24	21		N/A			3.07	15		N/A			3.57	21		N/A
WA	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P			5	4		N/A			5.63	8		N/A			4	3		N/A			37.33	3		N/A
WA	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	100%	4	90.40%	802	-0.65	Yes	100%	3	82.15%	633	-0.81	Yes	100%	2	90.16%	447	-0.47	Yes	100%	6	88.53%	523	-0.88	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
WA	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
WA	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
WA	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	1	1	269	76.58%	81.92%	-5.34%	
WA	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	2	2	269	2:59	2:21	0:38	
WA	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
WA	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
WA	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	4	4	11497	2.34%	1.69%	0.65%	
WA	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
WA	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
WA	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
WA	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
WA	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	2	2	386	93.01%	96.61%	-3.60%	
WA	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
WA	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
WA	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
WA	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
WA	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
WA	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	1	1	176	98.30%	99.41%	-1.12%	
WA	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					
WA	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	1	1	185	3:22	2:26	0:55	
WA	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					
WA	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
WA	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	4	4	12936	1.43%	0.93%	0.50%	
WA	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
WA	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
WA	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
WA	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
WA	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
WA	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
WA	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
WA	04-06	OP-6B	Delays for Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
WA	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	100%	4	96.01%	803	-0.41	Yes	100%	3	90.39%	635	-0.56	Yes	100%	2	96.88%	448	-0.25	Yes	100%	6	95.41%	523	-0.53	Yes
WA	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	3:48	4	9:35	803	-0.43	Yes	3:41	3	15:22	635	-0.6	Yes	4:12	2	11:17	448	-0.27	Yes	1:25	6	9:30	523	-1.31	Yes
WA	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0%	4	40.72%	803	-1.65	Yes	0%	3	31.50%	635	-1.17	Yes	0%	2	29.91%	448	-0.92	Yes	16.67%	6	29.83%	523	-0.7	Yes
WA	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A	0%	2	31.29%	310	-0.95	N/A	0%	1	27.23%	235	-0.61	N/A	0%	4	27.79%	331	-1.23	N/A
WA	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0.71%	561	2.63%	30538	-2.81	Yes	0.52%	578	2.01%	31544	-2.53	Yes	0.34%	587	1.37%	32685	-2.13	Yes	1.01%	594	1.55%	33729	-1.06	Yes
WA	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A	0.35%	578	0.98%	31544	-1.54	N/A	0.17%	587	0.72%	32685	-1.56	N/A	0.67%	594	0.98%	33729	-0.75	N/A
WA	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	20%	5	46.32%	1496	-1.18	N/A	25%	4	46.91%	1196	-0.88	N/A	33.33%	3	41.13%	761	-0.27	N/A	0%	6	42.46%	909	-2.1	N/A
WA	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			69.64%	56		N/A			70%	30		N/A			86.67%	15		N/A			82.14%	28		N/A
WA	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			20.58	72		N/A			17.8	70		N/A			15.34	32		N/A			16.71	70		N/A
WA	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			97.18%	71		N/A			98.08%	52		N/A			100%	55		N/A			100%	79		N/A
WA	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	52		N/A			100%	55		N/A			100%	79		N/A
WA	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P			20.62	21		N/A			30.08	13		N/A			22	5		N/A			12	9		N/A
WA	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P			37	4		N/A			19	2		N/A						N/A						N/A
WA	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	72	1	64.58	24	1.15	N/A	50	1	57.19	27	-0.05	N/A	28	1	53.11	28	-0.2	N/A	8	1	52.71	24	-0.34	N/A
WA	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	1		15		0.44	N/A	0		17		-1.28	N/A	0		15		-1.06	N/A	0		11		-0.9	N/A
WA	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			88.89%	27		N/A			75%	12		N/A			77.78%	18		N/A			93.33%	15		N/A
WA	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			1:36	27		N/A			2:36	12		N/A			1:58	18		N/A			1:30	15		N/A
WA	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			25.93%	27		N/A			25%	12		N/A			22.22%	18		N/A			13.33%	15		N/A
WA	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A			16.67%	6		N/A			23.08%	13		N/A			33.33%	6		N/A
WA	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			0.82%	3292		N/A			0.37%	3278		N/A			0.55%	3244		N/A			0.46%	3243		N/A
WA	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0.18%	3278		N/A			0.40%	3244		N/A			0.19%	3243		N/A
WA	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			18.18%	33		N/A			40%	20		N/A			25%	24		N/A			25%	20		N/A
WA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	1317				N/A	0:03	1104				N/A	0:03	1265				N/A	0:03	1579				N/A
WA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:15	1				N/A	0:10	4				N/A	0:02	9				N/A	0:02	3				N/A
WA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	99.81%	516				Yes	99.49%	392				Yes	99.23%	392				Yes	99.19%	618				Yes
WA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	97.99%	149				Yes	98.36%	183				Yes	98%	150				Yes	100%	185				Yes
WA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	516				N/A	0%	392				N/A	0.26%	392				N/A	0%	618				N/A
WA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0.67%	149				N/A	0%	183				N/A	0%	150				N/A	0%	185				N/A
WA	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	96.77%	217				Yes	92.73%	220				Yes	96.09%	179				Yes	95.05%	202				Yes
WA	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	7.47	210				Yes	5.8	210				Yes	5.41	170				Yes	5.76	195				Yes
WA	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			94.59%	15373		N/A			94.68%	15357		N/A			94.90%	14183		N/A			95.26%	15564		N/A
WA	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	100%	313	99.37%	32836	-1.41	Yes	100%	317	99.28%	30356	-1.51	Yes	100%	296	99.44%	27595	-1.29	Yes	100%	301	99.44%	29314	-1.3	Yes
WA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			5.36	15434		N/A			5.34	15407		N/A			5	14286		N/A			5.08	15635		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
WA	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
WA	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
WA	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
WA	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
WA	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
WA	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
WA	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
WA	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
WA	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
WA	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
WA	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
WA	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
WA	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
WA	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
WA	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
WA	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
WA	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
WA	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
WA	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
WA	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					
WA	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
WA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0	0					
WA	04-08	OP-7	OP-7 - Coordinated "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0	0					
WA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL - Analog %		95%	0	0					
WA	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	0	0					
WA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL - Analog %		NS	0	0					
WA	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
WA	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		90%	0	0					
WA	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
WA	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
WA	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
WA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	2.99	296	3.51	25980	-5.72	Yes	2.99	295	3.59	23391	-6.84	Yes	2.99	268	3.5	21432	-6.84	Yes	3.06	273	3.46	22740	-5.06	Yes
WA	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	97.03%	471	89.93%	47045	-5.09	Yes	95.79%	451	88.98%	43840	-4.59	Yes	96.83%	442	90.32%	43432	-4.61	Yes	96.16%	469	89.70%	44763	-4.58	Yes
WA	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	98.23%	451	90.80%	43840	-5.43	N/A	98.42%	442	92.04%	43432	-4.93	N/A	98.08%	469	91.69%	44763	-4.99	N/A
WA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	2	1	4.66	204	-0.33	Yes	16	1	5.42	216	1.64	No			5.97	145		N/A			5.08	158		N/A
WA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			3.87	401		N/A	1	2	4.35	391	-0.64	Yes	2	1	4.4	392	-0.23	Yes	10	2	5.26	320	1.19	Yes
WA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	8	1	10.01	453	-0.17	N/A	2.5	2	10.36	437	-0.9	N/A			10.29	348		N/A			11.91	435		N/A
WA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	15	4	8.85	13	0.62	N/A	5.13	8	6	7	-0.37	N/A	8.75	4	4.69	16	0.96	N/A	8.8	5	9.8	10	-0.22	N/A
WA	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	9.48	27				N/A	9.58	26				N/A	19.13	8				N/A	9.56	18				N/A
WA	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	24					N/A	25					N/A	5					N/A	15					N/A
WA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	76.92%	13	92.31%	12448	1.72	No	42.86%	7	90.77%	12921	3.08	No	75%	4	93.16%	11577	1.1	Yes	50%	2	91.53%	11896	1.38	Yes
WA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	90%	10	97.91%	2487	1.26	Yes	100%	9	97.73%	3133	-0.46	Yes	100%	3	98.27%	2192	-0.23	Yes			98.66%	2540		N/A
WA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	100%	10	99.44%	5177	-0.24	Yes	94.44%	18	99.70%	5994	1.93	No	95.24%	21	99.65%	5076	1.78	No	95.65%	23	99.78%	5846	1.95	No
WA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	92.31%	13	98.17%	16135	1.19	Yes	87.50%	16	97.67%	16877	1.9	No	72.73%	22	98.37%	15680	4.89	No	100%	10	98.95%	16248	-0.33	Yes
WA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	21:31	13	14:03	16135	1.71	No	1:15:47	16	14:40	16877	3.72	No	1:13:49	22	13:37	15680	3.72	No	20:53	10	13:09	16248	1.83	No
WA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	4:55	10	6:24	5177	-0.49	Yes	8:57	18	6:11	5994	1.24	Yes	12:29	21	5:18	5076	2.58	No	10:56	23	5:34	5846	2.46	No
WA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	21.43%	14	48.59%	177	-1.96	N/A	41.18%	17	41.62%	173	-0.04	N/A	59.09%	22	46.34%	123	1.08	N/A	30%	10	37.60%	125	-0.48	N/A
WA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	10%	10	38.50%	626	-1.84	N/A	16.67%	18	27.71%	462	-1.03	N/A	19.05%	21	23.69%	325	-0.49	N/A	21.74%	23	27.39%	398	-0.59	N/A
WA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A	53.85%	13	42.47%	73	0.73	N/A	61.90%	21	56.60%	53	0.38	N/A	33.33%	9	32.14%	56	0.06	N/A
WA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A	25%	4	27.85%	237	-0.13	N/A	23.08%	13	18.68%	182	0.41	N/A	22.22%	9	26.91%	275	-0.31	N/A
WA	04-10	MR-8	Trouble Rate, Line Sharing %		P	0.45%	5357	1.02%	2137606	-4.18	Yes	0.68%	5161	1.09%	2146573	-2.86	Yes	0.86%	5002	0.98%	2157467	-0.9	Yes	0.69%	4775	1.04%	2168824	-2.38	Yes
WA	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	0.33%	5161	0.90%	2146573	-4.35	N/A	0.68%	5002	0.81%	2157467	-1.04	N/A	0.38%	4775	0.86%	2168824	-3.59	N/A
WA	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0%	1				N/A	0%	5				N/A	0%	10				N/A	0%	11				N/A
WA	04-12	MR-8*	Trouble Rate, Dark Fiber - Loop %		NS						N/A	0%	5				N/A	0%	10				N/A	0%	11				N/A
WA	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	100%	2	81.87%	717	-0.66	Yes	100%	1	80.03%	686	-0.5	Yes			79.10%	708		N/A	33.33%	3	87.43%	1050	2.02	No
WA	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	4.5	2	16.59	919	-1.09	Yes	6.6	5	17.05	985	-1.42	Yes			17.52	950		N/A	28.29	7	15.87	1335	2.26	No
WA	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	100%	4	94.48%	978	-0.48	Yes	100%	3	92.75%	993	-0.48	Yes	100%	4	94.47%	1176	-0.48	Yes	100%	4	94.84%	1144	-0.47	Yes
WA	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A	100%	3	95.77%	993	-0.36	N/A	100%	4	96.77%	1176	-0.36	N/A	100%	4	96.68%	1144	-0.37	N/A
WA	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			20.44	169		N/A			20.74	214		N/A			14.4	230		N/A	1	2	16.99	216	-1.61	Yes
WA	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			31.11	18		N/A			19	10		N/A			23.89	9		N/A			18	12		N/A
WA	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			56.13	127		N/A			54.81	183		N/A			43.68	234		N/A			32.3	265		N/A
WA	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			47			N/A			51			N/A			77			N/A			104			N/A
WA	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	100%	6	81.07%	766	-1.18	Yes	100%	1	79.34%	876	-0.51	Yes	100%	6	84.60%	818	-1.04	Yes	75%	4	82.97%	687	0.42	Yes
WA	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1:10	6	2:39	766	-0.87	Yes	1:31	1	2:36	876	-0.31	Yes	0.04167	6	1:59	818	-0.97	Yes	2:20	4	2:10	687	0.29	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
WA	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
WA	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
WA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	1	1	2	9.00	5.24	3.76	
WA	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
WA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
WA	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
WA	04-10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	0	0					
WA	04-10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing %		NS	0	0					
WA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	2	2	26	65.38%	91.91%	-26.53%	
WA	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	0	0					
WA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	3	3	72	95.83%	99.65%	-3.82%	
WA	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	2	2	61	85.25%	98.28%	-13.04%	
WA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	4	4	61	8:04	13:52	18:12	
WA	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	2	2	72	10:03	5:52	4:11	
WA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
WA	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
WA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
WA	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
WA	04-10	MR-8	Trouble Rate, Line Sharing %		P	0	0					
WA	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
WA	04-12	MR-8	Trouble Rate, Dark Fiber - Loop %		NS	0	0					
WA	04-12	MR-8*	Trouble Rate, Dark Fiber - Loop %		NS	0	0					
WA	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	1	1	6	66.67%	82.70%	-16.03%	
WA	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	1	1	14	17.15	16.68	0.47	
WA	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
WA	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
WA	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
WA	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					
WA	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
WA	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
WA	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
WA	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0%	6	28.46%	766	-1.54	Yes	0%	1	31.39%	876	-0.68	Yes	33.33%	6	28.48%	818	0.28	Yes	75%	4	25.33%	687	1.93	No
WA	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A	0%	1	33.69%	561	-0.71	N/A	33.33%	6	29.96%	504	0.2	N/A	100%	2	27.44%	441	1.8	N/A
WA	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	3.17%	189	1.64%	46765	1.52	Yes	0.53%	187	1.87%	46883	-1.34	Yes	3.31%	181	1.75%	46707	1.48	Yes	2.21%	181	1.48%	46453	0.82	Yes
WA	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0.53%	187	1.20%	46883	-0.83	N/A	3.31%	181	1.08%	46707	2.38	N/A	1.11%	181	0.95%	46453	0.3	N/A
WA	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0%	6	18.51%	940	-1.16	N/A	0%	1	19.63%	1090	-0.49	N/A	14.29%	7	13.35%	944	0.14	N/A	0%	4	20.21%	861	-1	N/A
WA	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P			69.64%	56		N/A			70%	30		N/A			86.67%	15		N/A			82.14%	28		N/A
WA	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	12.33	3	20.58	72	-0.73	Yes			17.8	70		N/A	7.67	3	15.34	32	-0.87	Yes			16.71	70		N/A
WA	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	100%	2	97.18%	71	-0.24	Yes	100%	2	98.08%	52	-0.19	Yes	50%	2	100%	55	2.22	No	100%	4	100%	79	.	Yes
WA	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A	100%	2	100%	52	.	Yes	50%	2	100%	55	2.22	N/A	100%	4	100%	79	.	Yes
WA	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P			20.62	21		N/A			30.08	13		N/A			22	5		N/A			12	9		N/A
WA	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P			37	4		N/A			19	2		N/A						N/A						N/A
WA	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	30	1	64.58	24	-0.24	N/A			57.19	27		N/A			53.11	28		N/A			52.71	24		N/A
WA	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	1		15		0.44	N/A			17			N/A			15			N/A			11			N/A
WA	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	66.67%	3	88.89%	27	0.84	Yes	50%	2	75%	12	0.52	Yes	100%	3	77.78%	18	-0.86	Yes	100%	1	93.33%	15	-0.26	Yes
WA	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	2:07	3	1:36	27	0.59	Yes	4:48	2	2:36	12	0.73	Yes	1:09	3	1:58	18	-0.74	Yes	1:18	1	1:30	15	-0.15	Yes
WA	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	33.33%	3	25.93%	27	0.21	Yes	0%	2	25%	12	-0.76	Yes	0%	3	22.22%	18	-0.86	Yes	0%	1	13.33%	15	-0.38	Yes
WA	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A	0%	1	16.67%	6	-0.41	N/A	0%	2	23.08%	13	-0.72	N/A	0%	1	33.33%	6	-0.65	N/A
WA	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	1.44%	209	0.82%	3292	0.92	Yes	0.98%	205	0.37%	3278	1.19	Yes	1.47%	204	0.55%	3244	1.45	Yes	0.50%	201	0.46%	3243	0.13	Yes
WA	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0.49%	205	0.18%	3278	0.82	N/A	0.98%	204	0.40%	3244	1.11	N/A	0.50%	201	0.19%	3243	0.83	N/A
WA	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	40%	5	18.18%	33	0.99	N/A	0%	2	40%	20	-1.1	N/A	0%	3	25%	24	-0.94	N/A	0%	1	25%	20	-0.56	N/A
WA	05-03	OP-3	Installation Commitments Met, Dark Fiber - IOF %		P						N/A						N/A						N/A						N/A
WA	05-03	OP-4	Installation Interv, Dark Fiber - IOF, Avg Days		NS						N/A						N/A						N/A						N/A
WA	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS	0%	21				N/A	0%	21				N/A	0%	21				N/A	0%	21				N/A
WA	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS						N/A	0%	21				N/A	0%	21				N/A	0%	21				N/A
WA	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	4:23	165183				N/A	6:31	152452				N/A	6:47	158474				N/A	6:57	200105				N/A
WA	07-01	OP-3	Installation Commitments Met, E911 %		P						N/A						N/A						N/A	80%	5				N/A
WA	07-01	OP-4	Installation Interv, E911, Avg Days		P						N/A						N/A						N/A	6.6	5				N/A
WA	07-01	OP-5	New Service Installation Quality, E911 %		P	100%	1	100%	3	.	Yes			100%	3		N/A	100%	5	100%	1	.	Yes	100%	6	100%	2	.	Yes
WA	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A			100%	3		N/A	100%	5	100%	1	.	Yes	100%	6	100%	2	.	Yes
WA	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A	1	1				N/A
WA	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS			3.4	5		N/A						N/A						N/A						N/A
WA	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS			0			N/A						N/A						N/A						N/A
WA	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	100%	2	100%	1	.	Yes	100%	1	100%	3	.	Yes			66.67%	3		N/A	100%	1	100%	1	.	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	1	1	17	29.41%	28.60%	0.81%	
WA	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
WA	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0	0					
WA	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
WA	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
WA	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		P	0	0					
WA	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
WA	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	1	1	10	90.00%	98.83%	-8.83%	
WA	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
WA	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
WA	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
WA	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
WA	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					
WA	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
WA	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
WA	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
WA	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
WA	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0	0					
WA	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
WA	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
WA	05-03	OP-3	Installation Commitments Met, Dark Fiber - IOF %		P	0	0					
WA	05-03	OP-4	Installation Interv, Dark Fiber - IOF, Avg Days		NS	0	0					
WA	05-03	MR-8	Trouble Rate, Dark Fiber - IOF %		NS	0	0					
WA	05-03	MR-8*	Trouble Rate, Dark Fiber - IOF %		NS	0	0					
WA	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
WA	07-01	OP-3	Installation Commitments Met, E911 %		P	0	0					
WA	07-01	OP-4	Installation Interv, E911, Avg Days		P	0	0					
WA	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
WA	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
WA	07-01	OP-6A	Delays for Non-Facility Reasons, E911, Avg Days		P	0	0					
WA	07-01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	0	0					
WA	07-01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911 %		NS	0	0					
WA	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	1:40	2	0:02	1	.	N/A	0:34	1	0:33	3	0.43	Yes			8:21	3		N/A	0:29	1	0:02	1	.	N/A
WA	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0%	2	0%	1	.	Yes	0%	1	66.67%	3	-1.22	Yes			66.67%	3		N/A	0%	1	0%	1	.	Yes
WA	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A			50%	2		N/A			50%	2		N/A	0%	1				N/A
WA	07-01	MR-8	Trouble Rate, E911 %		P	0.40%	498	0.08%	1252	1.25	Yes	0.20%	492	0.24%	1234	-0.15	Yes	0%	492	0.25%	1223	-0.93	Yes	0.19%	534	0.08%	1219	0.71	Yes
WA	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A	0%	492	0.16%	1234	-0.76	N/A	0%	492	0.16%	1223	-0.76	N/A	0.19%	534	0%	1219	.	N/A
WA	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0%	2	50%	2	-1	N/A	66.67%	3	0%	3	1.32	N/A	100%	3	0%	3	2.15	N/A	0%	1	0%	1	.	Yes
WA	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.36	.		N/A			8.77	.		N/A			8.54	.		N/A			7.95	.		N/A
WA	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.92	.		N/A			9.86	.		N/A			9.26	.		N/A			9.42	.		N/A
WA	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.05	190076				N/A	0.05	190083				N/A	0.06	172816				N/A	0.06	183036				N/A
WA	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	96.12%	158856				N/A	95.12%	158558				N/A	95.70%	144682				N/A	94.83%	153130				N/A
WA	09-01	NP-1A	NXX Code Activation, All %		P						N/A						N/A			100%	1		N/A	100%	1				N/A
WA	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS						N/A						N/A			0%	1		N/A	0%	1				N/A
WA	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
WA	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	99.76%	1225				Yes	99.30%	993				Yes	99.91%	1168				Yes	99.40%	1511				Yes
WA	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	95.28%	20750				Yes	99.45%	10635				Yes	99.14%	6494				Yes	99.70%	7370				Yes
WA	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	100%	22349				Yes	99.73%	12026				Yes	100%	7744				Yes	99.99%	10997				Yes
WA	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	22349				N/A	100%	12026				N/A	99.99%	7744				N/A	100%	10997				N/A
WA	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			55.13%	2487		N/A	100%	1	55.12%	3133	-0.9	N/A			62.73%	2192		N/A			63.90%	2540		N/A
WA	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss			99.44%	5177		N/A	100%	2	99.70%	5994	-0.08	Yes			99.65%	5076		N/A	100%	3	99.78%	5846	-0.08	Yes
WA	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	57262.68				Yes	100%	54603.76				Yes	100%	57325.49				Yes	100%	56372.17				Yes
WA	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	57262.68				Yes	100%	54603.76				Yes	100%	57325.49				Yes	100%	56372.17				Yes
WA	14-01	OP-3	Installation Commitments Met, Residence %	D	P	97.12%	243	94.88%	12363	-1.57	Yes	98.49%	199	95.13%	12310	-2.19	Yes	99.18%	122	95.38%	11374	-1.99	Yes	97.79%	136	95.54%	12440	-1.27	Yes
WA	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	1168	99.39%	32092	-2.62	Yes	99.81%	1078	99.29%	29583	-2.02	Yes	100%	693	99.46%	26784	-1.92	Yes	99.85%	665	99.48%	28313	-1.32	Yes
WA	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	3.58	245	5.25	12401	-5.48	Yes	3.51	199	5.21	12345	-4.91	Yes	3.25	122	4.88	11456	-3.79	Yes	3.6	136	5.01	12491	-2.99	Yes
WA	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	2.9	1067	3.5	25504	-13.33	Yes	2.9	943	3.59	22859	-14.3	Yes	2.94	616	3.49	20893	-12.28	Yes	2.88	585	3.47	22090	-11.79	Yes
WA	14-01	OP-5	New Service Installation Quality, Residence %		P	94.50%	1346	90.10%	43234	-5.33	Yes	92.26%	1047	89.28%	40098	-3.08	Yes	94.56%	809	90.49%	39537	-3.91	Yes	95.26%	822	90.01%	40737	-4.96	Yes
WA	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	92.93%	1047	91%	40098	-2.15	N/A	94.81%	809	92.17%	39537	-2.77	N/A	96.11%	822	91.90%	40737	-4.37	N/A
WA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	2	6	3.84	275	-0.91	Yes	3	2	3.68	257	-0.21	Yes	12	1	4.16	267	1.62	Yes	1	1	5.89	211	-0.42	Yes
WA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			4.51	193		N/A	2.5	2	5.58	207	-0.38	Yes			5.6	134		N/A	1	1	4.93	144	-0.49	Yes
WA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	12.5	2	9.25	368	0.83	Yes	1	1	10.11	350	-0.75	Yes			8.67	273		N/A	4.5	2	11.74	355	-0.6	Yes
WA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P			5.91	11		N/A			6	7		N/A			4.69	16		N/A			10.43	7		N/A
WA	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	69.7	10	82.27	1673	-0.44	N/A	39.8	15	77.94	1673	-1.72	N/A	84	6	74	1611	0.42	N/A	74.29	7	70.73	1642	0.16	N/A
WA	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	2		396		-0.27	N/A	2		410		-1	N/A	1		403		-0.47	N/A	1		380		-0.55	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
WA	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
WA	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
WA	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
WA	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					
WA	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
WA	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
WA	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
WA	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
WA	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
WA	09-01	NP-1A	NXX Code Activation, All %		P	0	0					
WA	09-01	NP-1B	NXX Code Activation - Facility Delays, All %		NS	0	0					
WA	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
WA	11-01	OP-8B	Number Portability Timeliness, LNP %		95%	0	0					
WA	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
WA	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
WA	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
WA	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
WA	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					
WA	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
WA	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
WA	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
WA	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
WA	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
WA	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
WA	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
WA	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
WA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
WA	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
WA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
WA	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
WA	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
WA	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	17	98.03%	2182	-0.58	Yes	100%	12	97.44%	2583	-0.56	Yes	83.33%	12	98.60%	1922	2.52	No	100%	15	98.61%	2162	-0.46	Yes
WA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	98.02%	101	92.22%	11084	-2.17	Yes	97.20%	107	90.77%	11400	-2.29	Yes	98.44%	64	93.14%	10298	-1.67	Yes	98.31%	59	91.27%	10597	-1.91	Yes
WA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	100%	112	98.20%	14430	-1.43	Yes	99.17%	121	97.79%	15012	-1.03	Yes	100%	75	98.46%	13966	-1.08	Yes	98.59%	71	99.04%	14486	0.45	Yes
WA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	35	99.49%	4472	-0.42	Yes	100%	41	99.70%	4958	-0.35	Yes	100%	28	99.72%	4358	-0.28	Yes	100%	30	99.76%	4914	-0.27	Yes
WA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	13:15	112	14:20	14430	-0.81	Yes	11:34	121	14:58	15012	-2.61	Yes	9:53	75	14:01	13966	-2.75	Yes	7:03	71	13:32	14486	-4.32	Yes
WA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:01	35	6:43	4472	-1.06	Yes	2:19	41	6:39	4958	-2.94	Yes	4:38	28	5:30	4358	-0.54	Yes	2:53	30	5:58	4914	-1.97	Yes
WA	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	10.48%	124	11.60%	14961	-0.39	Yes	8.87%	124	12.25%	15562	-1.14	Yes	8.75%	80	11.77%	14419	-0.84	Yes	12.50%	72	11.17%	14929	0.39	Yes
WA	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	17.14%	35	11.23%	4472	1.07	Yes	12.20%	41	11.25%	4958	0.24	Yes	14.29%	28	12.62%	4358	0.31	Yes	0%	30	11.17%	4916	-1.94	Yes
WA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	8.62%	116	11.89%	14697	-1.08	N/A	7.69%	78	11.59%	13619	-1.07	N/A	12.68%	71	10.94%	14131	0.5	N/A
WA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A	16%	25	12.28%	2337	0.59	N/A	11.76%	17	13.96%	1906	-0.26	N/A	0%	15	11.43%	2274	-1.39	N/A
WA	14-01	MR-8	Trouble Rate, Residence %		P	1.48%	10756	1.15%	1696037	3.23	No	1.65%	9973	1.20%	1704151	4.11	No	1.13%	9559	1.10%	1713963	0.32	Yes	1.16%	8785	1.15%	1723705	0.09	Yes
WA	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	1.41%	9973	1%	1704151	4.15	N/A	0.99%	9559	0.91%	1713963	0.91	N/A	0.98%	8785	0.95%	1723705	0.26	N/A
WA	14-01	MR-9	Repair Appointments Met, Residence %	D	P	98.39%	124	93.84%	14961	-2.1	Yes	98.39%	124	93.28%	15562	-2.26	Yes	97.50%	80	94.93%	14419	-1.04	Yes	100%	72	95.03%	14929	-1.94	Yes
WA	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	35	98.12%	4472	-0.82	Yes	100%	41	98.29%	4958	-0.84	Yes	96.43%	28	98.85%	4358	0.99	Yes	100%	30	98.58%	4916	-0.66	Yes
WA	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	33.47%	239	34.82%	29816	-0.44	N/A	34.78%	253	35.11%	31621	-0.11	N/A	34.55%	165	34.82%	28809	-0.07	N/A	37.04%	162	33.88%	30013	0.85	N/A
WA	14-02	OP-3	Installation Commitments Met, Business %	D	P	100%	11	93.39%	3010	-0.88	Yes	100%	16	92.88%	3047	-1.1	Yes	75%	8	92.95%	2809	1.57	Yes	100%	17	94.17%	3124	-1.02	Yes
WA	14-02	OP-3	Installation Commitments Met, Business %	ND	P	98.77%	81	98.25%	744	-0.33	Yes	100%	85	98.97%	773	-0.89	Yes	100%	91	98.77%	811	-1.01	Yes	100%	82	98.30%	1001	-1.14	Yes
WA	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	2.91	11	5.81	3033	-1.32	Yes	4.2	15	5.87	3062	-0.84	Yes	7.75	8	5.5	2830	1.13	Yes	5.12	17	5.35	3144	-0.16	Yes
WA	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	2.27	55	3.62	476	-2.06	Yes	2.35	71	3.32	532	-2.77	Yes	2.6	83	3.67	539	-2.77	Yes	2.08	71	3.38	650	-3.13	Yes
WA	14-02	OP-5	New Service Installation Quality, Business %		P	69.07%	97	87.98%	3811	4.85	No	76%	100	85.81%	3743	2.58	No	76.77%	99	88.60%	3895	3.28	No	90.51%	137	86.54%	4026	-1.34	Yes
WA	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	83%	100	88.65%	3743	1.68	N/A	83.84%	99	90.71%	3895	2.15	N/A	91.97%	137	89.52%	4026	-0.92	N/A
WA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P			3.94	126		N/A			5.64	134		N/A	6	1	4.92	125	0.87	Yes			4.05	109		N/A
WA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	1	1	7.27	11	-0.39	Yes			1.78	9		N/A			10.55	11		N/A			6.64	14		N/A
WA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			13.28	85		N/A			11.39	87		N/A	1	1	16.19	75	-0.61	Yes			12.69	80		N/A
WA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P			25	2		N/A						N/A						N/A			8.33	3		N/A
WA	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	139.67	3	72.83	369	1.19	N/A	112.67	3	62.57	418	1.05	N/A	83.5	4	65.61	373	0.58	N/A	142	2	61	414	1.57	N/A
WA	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	1		112		0.12	N/A	1		131		0.09	N/A	0		107		-1.26	N/A	0		122		-0.91	N/A
WA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	90.74%	54	93.04%	1364	0.67	Yes	89.19%	37	90.73%	1521	0.36	Yes	97.14%	35	93.28%	1279	-0.9	Yes	100%	31	93.61%	1299	-1.44	Yes
WA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	100%	25	97.05%	305	-0.84	Yes	100%	15	99.09%	550	-0.37	Yes	100%	13	95.93%	270	-0.73	Yes	100%	12	98.94%	378	-0.35	Yes
WA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	97.37%	76	97.95%	1705	0.4	Yes	97.62%	42	96.68%	1865	-0.34	Yes	97.67%	43	97.67%	1714	0	Yes	100%	36	98.18%	1762	-0.81	Yes
WA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	51	99.15%	705	-0.64	Yes	100%	53	99.71%	1036	-0.38	Yes	100%	48	99.16%	718	-0.62	Yes	100%	44	99.89%	932	-0.21	Yes
WA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	11:19	76	11:45	1705	-0.18	Yes	14:30	42	12:12	1865	0.93	Yes	7:54	43	10:21	1714	-1.16	Yes	7:46	36	10:03	1762	-1.04	Yes
WA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	4:19	51	4:27	705	-0.09	Yes	3:48	53	3:59	1036	-0.21	Yes	2:38	48	4:02	718	-1	Yes	3:10	44	3:25	932	-0.26	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	1	1	56	96.43%	98.12%	-1.70%	
WA	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
WA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
WA	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
WA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
WA	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
WA	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
WA	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					
WA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
WA	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
WA	14-01	MR-8	Trouble Rate, Residence %		P	2	2	39073	1.37%	1.15%	0.22%	
WA	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
WA	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
WA	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
WA	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
WA	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
WA	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
WA	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	0	0					
WA	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					
WA	14-02	OP-5	New Service Installation Quality, Business %		P	3	3	433	79.21%	87.24%	-8.02%	
WA	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
WA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
WA	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
WA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
WA	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
WA	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
WA	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
WA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
WA	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
WA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	0	0					
WA	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
WA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0	0					
WA	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	16.46%	79	12.21%	1744	1.1	Yes	17.78%	45	12.41%	1910	1.06	Yes	6.82%	44	11.18%	1753	-0.91	Yes	16.67%	36	11.49%	1802	0.95	Yes
WA	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	9.80%	51	13.62%	705	-0.77	Yes	13.21%	53	9.94%	1036	0.78	Yes	10.42%	48	13.93%	718	-0.68	Yes	18.18%	44	15.34%	932	0.53	Yes
WA	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	15.38%	39	12.51%	1703	0.56	N/A	8.57%	35	10.99%	1602	-0.45	N/A	18.18%	33	11.40%	1623	1.17	N/A
WA	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A	15.38%	26	9.15%	623	1.03	N/A	15.63%	32	15.31%	392	0.08	N/A	15.38%	26	16.41%	524	-0.14	N/A
WA	14-02	MR-8	Trouble Rate, Business %		P	0.97%	13370	0.55%	441569	6.41	No	0.77%	12678	0.67%	442422	1.46	Yes	0.77%	11935	0.56%	443504	3.09	No	0.73%	10959	0.61%	445119	1.53	Yes
WA	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.51%	12678	0.53%	442422	-0.2	N/A	0.56%	11935	0.45%	443504	1.8	N/A	0.54%	10959	0.48%	445119	0.84	N/A
WA	14-02	MR-9	Repair Appointments Met, Business %	D	P	98.73%	79	89.56%	1744	-2.61	Yes	95.56%	45	90.99%	1910	-1.06	Yes	100%	44	90.47%	1753	-2.13	Yes	100%	36	93.06%	1802	-1.62	Yes
WA	14-02	MR-9	Repair Appointments Met, Business %	ND	P	98.04%	51	96.60%	705	-0.55	Yes	98.11%	53	97.88%	1036	-0.12	Yes	97.92%	48	96.10%	718	-0.63	Yes	100%	44	97.75%	932	-0.98	Yes
WA	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	28.96%	183	37.92%	3945	-2.44	N/A	42.01%	169	35.39%	4560	1.75	N/A	28.13%	128	36.35%	3882	-1.9	N/A	25.23%	107	34.78%	4192	-2.05	N/A
WA	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0%	1	93.68%	649	1.86	No	66.67%	3	90%	300	1.03	Yes	100%	2	95.47%	265	-0.31	Yes			99.35%	464		N/A
WA	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P			90%	20		N/A			94.12%	17		N/A	100%	1	100%	17	.	Yes			75%	4		N/A
WA	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	10	1	4.98	654	1.21	Yes	5.67	3	3.62	303	1.36	Yes	2.5	2	3.18	266	-0.7	Yes			2.96	467		N/A
WA	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P			4.45	20		N/A			3.76	17		N/A	0	1	1.76	17	-1.19	Yes			2	4		N/A
WA	14-03	OP-5	New Service Installation Quality, Centrex %		P	50%	2	91.15%	497	1.35	Yes	0%	3	82.45%	302	2.82	No	100%	2	73.21%	377	-0.85	Yes	33.33%	3	81.25%	416	1.67	No
WA	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A	33.33%	3	85.10%	302	1.88	N/A	100%	2	79.31%	377	-0.72	N/A	33.33%	3	83.41%	416	1.78	N/A
WA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	2	1	3.39	28	-0.28	Yes	1	1	3	6	-0.55	Yes			2.5	4		N/A			2	2		N/A
WA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P			10	2		N/A			15	1		N/A						N/A			1	1		N/A
WA	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P			6.5	14		N/A			6.69	26		N/A			5.63	8		N/A			1	1		N/A
WA	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			30.74	35		N/A			70.54	13		N/A			24.29	31		N/A			100.5	6		N/A
WA	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			8			N/A			2			N/A			18			N/A			0			N/A
WA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	50%	2	97.47%	79	1.85	No	100%	1	92.59%	81	-0.28	Yes	100%	2	96.10%	77	-0.28	Yes	100%	1	97.14%	70	-0.17	Yes
WA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	100%	2	93.94%	132	-0.36	Yes	100%	10	85.71%	168	-1.25	Yes	100%	3	89.44%	142	-0.59	Yes	100%	5	90%	180	-0.74	Yes
WA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	66.67%	3	98.37%	123	1.86	No	100%	2	96.15%	130	-0.28	Yes	100%	4	98.39%	124	-0.25	Yes	100%	6	95.80%	143	-0.5	Yes
WA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	100%	2	95.95%	148	-0.29	Yes	100%	12	92.20%	205	-0.98	Yes	100%	3	97.80%	182	-0.26	Yes	87.50%	8	93.61%	219	0.63	Yes
WA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	1:17	2	10:44	148	-0.74	Yes	9:00	12	23:17	205	-0.5	Yes	2:23	3	12:08	182	-0.48	Yes	13:19	8	14:19	219	-0.12	Yes
WA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	21:39	3	7:19	123	1.56	Yes	4:22	2	13:10	130	-0.17	Yes	6:09	4	9:06	124	-0.19	Yes	0:53	6	10:58	143	-0.72	Yes
WA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0%	2	8.67%	150	-0.43	Yes	0%	13	8.53%	211	-1.07	Yes	0%	3	7.94%	189	-0.5	Yes	12.50%	8	9.59%	219	0.3	Yes
WA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	33.33%	3	17.07%	123	0.63	Yes	0%	2	10%	130	-0.47	Yes	0%	4	12.90%	124	-0.76	Yes	33.33%	6	10.49%	143	1.45	Yes
WA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A	0%	11	9.50%	179	-1.04	N/A	0%	3	8.02%	162	-0.51	N/A	12.50%	8	10.99%	191	0.17	N/A
WA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A	0%	1	7.79%	77	-0.29	N/A	0%	1	15%	80	-0.42	N/A	100%	1	10.78%	102	1.6	N/A
WA	14-03	MR-8	Trouble Rate, Centrex %		P	0.20%	2520	0.28%	98574	-0.74	Yes	0.55%	2732	0.34%	100356	1.85	No	0.25%	2843	0.31%	99622	-0.64	Yes	0.41%	3419	0.37%	98348	0.39	Yes
WA	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A	0.44%	2732	0.26%	100356	1.88	N/A	0.14%	2843	0.24%	99622	-1.09	N/A	0.26%	3419	0.30%	98348	-0.37	N/A
WA	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	100%	2	73.68%	133	-0.84	Yes	76.92%	13	64.14%	198	-0.93	Yes	100%	3	60.69%	173	-1.38	Yes	87.50%	8	63.68%	201	-1.37	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
WA	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
WA	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
WA	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
WA	14-02	MR-8	Trouble Rate, Business %		P	2	2	48942	0.82%	0.60%	0.22%	
WA	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
WA	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					
WA	14-02	MR-9	Repair Appointments Met, Business %	ND	P	0	0					
WA	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
WA	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	1	1	6	66.67%	94.87%	-28.20%	
WA	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
WA	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	0	0					
WA	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
WA	14-03	OP-5	New Service Installation Quality, Centrex %		P	2	2	10	40.00%	82.66%	-42.67%	
WA	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
WA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
WA	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P	0	0					
WA	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
WA	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
WA	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					
WA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	1	1	6	83.33%	95.76%	-12.43%	
WA	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
WA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	1	1	15	93.33%	97.11%	-3.78%	
WA	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
WA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
WA	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
WA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
WA	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
WA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
WA	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
WA	14-03	MR-8	Trouble Rate, Centrex %		P	1	1	11514	0.36%	0.33%	0.03%	
WA	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
WA	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	66.67%	3	87.88%	99	0.88	Yes	100%	2	80.41%	97	-0.69	Yes	100%	4	80%	95	-0.98	Yes	100%	6	79.17%	120	-1.23	Yes
WA	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	28.57%	7	30.53%	393	-0.11	N/A	31.82%	22	32.21%	503	-0.04	N/A	30%	10	27.55%	432	0.19	N/A	39.13%	23	27.60%	500	1.18	N/A
WA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P			87.41%	143		N/A			92.21%	154		N/A			87.73%	163		N/A			92.72%	206		N/A
WA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P			94.03%	67		N/A	100%	1	98.11%	53	-0.14	Yes			100%	55		N/A	100%	3	99.65%	289	-0.1	Yes
WA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P			6.8	146		N/A			5.74	156		N/A			6.49	164		N/A			5.75	209		N/A
WA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P			3.61	51		N/A	4	1	3.15	39	0.59	Yes			2.81	43		N/A	4	2	2.99	261	1.37	Yes
WA	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	100%	1	75.94%	212	-0.56	Yes	100%	1	81.86%	215	-0.47	Yes	100%	2	87.22%	360	-0.54	Yes	100%	3	85.29%	374	-0.72	Yes
WA	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	100%	1	87.91%	215	-0.37	N/A	100%	2	93.06%	360	-0.39	N/A	100%	3	89.04%	374	-0.61	N/A
WA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P			4.5	10		N/A			2.45	11		N/A			4.29	14		N/A			2.2	10		N/A
WA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			4	4		N/A			8	1		N/A						N/A			2	2		N/A
WA	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P			13.25	8		N/A			12	1		N/A			13.17	6		N/A			15.5	4		N/A
WA	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			85.14	28		N/A			66.56	34		N/A			57.52	33		N/A			45.03	33		N/A
WA	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			8			N/A			9			N/A			7			N/A			7			N/A
WA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P			91.91%	136		N/A			95.81%	191		N/A			91.78%	146		N/A			92.26%	155		N/A
WA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			98.28%	58		N/A			98.41%	63		N/A			98%	50		N/A			97.92%	48		N/A
WA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P			95.31%	192		N/A			97.75%	222		N/A			96.97%	198		N/A			95.22%	230		N/A
WA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P			100%	128		N/A	100%	1	99.25%	134	-0.09	Yes			99.10%	111		N/A			99.18%	122		N/A
WA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			14:04	192		N/A			10:57	222		N/A			9:55	198		N/A			11:34	230		N/A
WA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:42	128		N/A	0:21	1	5:20	134	-0.35	Yes			4:05	111		N/A			3:32	122		N/A
WA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P			11.17%	197		N/A			14.60%	226		N/A			11.94%	201		N/A			11.64%	232		N/A
WA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P			19.53%	128		N/A	0%	1	17.91%	134	-0.47	Yes			16.22%	111		N/A			9.84%	122		N/A
WA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A			14.36%	188		N/A			13.25%	166		N/A			10.29%	204		N/A
WA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A	0%	1	12.86%	70	-0.38	N/A			16.67%	54		N/A			4.92%	61		N/A
WA	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0%	134	0.47%	69355	-0.79	Yes	0.74%	135	0.52%	69747	0.44	Yes	0%	141	0.45%	69778	-0.79	Yes	0%	153	0.51%	69861	-0.88	Yes
WA	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0.74%	135	0.37%	69747	0.7	N/A	0%	141	0.32%	69778	-0.67	N/A	0%	153	0.38%	69861	-0.76	N/A
WA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P			78.17%	197		N/A			80.53%	226		N/A			84.58%	201		N/A			85.34%	232		N/A
WA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P			92.19%	128		N/A	100%	1	94.78%	134	-0.23	Yes			90.99%	111		N/A			95.90%	122		N/A
WA	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS			35.64%	505		N/A	50%	2	36.40%	566	0.33	N/A			37.10%	496		N/A			33.33%	531		N/A
WA	14-05	OP-3	Installation Commitments Met, PBX %	D	P			90%	10		N/A			95%	20		N/A			100%	11		N/A			88.24%	17		N/A
WA	14-05	OP-3	Installation Commitments Met, PBX %	ND	P			100%	4		N/A			100%	15		N/A			100%	3		N/A			87.50%	8		N/A
WA	14-05	OP-3	Installation Commitments Met, PBX %		P	66.67%	3	80.85%	47	0.5	Yes	100%	1	58.06%	31	-0.84	Yes	100%	2	83.72%	43	-0.61	Yes			79.69%	64		N/A
WA	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			2	10		N/A			5.3	20		N/A			5.72	18		N/A			5.27	22		N/A
WA	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P			2	3		N/A			0.2	15		N/A			1.5	2		N/A			2	7		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
WA	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
WA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
WA	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
WA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
WA	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	0	0					
WA	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
WA	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					
WA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
WA	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	0	0					
WA	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
WA	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
WA	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
WA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
WA	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
WA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
WA	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
WA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
WA	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
WA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					
WA	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0	0					
WA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
WA	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
WA	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0	0					
WA	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
WA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
WA	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
WA	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
WA	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
WA	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
WA	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
WA	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
WA	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-05	OP-4	Installation Interv, PBX, Avg Days		P	26.67	3	20.01	82	0.71	Yes	5	1	13.63	67	-0.78	Yes	6	2	11.03	79	-1.02	Yes			15.31	90		N/A
WA	14-05	OP-5	New Service Installation Quality, PBX %		P	100%	2	83.17%	101	-0.63	Yes	100%	2	83.18%	107	-0.63	Yes	100%	1	90.52%	116	-0.32	Yes	100%	2	92.52%	107	-0.4	Yes
WA	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A	100%	2	92.52%	107	-0.4	N/A	100%	1	93.97%	116	-0.25	N/A	100%	2	94.39%	107	-0.34	N/A
WA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P						N/A			11	1		N/A						N/A			5.5	4		N/A
WA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A			29	2		N/A
WA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	56	1	29.19	16	0.75	Yes			12.18	17		N/A			9.56	16		N/A			23.67	18		N/A
WA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P			1	1		N/A						N/A						N/A						N/A
WA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A
WA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P			23.2	5		N/A			33.5	2		N/A			3	1		N/A			8	1		N/A
WA	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	135	2	31.47	15	1.58	N/A	143	2	37.58	19	1.84	N/A	121	2	40.9	20	1.45	N/A	101	2	51.17	12	0.63	N/A
WA	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	1		9		-0.27	N/A	1		11		-0.22	N/A	1		12		-0.28	N/A	1		6		0	N/A
WA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	100%	2	97.92%	48	-0.2	Yes			94.23%	52		N/A	100%	2	92.68%	41	-0.39	Yes	100%	1	100%	45	.	Yes
WA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	100%	2	100%	101	.	Yes	100%	2	99.03%	103	-0.14	Yes	100%	1	98.73%	79	-0.11	Yes	100%	3	98.31%	59	-0.22	Yes
WA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	100%	2	98.04%	51	-0.2	Yes			96.55%	58		N/A	100%	2	97.83%	46	-0.21	Yes	100%	1	100%	47	.	Yes
WA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	100%	2	100%	112	.	Yes	100%	2	99.13%	115	-0.13	Yes	100%	2	98.85%	87	-0.15	Yes	100%	3	100%	70	.	Yes
WA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	3:08	2	7:42	51	-0.55	Yes			9:30	58		N/A	1:21	2	11:02	46	-0.71	Yes	4:14	1	6:19	47	-0.3	Yes
WA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:17	2	2:06	112	-0.68	Yes	2:09	2	4:06	115	-0.18	Yes	1:33	2	2:10	87	-0.12	Yes	1:18	3	2:31	70	-0.37	Yes
WA	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0%	2	13.73%	51	-0.55	Yes			13.56%	59		N/A	0%	2	17.39%	46	-0.64	Yes	0%	1	8.33%	48	-0.3	Yes
WA	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0%	2	8.93%	112	-0.44	Yes	0%	2	13.04%	115	-0.54	Yes	50%	2	14.94%	87	1.01	Yes	33.33%	3	7.14%	70	1.18	Yes
WA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A			16.33%	49		N/A			19.44%	36		N/A	0%	1	6.82%	44	-0.27	N/A
WA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A			12.07%	58		N/A			12.90%	31		N/A	0%	1	3.45%	29	-0.19	N/A
WA	14-05	MR-8	Trouble Rate, PBX %		P	0.23%	1723	0.17%	93977	0.58	Yes	0.12%	1715	0.18%	94520	-0.65	Yes	0.23%	1742	0.14%	94723	0.99	Yes	0.22%	1795	0.13%	94345	1.16	Yes
WA	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0%	1715	0.11%	94520	-1.38	N/A	0%	1742	0.07%	94723	-1.1	N/A	0.11%	1795	0.08%	94345	0.51	N/A
WA	14-05	MR-9	Repair Appointments Met, PBX %	D	P	100%	1	88.24%	17	-0.35	Yes			66.67%	24		N/A			85.71%	28		N/A	100%	1	83.33%	18	-0.44	Yes
WA	14-05	MR-9	Repair Appointments Met, PBX %	ND	P			100%	25		N/A			90.32%	31		N/A	100%	1	100%	17	.	Yes			100%	16		N/A
WA	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	20%	5	33.47%	245	-0.63	N/A	0%	2	24.02%	229	-0.79	N/A	20%	5	28.88%	187	-0.43	N/A	0%	4	31.79%	173	-1.35	N/A
WA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P			100%	3		N/A			95.83%	264		N/A			90.21%	194		N/A			90.07%	272		N/A
WA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P			100%	2		N/A			100%	12		N/A			93.75%	16		N/A	100%	1	100%	13	.	Yes
WA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			86.17%	188		N/A			86.50%	163		N/A			77.14%	140		N/A			87.11%	194		N/A
WA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P			2.33	3		N/A			6.9	267		N/A			9.04	195		N/A			4.73	274		N/A
WA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P			3	2		N/A			0.45	11		N/A			9	14		N/A	2	1	1.56	9	1.2	Yes
WA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			9.24	196		N/A			9.84	169		N/A			13.86	150		N/A			9.84	199		N/A
WA	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			94.48%	326		N/A			98.02%	405		N/A	100%	1	96.23%	424	-0.2	Yes	100%	1	97.21%	466	-0.17	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
WA	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
WA	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
WA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
WA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
WA	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
WA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
WA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	ND	P	0	0					
WA	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days		P	0	0					
WA	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
WA	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					
WA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
WA	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
WA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
WA	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
WA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
WA	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					
WA	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
WA	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0	0					
WA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
WA	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					
WA	14-05	MR-8	Trouble Rate, PBX %		P	0	0					
WA	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
WA	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
WA	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
WA	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
WA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
WA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
WA	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
WA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
WA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
WA	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
WA	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			98.27%	405		N/A	100%	1	98.35%	424	-0.13	N/A	100%	1	98.28%	466	-0.13	N/A
WA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A			1.5	8		N/A			40.5	18		N/A			5.25	16		N/A
WA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A
WA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			8.84	25		N/A			11.5	26		N/A			22.03	32		N/A			15.74	23		N/A
WA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A			16	3		N/A			19	1		N/A			3.45	11		N/A
WA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A			42	1		N/A						N/A
WA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P			10.5	4		N/A						N/A			5	3		N/A			7.5	2		N/A
WA	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			167.97	61		N/A			130.5	72		N/A			129.53	68		N/A			109.11	81		N/A
WA	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			21			N/A			14			N/A			16			N/A			17			N/A
WA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			98.97%	97		N/A			100%	81		N/A			98.80%	83		N/A			97.44%	78		N/A
WA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	126		N/A			100%	137		N/A			100%	127		N/A	100%	1	99.20%	125	-0.09	Yes
WA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	97		N/A			100%	81		N/A			100%	84		N/A			100%	78		N/A
WA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	127		N/A			100%	138		N/A			100%	127		N/A	100%	1	100%	125	.	Yes
WA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:12	97		N/A			3:54	81		N/A			4:53	84		N/A			4:12	78		N/A
WA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:14	127		N/A			1:21	138		N/A			0:56	127		N/A	0:39	1	1:23	125	-0.17	Yes
WA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			27.84%	97		N/A			16.05%	81		N/A			22.62%	84		N/A			12.82%	78		N/A
WA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			21.26%	127		N/A			18.84%	138		N/A			18.11%	127		N/A	0%	1	13.60%	125	-0.4	Yes
WA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			16.95%	59		N/A			20.27%	74		N/A			13.79%	58		N/A
WA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			31.82%	44		N/A			14%	50		N/A			18.18%	44		N/A
WA	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	47	0.99%	22617	-0.68	Yes	0%	48	0.96%	22861	-0.68	Yes	0%	48	0.92%	22962	-0.67	Yes	2.08%	48	0.87%	23315	0.82	Yes
WA	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	48	0.45%	22861	-0.47	N/A	0%	48	0.54%	22962	-0.51	N/A	0%	48	0.44%	23315	-0.46	N/A
WA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P						N/A			50%	2		N/A			100%	1		N/A						N/A
WA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P			100%	1		N/A			100%	2		N/A						N/A			66.67%	3		N/A
WA	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			16.10%	267		N/A			20.65%	276		N/A			17.58%	256		N/A	0%	1	19.44%	252	-0.49	N/A
WA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			97%	1001		N/A	100%	2	97.19%	1244	-0.24	Yes			98.03%	915		N/A	100%	1	97.60%	1002	-0.16	Yes
WA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	100%	132	98.76%	5320	-1.27	Yes	100%	44	98.93%	7361	-0.69	Yes	100%	27	99.54%	5204	-0.35	Yes	100%	35	99.36%	4999	-0.47	Yes
WA	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	100%	1	90.32%	31	-0.32	Yes			92.98%	57		N/A			91.67%	48		N/A			94.94%	79		N/A
WA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			5.3	1006		N/A	13	2	5.92	1246	2.37	No			9.59	922		N/A	10	1	9.27	1004	0.67	Yes
WA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	4.61	107	4.87	3975	-2.78	Yes	4.35	26	4.87	4018	-3.64	Yes	8.06	18	9.33	3534	-2.65	Yes	8.38	13	9.59	3532	-1.85	Yes
WA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	5	1	4.41	29	-0.12	Yes			5.1	52		N/A			5.35	43		N/A			4.92	78		N/A
WA	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	100%	90	99.72%	7513	-0.5	Yes	100%	37	99.74%	7421	-0.31	Yes	100%	32	99.79%	6130	-0.26	Yes	100%	34	99.50%	6805	-0.41	Yes
WA	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A	100%	37	99.81%	7421	-0.26	N/A	100%	32	99.82%	6130	-0.24	N/A	100%	34	99.69%	6805	-0.32	N/A
WA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			5.89	28		N/A			3.24	21		N/A			3.07	15		N/A			3.57	21		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
WA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
WA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	0	0					
WA	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
WA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
WA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	0	0					
WA	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
WA	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
WA	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
WA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
WA	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
WA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
WA	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
WA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					
WA	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
WA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
WA	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
WA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
WA	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
WA	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
WA	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
WA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	D	P	0	0					
WA	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
WA	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
WA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
WA	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	0	0					
WA	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
WA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	1	1	3	12.00	7.39	4.61	
WA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					
WA	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
WA	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
WA	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
WA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			3.13	61		N/A			5.27	41		N/A			7.88	25		N/A			12.69	29		N/A
WA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P			5.25	4		N/A			3.25	4		N/A			15.2	5		N/A			3.75	4		N/A
WA	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P			5	4		N/A			5.63	8		N/A			4	3		N/A			37.33	3		N/A
WA	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P			5	6		N/A			3.8	5		N/A						N/A			1.5	2		N/A
WA	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A						N/A
WA	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			90.40%	802		N/A			82.15%	633		N/A			90.16%	447		N/A			88.53%	523		N/A
WA	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			96.01%	803		N/A			90.39%	635		N/A			96.88%	448		N/A			95.41%	523		N/A
WA	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			9:35	803		N/A			15:22	635		N/A			11:17	448		N/A			9:30	523		N/A
WA	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			40.72%	803		N/A			31.50%	635		N/A			29.91%	448		N/A			29.83%	523		N/A
WA	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			31.29%	310		N/A			27.23%	235		N/A			27.79%	331		N/A
WA	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	6	2.63%	30538	-0.4	Yes	0%	7	2.01%	31544	-0.38	Yes	0%	8	1.37%	32685	-0.33	Yes	0%	8	1.55%	33729	-0.35	Yes
WA	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A	0%	7	0.98%	31544	-0.26	N/A	0%	8	0.72%	32685	-0.24	N/A	0%	8	0.98%	33729	-0.28	N/A
WA	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			46.32%	1496		N/A			46.91%	1196		N/A			41.13%	761		N/A			42.46%	909		N/A
WA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P						N/A						N/A			100%	3		N/A			100%	2		N/A
WA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P						N/A						N/A			100%	2		N/A			100%	4		N/A
WA	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P			84.48%	58		N/A			81.19%	420		N/A			72.15%	158		N/A			59.43%	106		N/A
WA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P						N/A						N/A			8.5	4		N/A			13.4	5		N/A
WA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A			10	1		N/A			7.67	3		N/A
WA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P			10.43	129		N/A			11.03	495		N/A			36.93	172		N/A			32.59	241		N/A
WA	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P			98.85%	348		N/A			98.51%	404		N/A			100%	262		N/A			97.77%	224		N/A
WA	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A			99.01%	404		N/A			100%	262		N/A			98.66%	224		N/A
WA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A
WA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A
WA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P			21.71	21		N/A			8.01	119		N/A			40.7	57		N/A			36.71	49		N/A
WA	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P						N/A						N/A						N/A						N/A
WA	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			34.25	59		N/A			25.87	55		N/A			6.42	45		N/A			44.94	35		N/A
WA	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			48			N/A			6			N/A			5			N/A			34			N/A
WA	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P			88.46%	26		N/A	100%	1	93.75%	32	-0.25	Yes	100%	1	96.30%	27	-0.19	Yes			86.67%	30		N/A
WA	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			2:18	26		N/A	0:38	1	3:04	32	-0.3	Yes	0:58	1	1:11	27	-0.2	Yes			2:17	30		N/A
WA	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P			15.38%	26		N/A	100%	1	21.88%	32	1.2	Yes	0%	1	14.81%	27	-0.41	Yes			26.67%	30		N/A
WA	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A	100%	1	0%	11	1.85	N/A	0%	1	12.50%	8	-0.36	N/A			26.67%	15		N/A
WA	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0%	88	0.03%	103050	-0.15	Yes	1.56%	64	0.03%	103380	2.33	No	1.56%	64	0.03%	101829	2.39	No	0%	64	0.03%	94729	-0.14	Yes
WA	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A	1.56%	64	0.01%	103380	2.7	N/A	1.56%	64	0.01%	101829	2.8	N/A	0%	64	0.02%	94729	-0.1	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
WA	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
WA	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
WA	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
WA	14-07	OP-6B	Delays for Facility Reasons, Qwest DSL, Avg Days		P	0	0					
WA	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
WA	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
WA	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
WA	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
WA	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
WA	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0	0					
WA	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
WA	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
WA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	D	P	0	0					
WA	14-08	OP-3	Installation Commitments Met, ISDN Primary %	ND	P	0	0					
WA	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
WA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	D	P	0	0					
WA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
WA	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
WA	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	0	0					
WA	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					
WA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	0	0					
WA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	0	0					
WA	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
WA	14-08	OP-6B	Delays for Facility Reasons, ISDN Primary, Avg Days		P	0	0					
WA	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
WA	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
WA	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
WA	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
WA	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
WA	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
WA	14-08	MR-8	Trouble Rate, ISDN Primary %		P	2	2	280	0.71%	0.03%	0.68%	
WA	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS			27.78%	36		N/A	0%	1	36%	50	-0.74	N/A	0%	1	25%	36	-0.57	N/A			14.29%	35		N/A
WA	14-09	OP-3	Installation Commitments Met, DS0 %	D	P			87.50%	8		N/A			0%	21		N/A			53.85%	13		N/A			82.61%	23		N/A
WA	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P			66.67%	3		N/A			100%	4		N/A	0%	1	57.14%	7	0.67	Yes			100%	2		N/A
WA	14-09	OP-3	Installation Commitments Met, DS0 %		P			69.47%	95		N/A			86.54%	52		N/A	100%	2	81.82%	44	-0.65	Yes	0%	1	70.83%	48	1.04	Yes
WA	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P			2.88	8		N/A			9.95	21		N/A			12.73	15		N/A			3.87	23		N/A
WA	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P			5	3		N/A			2.33	3		N/A	2.5	2	2.75	4	-0.19	Yes			1.5	2		N/A
WA	14-09	OP-4	Installation Interv, DS0, Avg Days		P			9.41	115		N/A			7.61	57		N/A	2	2	7.5	52	-1.3	Yes	6	1	12.57	60	-0.32	Yes
WA	14-09	OP-5	New Service Installation Quality, DS0 %		P			66.67%	111		N/A	100%	2	65.88%	85	-1.01	Yes	100%	3	70.73%	82	-1.09	Yes	0%	1	53.52%	71	0.72	Yes
WA	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A	100%	2	75.29%	85	-0.8	N/A	100%	3	78.05%	82	-0.9	N/A	0%	1	61.97%	71	0.87	N/A
WA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P			2	1		N/A			4.24	21		N/A			15.38	8		N/A			4	4		N/A
WA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P			3	1		N/A						N/A	1	1	1.33	3	-0.5	Yes						N/A
WA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P			13.3	27		N/A			7	8		N/A			8.75	8		N/A	4	1	11.33	12	-0.45	Yes
WA	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P			5.25	4		N/A			16	1		N/A			3	1		N/A			28.5	2		N/A
WA	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			109.42	19		N/A			102.9	20		N/A			98.65	17		N/A			83.35	17		N/A
WA	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS			4			N/A			2			N/A			0			N/A			2			N/A
WA	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	100%	1	81.43%	743	-0.48	Yes	100%	5	74.35%	811	-1.31	Yes	50%	4	81.33%	675	1.34	Yes	100%	3	86.44%	627	-0.68	Yes
WA	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:17	1	2:47	743	-0.28	Yes	1:53	5	2:47	811	-0.59	Yes	4:16	4	2:59	675	0.96	Yes	0:35	3	2:10	627	-0.75	Yes
WA	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0%	1	21.53%	743	-0.52	Yes	0%	5	19.48%	811	-1.1	Yes	25%	4	16.44%	675	0.45	Yes	33.33%	3	20.10%	627	0.52	Yes
WA	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A	0%	3	16.93%	579	-0.78	N/A	33.33%	3	13.51%	481	0.83	N/A	33.33%	3	17.23%	412	0.64	N/A
WA	14-09	MR-8	Trouble Rate, DS0 %		P	0.11%	899	0.62%	120621	-1.93	Yes	0.55%	904	0.67%	121276	-0.42	Yes	0.54%	746	0.59%	115353	-0.17	Yes	0.45%	666	0.55%	113533	-0.35	Yes
WA	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0.33%	904	0.48%	121276	-0.63	N/A	0.40%	746	0.42%	115353	-0.06	N/A	0.45%	666	0.36%	113533	0.37	N/A
WA	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0%	1	30.10%	1063	-0.66	N/A	16.67%	6	27.13%	1113	-0.58	N/A	0%	4	28.87%	949	-1.27	N/A	0%	3	30.56%	903	-1.15	N/A
WA	14-10	OP-3	Installation Commitments Met, DS1 %		P			81.87%	717		N/A	100%	1	80.03%	686	-0.5	Yes			79.10%	708		N/A			87.43%	1050		N/A
WA	14-10	OP-4	Installation Interv, DS1, Avg Days		P			16.59	919		N/A	9	1	17.05	985	-0.49	Yes			17.52	950		N/A			15.87	1335		N/A
WA	14-10	OP-5	New Service Installation Quality, DS1 %		P	0%	1	94.48%	978	1.92	No	100%	1	92.75%	993	-0.28	Yes			94.47%	1176		N/A	0%	1	94.84%	1144	1.95	No
WA	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A	100%	1	95.77%	993	-0.21	N/A			96.77%	1176		N/A	0%	1	96.68%	1144	2.14	N/A
WA	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			20.44	169		N/A			20.74	214		N/A			14.4	230		N/A			16.99	216		N/A
WA	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			31.11	18		N/A			19	10		N/A			23.89	9		N/A			18	12		N/A
WA	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			56.13	127		N/A			54.81	183		N/A			43.68	234		N/A			32.3	265		N/A
WA	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			47			N/A			51			N/A			77			N/A			104			N/A
WA	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	83.33%	6	81.07%	766	-0.14	Yes	85.71%	7	79.34%	876	-0.42	Yes	91.67%	12	84.60%	818	-0.67	Yes	84.62%	13	82.97%	687	-0.16	Yes
WA	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	2:27	6	2:39	766	-0.12	Yes	2:41	7	2:36	876	0.3	Yes	1:17	12	1:59	818	-0.96	Yes	1:37	13	2:10	687	-0.68	Yes
WA	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	16.67%	6	28.46%	766	-0.64	Yes	28.57%	7	31.39%	876	-0.16	Yes	58.33%	12	28.48%	818	2.11	No	23.08%	13	25.33%	687	-0.18	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
WA	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
WA	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
WA	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
WA	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
WA	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					
WA	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
WA	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
WA	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
WA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	0	0					
WA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	ND	P	0	0					
WA	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
WA	14-09	OP-6B	Delays for Facility Reasons, DS0, Avg Days		P	0	0					
WA	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
WA	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
WA	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	0	0					
WA	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0	0					
WA	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
WA	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
WA	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
WA	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
WA	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
WA	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
WA	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
WA	14-10	OP-5	New Service Installation Quality, DS1 %		P	2	2	3	33.33%	94.17%	-60.84%	
WA	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
WA	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					
WA	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
WA	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
WA	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
WA	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
WA	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0	0					
WA	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	1	1	38	34.21%	28.60%	5.61%	

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A	100%	2	33.69%	561	1.6	N/A	55.56%	9	29.96%	504	1.55	N/A	0%	5	27.44%	441	-1.37	N/A
WA	14-10	MR-8	Trouble Rate, DS1 %		P	4.17%	144	1.64%	46765	2.04	No	5.22%	134	1.87%	46883	2.39	No	9.02%	133	1.75%	46707	4.57	No	9.35%	139	1.48%	46453	5.21	No
WA	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	1.49%	134	1.20%	46883	0.39	N/A	6.77%	133	1.08%	46707	4.3	N/A	3.60%	139	0.95%	46453	2.5	N/A
WA	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	33.33%	9	18.51%	940	1.06	N/A	30%	10	19.63%	1090	0.8	N/A	20%	15	13.35%	944	0.75	N/A	0%	13	20.21%	861	-1.8	N/A
WA	14-11	OP-3	Installation Commitments Met, DS3 %		P			69.64%	56		N/A			70%	30		N/A			86.67%	15		N/A			82.14%	28		N/A
WA	14-11	OP-4	Installation Interv, DS3, Avg Days		P			20.58	72		N/A			17.8	70		N/A			15.34	32		N/A			16.71	70		N/A
WA	14-11	OP-5	New Service Installation Quality, DS3 %		P			97.18%	71		N/A			98.08%	52		N/A			100%	55		N/A			100%	79		N/A
WA	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	52		N/A			100%	55		N/A			100%	79		N/A
WA	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P			20.62	21		N/A			30.08	13		N/A			22	5		N/A			12	9		N/A
WA	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P			37	4		N/A			19	2		N/A						N/A						N/A
WA	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			64.58	24		N/A			57.19	27		N/A			53.11	28		N/A			52.71	24		N/A
WA	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			15			N/A			17			N/A			15			N/A			11			N/A
WA	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			88.89%	27		N/A			75%	12		N/A			77.78%	18		N/A			93.33%	15		N/A
WA	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:36	27		N/A			2:36	12		N/A			1:58	18		N/A			1:30	15		N/A
WA	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			25.93%	27		N/A			25%	12		N/A			22.22%	18		N/A			13.33%	15		N/A
WA	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A			16.67%	6		N/A			23.08%	13		N/A			33.33%	6		N/A
WA	14-11	MR-8	Trouble Rate, DS3 %		P			0.82%	3292		N/A	0%	1	0.37%	3278	-0.06	Yes			0.55%	3244		N/A			0.46%	3243		N/A
WA	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A	0%	1	0.18%	3278	-0.04	N/A			0.40%	3244		N/A			0.19%	3243		N/A
WA	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			18.18%	33		N/A			40%	20		N/A			25%	24		N/A			25%	20		N/A
WA	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			86.96%	161		N/A			77.01%	174		N/A			76.92%	221		N/A			85.11%	329		N/A
WA	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P			11.5	6		N/A			17	5		N/A			11.33	3		N/A			13	2		N/A
WA	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			97.21%	179		N/A			96.68%	211		N/A			95.61%	296		N/A			97.03%	269		N/A
WA	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			97.16%	211		N/A			97.30%	296		N/A			98.51%	269		N/A
WA	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			24.23	22		N/A			14.67	33		N/A			13.24	49		N/A			11.85	53		N/A
WA	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P			20.5	6		N/A			29.88	8		N/A			29	3		N/A			3	1		N/A
WA	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			33.73	22		N/A			39.91	23		N/A			33.64	36		N/A			30.76	58		N/A
WA	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			10			N/A			6			N/A			9			N/A			16			N/A
WA	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			84.24%	203		N/A			85.91%	220		N/A			85.59%	229		N/A			83.53%	170		N/A
WA	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:18	203		N/A			2:00	220		N/A			2:06	229		N/A			2:27	170		N/A
WA	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			19.21%	203		N/A			19.55%	220		N/A			20.52%	229		N/A			25.88%	170		N/A
WA	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			21.80%	133		N/A			19.71%	137		N/A			27.52%	109		N/A
WA	14-12	MR-8	Trouble Rate, Frame Relay %		P			1.53%	13227		N/A			1.64%	13426		N/A			1.68%	13661		N/A			1.23%	13788		N/A
WA	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A			0.99%	13426		N/A			1%	13661		N/A			0.79%	13788		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
WA	14-10	MR-8	Trouble Rate, DS1 %		P	4	4	550	6.91%	1.69%	5.22%	
WA	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
WA	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
WA	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
WA	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
WA	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					
WA	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
WA	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
WA	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
WA	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
WA	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
WA	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
WA	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
WA	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
WA	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
WA	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
WA	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
WA	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
WA	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
WA	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
WA	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
WA	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
WA	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
WA	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					
WA	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
WA	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					
WA	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
WA	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
WA	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
WA	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
WA	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
WA	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WA	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			22.22%	261		N/A			19.12%	272		N/A			22.11%	294		N/A			19.43%	211		N/A
WY	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	100%	3	50%	4	-1.31	Yes			100%	4		N/A	100%	2	85.71%	7	-0.51	Yes	100%	1	85.71%	7	-0.38	Yes
WY	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	21	3	33.25	8	-0.67	Yes			12.83	6		N/A	19	2	26.88	8	-0.83	Yes	15	1	21.29	7	-0.66	Yes
WY	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	100%	2	100%	7	.	Yes	100%	1	100%	7	.	Yes	100%	2	100%	8	.	Yes	100%	1	83.33%	6	-0.41	Yes
WY	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS						N/A	100%	1	100%	7	.	Yes	100%	2	100%	8	.	Yes	100%	1	83.33%	6	-0.41	N/A
WY	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P			31.75	4		N/A						N/A			24	2		N/A			4	1		N/A
WY	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P			100%	1		N/A	100%	3	60%	5	-1.12	Yes	100%	2				N/A			100%	5		N/A
WY	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P			1:36	1		N/A	0:53	3	3:02	5	-1.87	Yes	0:27	2				N/A			1:22	5		N/A
WY	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P			100%	1		N/A	0%	3	40%	5	-1.12	Yes	100%	2				N/A			0%	5		N/A
WY	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A	0%	1	40%	5	-0.75	N/A						N/A			0%	3		N/A
WY	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0%	4662	0.01%	13464	-0.51	Yes	0.08%	3846	0.04%	13392	1.15	Yes	0.05%	3846	0%	13320	.	N/A	0%	3779	0.04%	13800	-1.04	Yes
WY	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A	0.03%	3846	0.04%	13392	-0.32	N/A	0%	3846	0%	13320	.	Yes	0%	3779	0.02%	13800	-0.8	N/A
WY	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS			75%	4		N/A	0%	3	61.54%	13	-1.97	N/A	60%	5	100%	1	.	N/A			28.57%	7		N/A
WY	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0%	48				Yes	0%	48				Yes	0%	48				Yes	0%	48				Yes
WY	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0.20%	2520	0%	192	.	Yes	0.03%	2592	0%	192	.	Yes	0.11%	2592	0%	192	.	Yes	0.01%	3024	0%	192	.	Yes
WY	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0%	48				N/A	0%	48				N/A	0%	48				N/A	0%	48				N/A
WY	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0.73%	3144	0%	192	.	N/A	0.41%	3240	0%	192	.	N/A	1.55%	3192	0%	192	.	N/A	0.48%	3168	0%	192	.	N/A
WY	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90						N/A	83	2				Yes						N/A	64	1				Yes
WY	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A	107	2				Yes						N/A						N/A
WY	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%						N/A	100%	2				Yes						N/A	100%	1				Yes
WY	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%						N/A	100%	2				Yes						N/A						N/A
WY	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10						N/A						N/A						N/A						N/A
WY	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%						N/A						N/A						N/A						N/A
WY	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	2.26	4213299	7.86	1356713	-206.8	Yes	2.4	3893190	7.79	1443254	-218.4	Yes	2.89	3554858	8.16	1117154	-176.7	Yes	2.41	4081211	7.85	1400549	-224.2	Yes
WY	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	100%	4518				Yes	100%	5194				Yes	100%	3205				Yes	100%	1300				Yes
WY	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	2.26	4166876	7.86	1356713	-206.5	N/A	2.4	3858921	7.79	1443254	-218.4	N/A	2.89	3533581	8.16	1117154	-176.7	N/A						N/A
WY	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	2.17	46423	7.86	1356713	-43.95	N/A	3.26	34269	7.79	1443254	-32.72	N/A	3.2	21277	8.16	1117154	-26.1	N/A						N/A
WY	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	100%	1526				N/A	100%	1498				N/A	100%	1432				N/A	100%	1541				N/A
WY	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	99.42%	1059725	98.76%	11748369.3	-58.55	Yes	99.90%	1053849	99.39%	13012261.3	-65.57	Yes	-1.22%	1068421	99.23%	12323099.2	11368	No	97.27%	1206963	94.02%	12357829.8	-143.8	Yes
WY	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	97.74%	1994	99.08%	31804	6.08	No	97.29%	1621	99.32%	27962	9.7	No	98.73%	2440	99.22%	30488	2.67	No	99.78%	2697	99.16%	33318	-3.39	Yes
WY	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	100%	233				Yes	89.52%	124				No	91.30%	46				No						N/A
WY	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	96.38%	221				Yes	74.66%	146				No	90.18%	112				No						N/A
WY	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	98.75%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WA	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
WY	01-01	OP-3	Installation Commitments Met, LIS Trunk %		P	0	0					
WY	01-01	OP-4	Installation Interv, LIS Trunk, Avg Days		P	0	0					
WY	01-01	OP-5	New Service Installation Quality, LIS Trunk %		P	0	0					
WY	01-01	OP-5*	New Service Installation Quality, LIS Trunk %		NS	0	0					
WY	01-01	OP-6A	Delays for Non-Facility Reasons, LIS Trunk, Avg Days		P	0	0					
WY	01-01	MR-5	All Troubles Cleared within 4 Hrs, LIS Trunk %		P	0	0					
WY	01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0	0					
WY	01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0	0					
WY	01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS	0	0					
WY	01-01	MR-8	Trouble Rate, LIS Trunk %		P	0	0					
WY	01-01	MR-8*	Trouble Rate, LIS Trunk %		NS	0	0					
WY	01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	0	0					
WY	01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.00%	0	0					
WY	01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.00%	0	0					
WY	01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0	0					
WY	01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0	0					
WY	01-02	CP-1A	Scheduled Interv 90 Calender Days or Less, All, Avg Days		90	0	0					
WY	01-02	CP-1C	Scheduled Interv 121 to 150 Calendar Days, All, Avg Days		150	0	0					
WY	01-02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All %		90%	0	0					
WY	01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%	0	0					
WY	01-02	CP-3	Collocation Feasibility Study Interv, All, Avg Days		10	0	0					
WY	01-02	CP-4	Collocation Feasibility Study Commitments Met, All %		90%	0	0					
WY	02-01	BI-1A	Time to Provide Usage Rcds, UNEs/Resale Aggr, Avg Days		P	0	0					
WY	02-01	BI-1B	Time to Provide Usage Rcds, Jointly-provided Switched Access %		95%	0	0					
WY	02-01	BI-1C-1	Time to Provide Usage Rcds [CAT11], UNEs/Resale Aggr, Avg Days		NS	0	0					
WY	02-01	BI-1C-2	Time to Provide Usage Rcds [CAT10], UNEs/Resale Aggr, Avg Days		NS	0	0					
WY	02-01	BI-2	Invoices Delivered within 10 Days, All %		PBD	0	0					
WY	02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs/Resale Aggr %		P	1	1	4388958.11	74.44%	97.86%	-23.41%	
WY	02-01	BI-4A	Billing Completeness, UNEs/Resale Aggr %		P	3	3	8752	98.56%	99.19%	-0.63%	
WY	02-01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All %		95%	2	2	403	95.78%			
WY	02-01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All %		95%	2	2	479	88.31%			
WY	02-01	GA-1A	Gateway Availability - IMA-GUI, All %		99.25%	1	1	116640	99.66%			

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29700				Yes	100%	29880				Yes	100%	27900				Yes	100%	29880				Yes
WY	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	99.96%	118800				Yes	100%	119520				Yes	100%	111600				Yes	100%	119520				Yes
WY	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	100%	29700				Yes	99.55%	29880				Yes	100%	27900				Yes						N/A
WY	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	98.26%	29340				No	100%	29880				Yes	99.93%	27540				Yes	99.96%	29880				Yes
WY	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865				Yes	100%	43200				Yes
WY	02-01	GA-4	System Availability - EXACT %		99.25%	100%	22500				Yes	100%	22860				Yes	99.93%	20700				Yes	100%	22860				Yes
WY	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345				Yes	100%	38715				Yes
WY	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	100%	1				Yes						N/A						N/A						N/A
WY	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.	Yes	98.01%	29322	82.14%	3519539	.	Yes
WY	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.55	2460				N/A	0.57	2582				N/A	0.55	2367				N/A	0.54	2867				N/A
WY	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.24	2460				N/A	2.6	2582				N/A	2.44	2367				N/A	2.37	2867				N/A
WY	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.79	2460				Yes	3.17	2582				Yes	2.99	2367				Yes	2.91	2867				Yes
WY	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0.51	3738				N/A	0.52	3845				N/A	0.51	3453				N/A	0.49	4049				N/A
WY	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	6.37	3738				N/A	6.11	3845				N/A	5.66	3453				N/A	5.64	4049				N/A
WY	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	6.89	3738				Yes	6.63	3845				Yes	6.17	3453				Yes	6.14	4049				Yes
WY	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	690				N/A	0.72	701				N/A	0.7	625				N/A	0.7	738				N/A
WY	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.63	690				N/A	7.73	701				N/A	7.41	625				N/A	7.96	738				N/A
WY	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.33	690				Yes	8.45	701				Yes	8.11	625				Yes	8.66	738				Yes
WY	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.34	6366				N/A	1.32	6461				N/A	1.3	5571				N/A	1.36	6795				N/A
WY	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.67	6366				N/A	4.65	6461				N/A	4.64	5571				N/A	5.23	6795				N/A
WY	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.01	6366				Yes	5.97	6461				Yes	5.94	5571				Yes	6.59	6795				Yes
WY	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.72	954				N/A	0.74	892				N/A	0.69	774				N/A	0.71	999				N/A
WY	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.82	954				N/A	5.79	892				N/A	6.55	774				N/A	7.75	999				N/A
WY	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.54	954				Yes	6.53	892				Yes	7.23	774				Yes	8.46	999				Yes
WY	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0.8	1560				N/A	0.82	1610				N/A	0.79	1428				N/A	0.78	1651				N/A
WY	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	4.69	1560				N/A	4.91	1610				N/A	4.45	1428				N/A	3.98	1651				N/A
WY	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0.71	1560				N/A	0.74	1610				N/A	0.65	1428				N/A	0.63	1651				N/A
WY	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	6.2	1560				Yes	6.47	1610				Yes	5.89	1428				Yes	5.38	1651				Yes
WY	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.96	3197				N/A	0.98	3442				N/A	0.95	3153				N/A	0.95	3703				N/A
WY	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	7.9	3197				Yes	8.09	3442				Yes	8.73	3153				Yes	9.67	3703				Yes
WY	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	8.86	3197				N/A	9.07	3442				N/A	9.68	3153				N/A	10.62	3703				N/A
WY	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	419				N/A	0.98	433				N/A	0.9	386				N/A	0.9	467				N/A
WY	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	6.09	419				Yes	6.66	433				Yes	5.51	386				Yes	5.77	467				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	02-01	GA-1B	Gateway Availability - IMA-GUI, Fetch-n-Stuff %		99.25%	0	0					
WY	02-01	GA-1C	Gateway Availability - IMA-GUI, Data Arbiter %		99.25%	0	0					
WY	02-01	GA-1D	Gateway Availability - IMA-GUI, SIA %		99.25%	0	0	87480	99.85%			
WY	02-01	GA-2	Gateway Availability - IMA-EDI %		99.25%	1	1	116640	99.54%			
WY	02-01	GA-3	Gateway Availability - EB-TA %		99.25%	0	0					
WY	02-01	GA-4	System Availability - EXACT %		99.25%	0	0					
WY	02-01	GA-6	Gateway Availability - GUI - Repair %		99.25%	0	0					
WY	02-01	GA-7	Timely Outage Resolution following Software Releases %		95%	0	0	1	100.00%			
WY	02-01	OP-2	Calls Answered within 20 Sec - Interconnect Provisioning Center %		P	0	0					
WY	02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	0	0					
WY	02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	0	0					
WY	02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Availability, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Availability, GUI Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1A-2Total	Pre-Order Resp Times, Service Availability, GUI Aggr, Avg Sec		25	0	0					
WY	02-01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	0	0					
WY	02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	0	0					
WY	02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	0	0					
WY	02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reservation, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reservation, GUI Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reservation, GUI Accept, Avg Sec		NS	0	0					
WY	02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reservation, GUI Aggr, Avg Sec		10	0	0					
WY	02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	0	0					
WY	02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	0	0					
WY	02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Resp, Avg Sec		20	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7	419				N/A	7.64	433				N/A	6.41	386				N/A	6.67	467				N/A
WY	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0.47	2135				N/A	0.44	2206				N/A	0.44	1941				N/A	0.44	2367				N/A
WY	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	14.1	2135				N/A	18.14	2206				N/A	17.83	1941				N/A	17.93	2367				N/A
WY	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	14.56	2135				N/A	18.58	2206				N/A	18.28	1941				N/A	18.37	2367				N/A
WY	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	494				N/A	0.48	522				N/A	0.48	470				N/A	0.47	540				N/A
WY	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	13.51	494				N/A	19.95	522				N/A	19.85	470				N/A	19.92	540				N/A
WY	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	14	494				N/A	20.43	522				N/A	20.34	470				N/A	20.39	540				N/A
WY	02-01	OA-1	Order Accuracy %		NS	98.56%	417				N/A	96.80%	375				N/A						N/A						N/A
WY	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.99	5238				Yes	4.55	4856				Yes	4.77	4669				Yes	4.47	5184				Yes
WY	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	6.23	4831				Yes	6.09	4588				Yes	6.32	4278				Yes	5.89	4600				Yes
WY	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.75	473				Yes	5.73	442				Yes	6.38	423				Yes	6.9	441				Yes
WY	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.52	7982				Yes	2.47	7122				Yes	3.11	6852				Yes	3.32	7668				Yes
WY	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.6	795				Yes	2.01	626				Yes	3.43	577				Yes	4.34	621				Yes
WY	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	5.06	2639				Yes	5.52	2456				Yes	5.41	2293				Yes	4.88	2489				Yes
WY	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	9.67	3631				Yes	8.64	2917				Yes	9.23	2817				Yes	9.03	3167				Yes
WY	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.16	821				Yes	6.11	654				Yes	6.31	608				Yes	5.23	657				Yes
WY	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	12.37	1453				N/A	16.97	1278				N/A	18.12	1108				N/A	17.11	1146				N/A
WY	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	13.09	867				N/A	20.29	964				N/A	20.77	902				N/A	20.46	982				N/A
WY	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178				Yes	0.03%	24184				Yes
WY	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543				Yes	0.02%	26960				Yes
WY	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	4648				N/A	1.57	5061				N/A	1.46	4467				N/A	1.66	5282				N/A
WY	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	2.15	8281				N/A	3.15	8031				N/A	2.84	7596				N/A	2.02	8304				N/A
WY	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	73.20%	97				N/A	70.59%	85				N/A	67.27%	110				N/A	60.27%	73				N/A
WY	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0%	3				N/A	0%	9				N/A	0%	5				N/A	0%	9				N/A
WY	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	75%	12				N/A	100%	5				N/A	77.78%	18				N/A	68.57%	35				N/A
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	59.26%	378				N/A	37.93%	87				N/A	8.33%	36				N/A	4.08%	49				N/A
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	64.41%	59				N/A	60%	40				N/A	62.16%	37				N/A	60.71%	28				N/A
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0%	1				N/A						N/A						N/A						N/A
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	64.10%	39				N/A	63.46%	52				N/A	53.85%	26				N/A	54.17%	48				N/A
WY	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	97.26%	73				Yes	95.24%	63				Yes	98.67%	75				Yes	100%	44				Yes
WY	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%						N/A						N/A						N/A						N/A
WY	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	90%	10				Yes	100%	5				Yes	100%	14				Yes	100%	24				Yes
WY	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	88.19%	254				No	91.67%	36				No	100%	3				Yes	100%	2				Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	02-01	PO-1A-8Total	Pre-Order Resp Times, Resale Qwest DSL Qual, GUI Aggr, Avg Sec		NS	0	0					
WY	02-01	PO-1A-9(a)	Pre-Order Resp Times, Connect Facility Assign, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-9(b)	Pre-Order Resp Times, Connect Facility Assign, GUI Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1A-9Total	Pre-Order Resp Times, Connect Facility Assign, GUI Aggr, Avg Sec		NS	0	0					
WY	02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0	0					
WY	02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	0	0					
WY	02-01	OA-1	Order Accuracy %		NS	0	0					
WY	02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	0	0					
WY	02-01	PO-1B-2	Pre-Order Resp Times, Service Availability, EDI Req/Resp, Avg Sec		25	0	0					
WY	02-01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	0	0					
WY	02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	0	0					
WY	02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	0	0					
WY	02-01	PO-1B-6	Pre-Order Resp Times, TN Reservation, EDI Req/Resp, Avg Sec		10	0	0					
WY	02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	0	0					
WY	02-01	PO-1B-8	Pre-Order Resp Times, Resale Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	0	0					
WY	02-01	PO-1B-9	Pre-Order Resp Times, Connect Facility Assign, EDI Req/Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	0	0					
WY	02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.50%	0	0					
WY	02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.50%	0	0					
WY	02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	0	0					
WY	02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	0	0					
WY	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	0	0					
WY	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	0	0					
WY	02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	0	0					
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	0	0					
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	0	0					
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0	0					
WY	02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	0	0					
WY	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, POTS Resale %		95%	0	0					
WY	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UBL Aggr %		80%	0	0					
WY	02-01	PO-2B-1	Elec Flow-through for All Eligible LSRs Rec'd via GUI, UNE-P POTS %		90%	0	0					
WY	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, POTS Resale %		95%	2	2	295	88.81%			

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	82.61%	46				Yes	77.42%	31				No	92%	25				Yes	73.91%	23				Yes
WY	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	96.15%	26				Yes	97.06%	34				Yes	100%	14				Yes	81.25%	32				Yes
WY	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	5:02	8				Yes	2:39	5				Yes	5:21	12				Yes	19:35	23				No
WY	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:03	31140				Yes	0:04	30964				Yes	0:04	26953				Yes	0:05	29158				Yes
WY	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	1:24	172				Yes	1:37	182				Yes	3:09	219				Yes	3:56	306				Yes
WY	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0:05	16788				Yes	0:06	18573				Yes	0:06	18081				Yes	0:07	16508				Yes
WY	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:14	19:15	10				Yes						N/A	3:02:44	5				No	17:53	2				Yes
WY	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121				N/A	4.05%	94906				N/A
WY	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121				N/A	30.72%	94906				N/A
WY	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983				N/A	7.62%	74231				N/A
WY	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983				N/A	22.24%	74231				N/A
WY	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	21.28%	47				N/A	0%	36				N/A	11.90%	42				N/A	6.25%	32				N/A
WY	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	100%	79				Yes	100%	64				Yes	100%	87				Yes	100%	67				Yes
WY	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	100%	246				Yes	100%	65				Yes	100%	17				Yes	100%	28				Yes
WY	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	100%	6				Yes	100%	1				Yes	100%	6				Yes	100%	3				Yes
WY	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	100%	26				Yes	100%	24				Yes	100%	35				Yes	100%	35				Yes
WY	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	100%	12				Yes	94.44%	18				Yes	93.33%	15				Yes	100%	13				Yes
WY	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	99.76%	842				Yes	100%	877				Yes	98.81%	840				Yes	100%	1275				Yes
WY	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	97.92%	48				Yes	93.55%	31				Yes	100%	31				Yes	100%	28				Yes
WY	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	1				Yes						N/A						N/A						N/A
WY	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	96.55%	29				Yes	97.14%	35				Yes	90.63%	32				Yes	100%	29				Yes
WY	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	100%	1				Yes						N/A						N/A						N/A
WY	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	1				Yes	100%	1				Yes	100%	3				Yes						N/A
WY	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	1				Yes						N/A						N/A	100%	2				Yes
WY	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0:43	126				Yes	0:14	101				Yes	0:56	128				Yes	1:35	111				Yes
WY	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	1:49	1116				Yes	2:10	837				Yes	0:37	1465				Yes	2:26	1354				Yes
WY	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	100%	147	98.69%	32931	-1.39	Yes	98.26%	115	98.44%	30045	0.24	Yes	98.69%	153	97.66%	27794	-0.84	Yes	98.28%	116	97.71%	33375	-0.4	Yes
WY	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P			98.69%	32931		N/A			98.44%	30045		N/A			97.66%	27794		N/A			97.71%	33375		N/A
WY	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P			5.54	92		N/A			4.64	85		N/A			3.97	98		N/A	4	1	4.12	74	-0.8	Yes
WY	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	4.67	3	5.54	92	-0.41	Yes	4	4	4.64	85	-0.22	Yes	3	3	3.97	98	-0.21	Yes			4.12	74		N/A
WY	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P			16	1		N/A						N/A						N/A						N/A
WY	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	1	1	5.54	92	0.52	Yes			4.64	85		N/A			3.97	98		N/A			4.12	74		N/A
WY	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0%	1	20%	70	0.2	Yes			21.74%	69		N/A			20.55%	73		N/A			21.74%	69		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UBL Aggr %		80%	1	1	125	81.60%			
WY	02-01	PO-2B-2	Elec Flow-through for All Eligible LSRs Rec'd via EDI, UNE-P POTS %		90%	0	0	106	92.45%			
WY	02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	1	1	48	11:50			
WY	02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
WY	02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	0	0					
WY	02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Reject, Product Aggr, Min:Sec		0:18	0	0					
WY	02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:14	1	1	17	11:24			
WY	02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	0	0					
WY	02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Reject, Product Aggr %		NS	0	0					
WY	02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	0	0					
WY	02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Reject, Product Aggr %		NS	0	0					
WY	02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	0	0					
WY	02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	0	0					
WY	02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	0	0					
WY	02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	0	0					
WY	02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	0	0					
WY	02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	0	0					
WY	02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	0	0					
WY	02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	0	0					
WY	02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	0	0					
WY	02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	0	0					
WY	02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%	0	0					
WY	02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	0	0					
WY	02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	0	0					
WY	02-01	PO-6A	Notices Made Avail via IMA - GUI, All, Hrs:Min		6:00	0	0					
WY	02-01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00	0	0					
WY	02-01	PO-7A-C	Notices Made Avail via IMA-GUI/Billing System Posting Completions, All %		P	0	0					
WY	02-01	PO-7B-C	Notices Transmitted via IMA-EDI/Billing System Posting Completions, All %		P	0	0					
WY	02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	0	0					
WY	02-01	PO-8B	Jeopardy Notice Interv, UBLs and Number Portability, Avg Days		P	0	0					
WY	02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	0	0					
WY	02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	0	0					
WY	02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P			20%	70		N/A	0%	1	21.74%	69	0.23	Yes			20.55%	73		N/A			21.74%	69		N/A
WY	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P			0%	1		N/A						N/A			0%	1		N/A			0%	2		N/A
WY	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P			20%	70		N/A	0%	1	21.74%	69	0.23	Yes			20.55%	73		N/A			21.74%	69		N/A
WY	02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	121000				N/A	100%	90991				N/A	100%	80035				N/A	100%	91474				N/A
WY	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.08	481	0.03	6132	6.41	N/A	0.1	346	0.02	5264	8.21	N/A	0.11	392	0.07	5319	1.58	N/A	0.07	465	0.05	5561	1.51	N/A
WY	02-01	PO-16	Timely Release Notifications %		1 miss	100%	1				Yes	100%	2				Yes						N/A	100%	5				Yes
WY	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A						N/A	98.95%	666				Yes	98.03%	659				Yes
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	99.47%	188				Yes	100%	188				Yes						N/A						N/A
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	100%	189				Yes	99.47%	189				Yes						N/A						N/A
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	98.45%	194				Yes	100%	189				Yes						N/A						N/A
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	61				Yes	100%	58				Yes						N/A						N/A
WY	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%						N/A	99.16%	119				Yes						N/A						N/A
WY	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	92.78%	540				N/A	90.58%	520				N/A	90.25%	441				N/A						N/A
WY	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.16%	434				N/A	95.20%	417				N/A	96.46%	396				N/A						N/A
WY	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes
WY	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	100%	9	96.28%	1639	-0.59	Yes	87.50%	8	96.72%	1554	1.12	Yes	100%	8	95.79%	1495	-0.59	Yes	100%	9	96.83%	1609	-0.54	Yes
WY	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	100%	6	99.83%	3614	-0.1	Yes	100%	9	99.58%	2877	-0.19	Yes	100%	4	99.80%	3026	-0.09	Yes	100%	30	99.71%	3095	-0.29	Yes
WY	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	3	2	3.48	2933	-0.59	Yes	2	1	3.54	2259	-1.45	Yes	4	2	3.55	2429	2.07	No	3	9	3.45	2386	-1.42	Yes
WY	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	5.89	9	5.06	1640	0.75	Yes	4.88	8	5.92	1561	-0.11	Yes	2.88	8	4.84	1517	-0.94	Yes	4.33	9	5.76	1624	-0.29	Yes
WY	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	87.50%	16	89.21%	4846	0.28	Yes	100%	15	88.38%	4491	-1.4	Yes	92.31%	26	87.95%	4632	-0.68	Yes	87.72%	57	89.18%	4370	0.39	Yes
WY	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS						N/A	100%	15	90.54%	4491	-1.25	N/A	92.31%	26	90.26%	4632	-0.35	N/A	89.47%	57	91.26%	4370	0.51	N/A
WY	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P			4.67	27		N/A	2	1	47.44	18	-0.25	Yes			7.11	35		N/A			30.2	20		N/A
WY	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P			2.67	6		N/A			11.7	10		N/A			17.33	6		N/A			1.67	6		N/A
WY	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P			11.82	34		N/A			39	37		N/A			9.1	30		N/A			22.9	31		N/A
WY	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P						N/A			1.5	2		N/A						N/A			6.67	3		N/A
WY	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS			186.59	234		N/A	2	1	162.97	236	-0.82	N/A			165.21	235		N/A			155.67	219		N/A
WY	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS			140			N/A	0		143		-1.24	N/A			152			N/A			145			N/A
WY	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	100%	4	96.22%	1877	-0.4	Yes	100%	13	93.70%	2110	-0.93	Yes	100%	9	95.48%	1638	-0.65	Yes	100%	4	95.88%	1480	-0.41	Yes
WY	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	100%	1	98.91%	367	-0.1	Yes	100%	4	98.65%	369	-0.23	Yes			96.99%	266		N/A	100%	4	98.39%	311	-0.25	Yes
WY	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	100%	2	100%	648	.	Yes	90%	10	99.42%	684	1.84	No	100%	4	99.42%	515	-0.15	Yes	100%	10	99.69%	649	-0.17	Yes
WY	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	100%	5	99.21%	2401	-0.2	Yes	100%	13	98.57%	2665	-0.43	Yes	100%	9	99.14%	2204	-0.28	Yes	100%	6	99.30%	2014	-0.2	Yes
WY	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	4:58	5	10:34	2401	-1.18	Yes	5:14	13	11:49	2665	-2.02	Yes	6:07	9	11:06	2204	-1.35	Yes	9:03	6	10:35	2014	-0.38	Yes
WY	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	11:05	2	5:05	648	1.13	Yes	10:01	10	6:51	684	1.14	Yes	0:28	4	5:28	515	-1.15	Yes	1:33	10	5:14	649	-1.51	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	02-01	PO-9B	Timely Jeopardy Notices, UBLs and Number Portability %		P	0	0					
WY	02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P	0	0					
WY	02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	0	0					
WY	02-01	PO-10	LSR Accountability, Product Aggr %		NS	0	0					
WY	02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0	0					
WY	02-01	PO-16	Timely Release Notifications %		1 miss	0	0					
WY	02-01	PO-19	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0 %		95%	0	0					
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	0	0					
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	0	0					
WY	02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	0	0					
WY	02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy %		95%	0	0					
WY	02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	0	0					
WY	02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	0	0					
WY	02-01	MR-2	Calls Answered within 20 Sec - Interconnect Repair Center %		P	0	0					
WY	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	D	P	0	0					
WY	02-02	OP-3	Installation Commitments Met, UNE-P POTS %	ND	P	0	0					
WY	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	ND	P	1	1	14	3.07	3.50	-0.43	
WY	02-02	OP-4	Installation Interv, UNE-P POTS, Avg Days	D	P	0	0					
WY	02-02	OP-5	New Service Installation Quality, UNE-P POTS %		P	0	0					
WY	02-02	OP-5*	New Service Installation Quality, UNE-P POTS %		NS	0	0					
WY	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
WY	02-02	OP-6A	Delays for Non-Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
WY	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	D	P	0	0					
WY	02-02	OP-6B	Delays for Facility Reasons, UNE-P POTS, Avg Days	ND	P	0	0					
WY	02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	0	0					
WY	02-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P POTS %		NS	0	0					
WY	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	D	P	0	0					
WY	02-02	MR-3	Out of Service Cleared within 24 Hrs, UNE-P POTS %	ND	P	0	0					
WY	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	ND	P	1	1	26	96.15%	99.64%	-3.49%	
WY	02-02	MR-4	All Troubles Cleared within 48 Hrs, UNE-P POTS %	D	P	0	0					
WY	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	0	0					
WY	02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	20%	5	13.56%	2464	0.44	Yes	23.08%	13	13.26%	2715	0.99	Yes	0%	9	14.56%	2253	-1.24	Yes	33.33%	6	14.03%	2053	1.18	Yes
WY	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	0%	2	11.57%	648	-0.51	Yes	10%	10	11.99%	684	-0.19	Yes	0%	4	10.49%	515	-0.68	Yes	20%	10	14.64%	649	0.5	Yes
WY	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A	25%	12	13.01%	2475	1.14	N/A	0%	8	14.77%	2058	-1.18	N/A	40%	5	13.92%	1890	1.39	N/A
WY	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A	14.29%	7	17.50%	280	-0.22	N/A	0%	1	12.44%	209	-0.38	N/A	20%	10	15.13%	271	0.44	N/A
WY	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0.42%	1681	1.37%	227359	-3.35	Yes	1.37%	1685	1.49%	228172	-0.42	Yes	0.77%	1697	1.21%	228332	-1.67	Yes	0.95%	1678	1.18%	229199	-0.85	Yes
WY	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A	1.13%	1685	1.21%	228172	-0.3	N/A	0.53%	1697	0.99%	228332	-1.91	N/A	0.89%	1678	0.94%	229199	-0.21	N/A
WY	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	100%	5	98.82%	2464	-0.24	Yes	100%	13	96.87%	2715	-0.65	Yes	100%	9	98.80%	2253	-0.33	Yes	100%	6	98.73%	2053	-0.28	Yes
WY	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	100%	2	99.38%	648	-0.11	Yes	100%	10	98.39%	684	-0.4	Yes	100%	4	99.22%	515	-0.18	Yes	100%	10	98.92%	649	-0.33	Yes
WY	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	50%	14	30.94%	4506	1.47	N/A	14.81%	27	31.14%	4936	-1.83	N/A	31.58%	19	30.03%	3956	0.17	N/A	38.46%	26	30.97%	3914	0.82	N/A
WY	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	97.96%	98	100%	7	0.03	Yes	97.10%	138	100%	8	0.2	Yes	98.30%	176	85.71%	7	-0.93	Yes	96.43%	168	100%	7	0.24	Yes
WY	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	93.94%	33				N/A	98.84%	86				N/A	97.39%	115	0%	1	.	N/A	98.84%	172				N/A
WY	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	5.48	98	2.71	7	2.88	No	5.5	138	2.88	8	3.72	No	5.26	177	5.57	7	-0.21	Yes	5.63	168	4	7	0.09	Yes
WY	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	4.22	32				N/A	4.34	86				N/A	4.62	113	1	1	.	N/A	4.66	154				N/A
WY	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	88.76%	178	37.50%	8	-2.93	Yes	88.37%	258	50%	8	-2.14	Yes	87.03%	316	75%	8	-0.78	Yes	88.46%	364	60%	10	-1.81	Yes
WY	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS						N/A	89.92%	258	62.50%	8	-1.58	N/A	88.92%	316	100%	8	0.89	N/A	90.38%	364	60%	10	-1.93	N/A
WY	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P						N/A	1	1				N/A	1	1				N/A	1.5	4				N/A
WY	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	11	2				N/A	3	1				N/A	1	3	1	1	.	N/A	1	2				N/A
WY	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	11	2				N/A	6.67	3				N/A	6.67	3	11	1	.	N/A	8.5	2				N/A
WY	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	161.92	12	243.5	4	-1.96	N/A	225.59	34	221.5	4	0.09	N/A	214.49	37	132.14	7	1.9	N/A	184.65	52	140.88	8	1.49	N/A
WY	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	5		0		1.44	N/A	7		0		0.86	N/A	4		1		-0.24	N/A	7		1		-0.09	N/A
WY	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	97.59%	166	100%	24	0.59	Yes	98.64%	147	100%	15	0.12	Yes	100%	151	88.89%	9	-1.03	Yes	100%	126	93.33%	15	-0.98	Yes
WY	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	100%	29	100%	6	.	Yes	96%	25	100%	5	0.04	Yes	100%	28	100%	1	.	Yes	96.67%	30	100%	3	-0.12	Yes
WY	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	98.98%	197	100%	29	0.25	Yes	98.89%	180	100%	18	0.12	Yes	99.49%	195	100%	11	-0.2	Yes	100%	164	100%	20	.	Yes
WY	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	100%	67	100%	13	.	Yes	100%	52	100%	13	.	Yes	100%	61	100%	4	.	Yes	100%	86	100%	10	.	Yes
WY	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	6:37	197	4:25	29	1.34	Yes	6:35	180	4:08	18	1.1	Yes	7:15	195	12:26	11	-1.16	Yes	4:41	164	7:52	20	-1.6	Yes
WY	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	3:08	67	2:31	13	0.49	Yes	4:35	52	3:39	13	0.68	Yes	3:04	61	2:59	4	-0.05	Yes	3:30	86	3:20	10	0.12	Yes
WY	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	10.45%	67	0%	13	1.2	Yes	11.54%	52	7.69%	13	0.22	Yes	16.39%	61	0%	4	0.71	Yes	22.09%	86	0%	10	1.77	No
WY	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	14.65%	198	6.90%	29	1.12	Yes	12.71%	181	5.56%	18	0.83	Yes	11.73%	196	0%	11	1.2	Yes	14.55%	165	10%	20	0.47	Yes
WY	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A	12.35%	162	5.88%	17	0.71	N/A	12.02%	183	0%	10	1.14	N/A	14.19%	155	10.53%	19	0.34	N/A
WY	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A	12%	25	11.11%	9	-0.12	N/A	8.33%	36	0%	1	-0.05	N/A	19.57%	46	0%	5	0.99	N/A
WY	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	1.18%	22462	0.66%	6321	4.45	No	1.02%	22782	0.47%	6564	5.73	No	1.12%	22869	0.23%	6580	13.43	No	1.09%	23005	0.45%	6631	6.83	No
WY	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A	0.82%	22782	0.40%	6564	4.83	N/A	0.96%	22869	0.17%	6580	13.83	N/A	0.87%	23005	0.36%	6631	6.11	N/A
WY	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	25.35%	355	6.67%	45	3.03	N/A	30.03%	333	29.55%	44	0.04	N/A	19.94%	321	28.57%	21	-0.85	N/A	32.89%	374	31.82%	44	0.12	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	0	0					
WY	02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	0	0					
WY	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS	0	0					
WY	02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS	0	0					
WY	02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0	0					
WY	02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS	0	0					
WY	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	D	P	0	0					
WY	02-02	MR-9	Repair Appointments Met, UNE-P POTS %	ND	P	0	0					
WY	02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	0	0					
WY	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	D	P	0	0					
WY	02-03	OP-3	Installation Commitments Met, UNE-P Centrex %	ND	P	0	0					
WY	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	D	P	2	2	581	5.46	3.76	1.70	
WY	02-03	OP-4	Installation Interv, UNE-P Centrex, Avg Days	ND	P	0	0					
WY	02-03	OP-5	New Service Installation Quality, UNE-P Centrex %		P	0	0					
WY	02-03	OP-5*	New Service Installation Quality, UNE-P Centrex %		NS	0	0					
WY	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
WY	02-03	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex, Avg Days	ND	P	0	0					
WY	02-03	OP-6B	Delays for Facility Reasons, UNE-P Centrex, Avg Days	D	P	0	0					
WY	02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS	0	0					
WY	02-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex %		NS	0	0					
WY	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	D	P	0	0					
WY	02-03	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex %	ND	P	0	0					
WY	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	D	P	0	0					
WY	02-03	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex %	ND	P	0	0					
WY	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P	0	0					
WY	02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P	0	0					
WY	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P	1	1	266	15.79%	2.50%	13.29%	
WY	02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P	0	0					
WY	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS	0	0					
WY	02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS	0	0					
WY	02-03	MR-8	Trouble Rate, UNE-P Centrex %		P	4	4	91118	1.10%	0.45%	0.65%	
WY	02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS	0	0					
WY	02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P			100%	12		N/A			100%	9		N/A			100%	12		N/A			83.33%	12		N/A
WY	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P			100%	6		N/A			100%	4		N/A			100%	5		N/A			100%	6		N/A
WY	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P			4.5	12		N/A			3.22	9		N/A			4.46	13		N/A			8.25	12		N/A
WY	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P			3.5	4		N/A			3.25	4		N/A			3	3		N/A			3.5	6		N/A
WY	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P			93.75%	16		N/A			50%	16		N/A			38.89%	18		N/A			52.63%	19		N/A
WY	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS						N/A			56.25%	16		N/A			38.89%	18		N/A			73.68%	19		N/A
WY	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P						N/A						N/A						N/A			2	1		N/A
WY	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P						N/A						N/A						N/A			9	1		N/A
WY	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			72.38	8		N/A			72.33	6		N/A			192.33	3		N/A			172.33	3		N/A
WY	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS			3			N/A			2			N/A			0			N/A			0			N/A
WY	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P			94.12%	17		N/A			84.62%	26		N/A			100%	20		N/A			88.89%	18		N/A
WY	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P			100%	4		N/A			83.33%	6		N/A			100%	7		N/A			100%	5		N/A
WY	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P			100%	21		N/A			94.12%	34		N/A			96.15%	26		N/A			95.83%	24		N/A
WY	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P			100%	10		N/A			100%	16		N/A			100%	13		N/A			100%	18		N/A
WY	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P			5:55	21		N/A			13:40	34		N/A			7:22	26		N/A			10:13	24		N/A
WY	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P			4:19	10		N/A			4:13	16		N/A			1:23	13		N/A			2:33	18		N/A
WY	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P			0%	21		N/A			8.82%	34		N/A			3.85%	26		N/A			12%	25		N/A
WY	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P			10%	10		N/A			25%	16		N/A			15.38%	13		N/A			11.11%	18		N/A
WY	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A			10.34%	29		N/A			4.17%	24		N/A			12.50%	24		N/A
WY	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A			33.33%	12		N/A			11.11%	9		N/A			0%	7		N/A
WY	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0%	1	0.52%	5941	-0.07	Yes	0%	6	0.84%	5960	-0.23	Yes	0%	6	0.66%	5930	-0.2	Yes	0%	1	0.72%	5935	-0.09	Yes
WY	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A	0%	6	0.69%	5960	-0.2	N/A	0%	6	0.56%	5930	-0.18	N/A	0%	1	0.52%	5935	-0.07	N/A
WY	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P			27.91%	43		N/A			28.57%	70		N/A			40%	65		N/A			34.85%	66		N/A
WY	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%						N/A						N/A			95.79%	1495		N/A			96.83%	1609		N/A
WY	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%			96.28%	1639		N/A			96.72%	1554		N/A			95.79%	1495		N/A			96.83%	1609		N/A
WY	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6						N/A						N/A			4.84	1517		N/A			5.76	1624		N/A
WY	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6			5.06	1640		N/A			5.92	1561		N/A			4.84	1517		N/A			5.76	1624		N/A
WY	04-01	OP-5	New Service Installation Quality, UBL Analog %		P			67.33%	1601		N/A			66.08%	1539		N/A			64.48%	1571		N/A	100%	1	68.63%	1508	-0.68	Yes
WY	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS						N/A			72.38%	1539		N/A			71.29%	1571		N/A	100%	1	74.67%	1508	-0.58	N/A
WY	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			7.11	35		N/A			30.2	20		N/A
WY	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P			4.67	27		N/A			47.44	18		N/A			7.11	35		N/A			30.2	20		N/A
WY	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A			9.1	30		N/A			22.9	31		N/A
WY	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P			11.82	34		N/A			39	37		N/A			9.1	30		N/A			22.9	31		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	D	P	0	0					
WY	02-04	OP-3	Installation Commitments Met, UNE-P Centrex 21 %	ND	P	0	0					
WY	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	D	P	0	0					
WY	02-04	OP-4	Installation Interv, UNE-P Centrex 21, Avg Days	ND	P	0	0					
WY	02-04	OP-5	New Service Installation Quality, UNE-P Centrex 21 %		P	0	0					
WY	02-04	OP-5*	New Service Installation Quality, UNE-P Centrex 21 %		NS	0	0					
WY	02-04	OP-6A	Delays for Non-Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
WY	02-04	OP-6B	Delays for Facility Reasons, UNE-P Centrex 21, Avg Days	D	P	0	0					
WY	02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS	0	0					
WY	02-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE-P Centrex 21 %		NS	0	0					
WY	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	D	P	0	0					
WY	02-04	MR-3	Out of Service Cleared within 24 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
WY	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	D	P	0	0					
WY	02-04	MR-4	All Troubles Cleared within 48 Hrs, UNE-P Centrex 21 %	ND	P	0	0					
WY	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P	0	0					
WY	02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P	0	0					
WY	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P	0	0					
WY	02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P	0	0					
WY	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS	0	0					
WY	02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS	0	0					
WY	02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0	0					
WY	02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS	0	0					
WY	02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P	0	0					
WY	04-01	OP-3	Installation Commitments Met, UBL Analog %	D	90%	0	0					
WY	04-01	OP-3	Installation Commitments Met, UBL Analog %		90%	0	0					
WY	04-01	OP-4	Installation Interv, UBL Analog, Avg Days	D	6	0	0					
WY	04-01	OP-4	Installation Interv, UBL Analog, Avg Days		6	0	0					
WY	04-01	OP-5	New Service Installation Quality, UBL Analog %		P	0	0					
WY	04-01	OP-5*	New Service Installation Quality, UBL Analog %		NS	0	0					
WY	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
WY	04-01	OP-6A	Delays for Non-Facility Reasons, UBL Analog, Avg Days		P	0	0					
WY	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days	D	P	0	0					
WY	04-01	OP-6B	Delays for Facility Reasons, UBL Analog, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			167.22	133		N/A			144.13	142		N/A			140.35	140		N/A			130.47	139		N/A
WY	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS			92			N/A			101			N/A			104			N/A			105			N/A
WY	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P			96.66%	2244		N/A			94.43%	2479		N/A			95.69%	1904		N/A			96.31%	1791		N/A
WY	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P			99.38%	3049		N/A			98.75%	3349		N/A			99.19%	2719		N/A			99.40%	2663		N/A
WY	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P			9:24	3049		N/A			10:48	3349		N/A			10:02	2719		N/A			9:17	2663		N/A
WY	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P			13.14%	3112		N/A			13%	3399		N/A			13.80%	2768		N/A			14.17%	2702		N/A
WY	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A			13.47%	2755		N/A			14.56%	2267		N/A			14.07%	2161		N/A
WY	04-01	MR-8	Trouble Rate, UBL Analog %		P	0%	5	1.37%	227359	-0.26	Yes	0%	5	1.49%	228172	-0.27	Yes	0%	5	1.21%	228332	-0.25	Yes	0%	5	1.18%	229199	-0.24	Yes
WY	04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A	0%	5	1.21%	228172	-0.25	N/A	0%	5	0.99%	228332	-0.22	N/A	0%	5	0.94%	229199	-0.22	N/A
WY	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	100%	1	30.94%	4506	1.02	N/A			31.14%	4936		N/A			30.03%	3956		N/A	100%	1	30.97%	3914	1.02	N/A
WY	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	100%	34	85.71%	7	-0.98	Yes	100%	27	100%	7	.	Yes	100%	26	75%	12	-1.65	Yes	100%	19	83.33%	6	-0.95	Yes
WY	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	3.15	27	14	7	-1.58	Yes	2.92	26	9.17	6	-3.72	Yes	3.04	24	11.27	11	-2.95	Yes	2.94	16	9.6	5	-2.51	Yes
WY	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	100%	31	100%	7	.	Yes	96.43%	28	90%	10	-0.58	Yes	100%	24	100%	9	.	Yes	96.15%	26	100%	8	0.19	Yes
WY	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS						N/A	96.43%	28	90%	10	-0.58	N/A	100%	24	100%	9	.	Yes	100%	26	100%	8	.	Yes
WY	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P						N/A						N/A			7	3		N/A			3	1		N/A
WY	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P			31	1		N/A						N/A						N/A						N/A
WY	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS			258	5		N/A			203.5	6		N/A			197.17	6		N/A			181.5	6		N/A
WY	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS			2			N/A			1			N/A			1			N/A			0			N/A
WY	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	100%	5	100%	10	.	Yes	100%	3	100%	12	.	Yes	100%	3	100%	7	.	Yes	100%	4	100%	5	.	Yes
WY	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	100%	5	100%	11	.	Yes	100%	3	100%	12	.	Yes	100%	3	100%	7	.	Yes	100%	4	100%	5	.	Yes
WY	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	1:47	5	2:32	11	-0.72	Yes	1:32	3	1:57	12	-0.25	Yes	1:05	3	3:44	7	-1.08	Yes	2:30	4	0:43	5	2.01	No
WY	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	20%	5	9.09%	11	0.43	Yes	0%	3	33.33%	12	-1.1	Yes	0%	3	14.29%	7	-0.59	Yes	0%	4	0%	5	.	Yes
WY	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS						N/A	0%	2	0%	4	.	Yes	0%	1	20%	5	-0.46	N/A	0%	2				N/A
WY	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	1.19%	421	1.13%	970	0.1	Yes	0.78%	386	1.24%	966	-0.7	Yes	0.85%	354	0.73%	962	0.23	Yes	1.18%	339	0.52%	963	1.19	Yes
WY	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS						N/A	0.52%	386	0.41%	966	0.26	N/A	0.28%	354	0.52%	962	-0.53	N/A	0.59%	339	0%	963	1.86	N/A
WY	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	16.67%	6	21.43%	14	-0.24	N/A	0%	3	36.84%	19	-1.23	N/A	0%	3	41.67%	12	-1.31	N/A	0%	4	37.50%	8	-1.26	N/A
WY	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P			84.72%	72		N/A			75%	64		N/A			90.36%	83		N/A			83.33%	60		N/A
WY	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P			16.96	89		N/A			17.2	83		N/A			15.92	106		N/A			17.6	82		N/A
WY	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P			95.45%	88		N/A			91.58%	95		N/A			94.74%	95		N/A			89.02%	82		N/A
WY	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS						N/A			92.63%	95		N/A			94.74%	95		N/A			95.12%	82		N/A
WY	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P			24.33	18		N/A			17.71	21		N/A			18.07	14		N/A			18	22		N/A
WY	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P			14	1		N/A			125	1		N/A						N/A						N/A
WY	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS			86.39	56		N/A			96.11	46		N/A			85.76	51		N/A			94.82	50		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	0	0					
WY	04-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog %		NS	0	0					
WY	04-01	MR-3	Out of Service Cleared within 24 Hrs, UBL Analog %		P	0	0					
WY	04-01	MR-4	All Troubles Cleared within 48 Hrs, UBL Analog %		P	0	0					
WY	04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	0	0					
WY	04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	0	0					
WY	04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS	0	0					
WY	04-01	MR-8	Trouble Rate, UBL Analog %		P	0	0					
WY	04-01	MR-8*	Trouble Rate, UBL Analog %		NS	0	0					
WY	04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	0	0					
WY	04-02	OP-3	Installation Commitments Met, UBL 2-Wire %		90%	0	0					
WY	04-02	OP-4	Installation Interv, UBL 2-Wire, Avg Days		6	0	0					
WY	04-02	OP-5	New Service Installation Quality, UBL 2-Wire %		P	0	0					
WY	04-02	OP-5*	New Service Installation Quality, UBL 2-Wire %		NS	0	0					
WY	04-02	OP-6A	Delays for Non-Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
WY	04-02	OP-6B	Delays for Facility Reasons, UBL 2-Wire, Avg Days		P	0	0					
WY	04-02	OP-15A	Interv for Pending Orders Delayed, UBL 2-Wire, Avg Days		NS	0	0					
WY	04-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 2-Wire %		NS	0	0					
WY	04-02	MR-3	Out of Service Cleared within 24 Hrs, UBL 2-Wire %		P	0	0					
WY	04-02	MR-4	All Troubles Cleared within 48 Hrs, UBL 2-Wire %		P	0	0					
WY	04-02	MR-6	Mean Time to Restore, UBL 2-Wire, Hrs:Min		P	1	1	15	1:47	2:18	-0:31	
WY	04-02	MR-7	Repair Repeat Report Rate, UBL 2-Wire %		P	0	0					
WY	04-02	MR-7*	Repair Repeat Report Rate, UBL 2-Wire %		NS	0	0					
WY	04-02	MR-8	Trouble Rate, UBL 2-Wire %		P	0	0					
WY	04-02	MR-8*	Trouble Rate, UBL 2-Wire %		NS	0	0					
WY	04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL 2-Wire %		NS	0	0					
WY	04-03	OP-3	Installation Commitments Met, UBL 4-Wire %		P	0	0					
WY	04-03	OP-4	Installation Interv, UBL 4-Wire, Avg Days		P	0	0					
WY	04-03	OP-5	New Service Installation Quality, UBL 4-Wire %		P	0	0					
WY	04-03	OP-5*	New Service Installation Quality, UBL 4-Wire %		NS	0	0					
WY	04-03	OP-6A	Delays for Non-Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
WY	04-03	OP-6B	Delays for Facility Reasons, UBL 4-Wire, Avg Days		P	0	0					
WY	04-03	OP-15A	Interv for Pending Orders Delayed, UBL 4-Wire, Avg Days		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS			45			N/A			4			N/A			4			N/A			4			N/A
WY	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P			78.45%	116		N/A			89.33%	75		N/A			90%	60		N/A			91.43%	70		N/A
WY	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P			3:25	116		N/A			2:18	75		N/A			1:45	60		N/A			2:19	70		N/A
WY	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P			21.55%	116		N/A			28%	75		N/A			35%	60		N/A			34.29%	70		N/A
WY	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS						N/A			30.91%	55		N/A			33.33%	36		N/A			38.64%	44		N/A
WY	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P			2.97%	3903		N/A			1.95%	3849		N/A			1.57%	3810		N/A			1.86%	3764		N/A
WY	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS						N/A			1.43%	3849		N/A			0.94%	3810		N/A			1.17%	3764		N/A
WY	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS			17.73%	141		N/A			26.47%	102		N/A			26.83%	82		N/A			25.53%	94		N/A
WY	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0%	1	84.72%	72	1.42	Yes	0%	1	75%	64	1.15	Yes	100%	1	90.36%	83	-0.32	Yes			83.33%	60		N/A
WY	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	25	1	16.96	89	0.86	Yes	18.33	3	17.2	83	0.62	Yes	4	1	15.92	106	-1.01	Yes			17.6	82		N/A
WY	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	50%	2	95.45%	88	1.64	Yes	100%	2	91.58%	95	-0.42	Yes	100%	1	94.74%	95	-0.23	Yes			89.02%	82		N/A
WY	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS						N/A	100%	2	92.63%	95	-0.39	N/A	100%	1	94.74%	95	-0.23	N/A			95.12%	82		N/A
WY	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	19	1	24.33	18	-0.23	Yes	14.5	2	17.71	21	-0.18	Yes			18.07	14		N/A			18	22		N/A
WY	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P			14	1		N/A			125	1		N/A						N/A						N/A
WY	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS			86.39	56		N/A			96.11	46		N/A	12	2	85.76	51	-0.91	N/A	3	1	94.82	50	-0.7	N/A
WY	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS			45			N/A			4			N/A	0		4		-0.4	N/A	0		4		-0.29	N/A
WY	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	100%	1	78.45%	116	-0.52	Yes			89.33%	75		N/A			90%	60		N/A			91.43%	70		N/A
WY	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	2:13	1	3:25	116	-0.29	Yes			2:18	75		N/A			1:45	60		N/A			2:19	70		N/A
WY	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0%	1	21.55%	116	-0.52	Yes			28%	75		N/A			35%	60		N/A			34.29%	70		N/A
WY	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS						N/A			30.91%	55		N/A			33.33%	36		N/A			38.64%	44		N/A
WY	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	16.67%	6	2.97%	3903	1.35	Yes	0%	6	1.95%	3849	-0.35	Yes	0%	2	1.57%	3810	-0.18	Yes	0%	2	1.86%	3764	-0.19	Yes
WY	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS						N/A	0%	6	1.43%	3849	-0.29	N/A	0%	2	0.94%	3810	-0.14	N/A	0%	2	1.17%	3764	-0.15	N/A
WY	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0%	1	17.73%	141	-0.46	N/A			26.47%	102		N/A			26.83%	82		N/A			25.53%	94		N/A
WY	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	100%	3	85.71%	7	-0.59	Yes	66.67%	3	100%	7	1.06	Yes	100%	3	75%	12	-0.89	Yes	100%	3	83.33%	6	-0.63	Yes
WY	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	3.33	3	14	7	-0.96	Yes	15	2	9.17	6	0.82	Yes	4.33	3	11.27	11	-1.39	Yes	2.5	2	9.6	5	-1.64	Yes
WY	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	100%	3	100%	7	.	Yes	100%	3	90%	10	-0.51	Yes	100%	3	100%	9	.	Yes	100%	4	100%	8	.	Yes
WY	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS						N/A	100%	3	90%	10	-0.51	N/A	100%	3	100%	9	.	Yes	100%	4	100%	8	.	Yes
WY	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A	20	1				N/A			7	3		N/A			3	1		N/A
WY	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P			31	1		N/A						N/A						N/A						N/A
WY	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			258	5		N/A			203.5	6		N/A			197.17	6		N/A			181.5	6		N/A
WY	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS			2			N/A			1			N/A			1			N/A			0			N/A
WY	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	100%	1	100%	10	.	Yes			100%	12		N/A			100%	7		N/A			100%	5		N/A
WY	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	100%	1	100%	11	.	Yes			100%	12		N/A			100%	7		N/A			100%	5		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	04-03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL 4-Wire %		NS	0	0					
WY	04-03	MR-5	All Troubles Cleared within 4 Hrs, UBL 4-Wire %		P	0	0					
WY	04-03	MR-6	Mean Time to Restore, UBL 4-Wire, Hrs:Min		P	0	0					
WY	04-03	MR-7	Repair Repeat Report Rate, UBL 4-Wire %		P	0	0					
WY	04-03	MR-7*	Repair Repeat Report Rate, UBL 4-Wire %		NS	0	0					
WY	04-03	MR-8	Trouble Rate, UBL 4-Wire %		P	0	0					
WY	04-03	MR-8*	Trouble Rate, UBL 4-Wire %		NS	0	0					
WY	04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL 4-Wire %		NS	0	0					
WY	04-04	OP-3	Installation Commitments Met, UBL DS1 Capable %		P	0	0					
WY	04-04	OP-4	Installation Interv, UBL DS1 Capable, Avg Days		P	0	0					
WY	04-04	OP-5	New Service Installation Quality, UBL DS1 Capable %		P	0	0					
WY	04-04	OP-5*	New Service Installation Quality, UBL DS1 Capable %		NS	0	0					
WY	04-04	OP-6A	Delays for Non-Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
WY	04-04	OP-6B	Delays for Facility Reasons, UBL DS1 Capable, Avg Days		P	0	0					
WY	04-04	OP-15A	Interv for Pending Orders Delayed, UBL DS1 Capable, Avg Days		NS	0	0					
WY	04-04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS1 Capable %		NS	0	0					
WY	04-04	MR-5	All Troubles Cleared within 4 Hrs, UBL DS1 Capable %		P	0	0					
WY	04-04	MR-6	Mean Time to Restore, UBL DS1 Capable, Hrs:Min		P	0	0					
WY	04-04	MR-7	Repair Repeat Report Rate, UBL DS1 Capable %		P	0	0					
WY	04-04	MR-7*	Repair Repeat Report Rate, UBL DS1 Capable %		NS	0	0					
WY	04-04	MR-8	Trouble Rate, UBL DS1 Capable %		P	0	0					
WY	04-04	MR-8*	Trouble Rate, UBL DS1 Capable %		NS	0	0					
WY	04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL DS1 Capable %		NS	0	0					
WY	04-05	OP-3	Installation Commitments Met, UBL ISDN Capable %		P	0	0					
WY	04-05	OP-4	Installation Interv, UBL ISDN Capable, Avg Days		P	0	0					
WY	04-05	OP-5	New Service Installation Quality, UBL ISDN Capable %		P	0	0					
WY	04-05	OP-5*	New Service Installation Quality, UBL ISDN Capable %		NS	0	0					
WY	04-05	OP-6A	Delays for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
WY	04-05	OP-6B	Delays for Facility Reasons, UBL ISDN Capable, Avg Days		P	0	0					
WY	04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	0					
WY	04-05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable %		NS	0	0					
WY	04-05	MR-3	Out of Service Cleared within 24 Hrs, UBL ISDN Capable %		P	0	0					
WY	04-05	MR-4	All Troubles Cleared within 48 Hrs, UBL ISDN Capable %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0:41	1	2:32	11	-0.92	Yes			1:57	12		N/A			3:44	7		N/A			0:43	5		N/A
WY	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0%	1	9.09%	11	-0.3	Yes			33.33%	12		N/A			14.29%	7		N/A			0%	5		N/A
WY	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A			0%	4		N/A			20%	5		N/A						N/A
WY	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	2.17%	46	1.13%	970	0.61	Yes	0%	44	1.24%	966	-0.73	Yes	0%	43	0.73%	962	-0.55	Yes	0%	41	0.52%	963	-0.45	Yes
WY	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A	0%	44	0.41%	966	-0.42	N/A	0%	43	0.52%	962	-0.46	N/A	0%	41	0%	963	.	Yes
WY	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0%	1	21.43%	14	-0.5	N/A			36.84%	19		N/A			41.67%	12		N/A			37.50%	8		N/A
WY	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%			92.31%	13		N/A			80%	15		N/A			93.33%	15		N/A			100%	9		N/A
WY	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6			5.62	13		N/A			7.6	15		N/A			10	15		N/A			10.11	9		N/A
WY	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P			100%	14		N/A			100%	15		N/A			100%	12		N/A			100%	11		N/A
WY	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS						N/A			100%	15		N/A			100%	12		N/A			100%	11		N/A
WY	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P			2	1		N/A			1.33	3		N/A			2	1		N/A						N/A
WY	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P			88.89%	18		N/A			80%	10		N/A			100%	5		N/A			85.71%	14		N/A
WY	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P			94.44%	18		N/A			90%	10		N/A			100%	5		N/A			92.86%	14		N/A
WY	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P			7:17	18		N/A			1.1125	10		N/A			12:10	5		N/A			14:44	14		N/A
WY	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P			11.11%	18		N/A			30%	10		N/A			60%	5		N/A			28.57%	14		N/A
WY	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS						N/A			40%	5		N/A			50%	2		N/A			33.33%	6		N/A
WY	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P			1.93%	931		N/A			1.03%	974		N/A			0.50%	1000		N/A			1.34%	1043		N/A
WY	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS						N/A			0.51%	974		N/A			0.20%	1000		N/A			0.58%	1043		N/A
WY	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS			41.94%	31		N/A			50%	20		N/A			54.55%	11		N/A			48.15%	27		N/A
WY	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P			100%	4		N/A			50%	2		N/A			100%	3		N/A			0%	1		N/A
WY	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P			11	4		N/A			8.67	3		N/A			9.67	3		N/A			22.5	2		N/A
WY	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P			100%	4		N/A			100%	4		N/A			100%	3		N/A			100%	5		N/A
WY	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS						N/A			100%	4		N/A			100%	3		N/A			100%	5		N/A
WY	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A						N/A						N/A			4	1		N/A
WY	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P						N/A			9	1		N/A						N/A						N/A
WY	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS			233.25	4		N/A			211.25	4		N/A			189.25	4		N/A			169.25	4		N/A
WY	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS			4			N/A			0			N/A			0			N/A			0			N/A
WY	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P			50%	2		N/A			100%	1		N/A						N/A			50%	2		N/A
WY	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P			2:59	2		N/A			0:13	1		N/A						N/A			9.01319	2		N/A
WY	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P			0%	2		N/A			0%	1		N/A						N/A			50%	2		N/A
WY	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS						N/A						N/A						N/A						N/A
WY	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P			1.08%	185		N/A			0.56%	180		N/A			0%	178		N/A			1.12%	178		N/A
WY	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS						N/A			0%	180		N/A			0%	178		N/A			0%	178		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0	0					
WY	04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0	0					
WY	04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS	0	0					
WY	04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	0	0					
WY	04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS	0	0					
WY	04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0	0					
WY	04-06	OP-3	Installation Commitments Met, UBL ADSL Qualified %		90%	0	0					
WY	04-06	OP-4	Installation Interv, UBL ADSL Qualified, Avg Days		6	0	0					
WY	04-06	OP-5	New Service Installation Quality, UBL ADSL Qualified %		P	0	0					
WY	04-06	OP-5*	New Service Installation Quality, UBL ADSL Qualified %		NS	0	0					
WY	04-06	OP-6A	Delays for Non-Facility Reasons, UBL ADSL Qualified, Avg Days		P	0	0					
WY	04-06	MR-3	Out of Service Cleared within 24 Hrs, UBL ADSL Qualified %		P	0	0					
WY	04-06	MR-4	All Troubles Cleared within 48 Hrs, UBL ADSL Qualified %		P	0	0					
WY	04-06	MR-6	Mean Time to Restore, UBL ADSL Qualified, Hrs:Min		P	0	0					
WY	04-06	MR-7	Repair Repeat Report Rate, UBL ADSL Qualified %		P	0	0					
WY	04-06	MR-7*	Repair Repeat Report Rate, UBL ADSL Qualified %		NS	0	0					
WY	04-06	MR-8	Trouble Rate, UBL ADSL Qualified %		P	0	0					
WY	04-06	MR-8*	Trouble Rate, UBL ADSL Qualified %		NS	0	0					
WY	04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL ADSL Qualified %		NS	0	0					
WY	04-07	OP-3	Installation Commitments Met, UBL DS3 Capable %		P	0	0					
WY	04-07	OP-4	Installation Interv, UBL DS3 Capable, Avg Days		P	0	0					
WY	04-07	OP-5	New Service Installation Quality, UBL DS3 Capable %		P	0	0					
WY	04-07	OP-5*	New Service Installation Quality, UBL DS3 Capable %		NS	0	0					
WY	04-07	OP-6A	Delays for Non-Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
WY	04-07	OP-6B	Delays for Facility Reasons, UBL DS3 Capable, Avg Days		P	0	0					
WY	04-07	OP-15A	Interv for Pending Orders Delayed, UBL DS3 Capable, Avg Days		NS	0	0					
WY	04-07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL DS3 Capable %		NS	0	0					
WY	04-07	MR-5	All Troubles Cleared within 4 Hrs, UBL DS3 Capable %		P	0	0					
WY	04-07	MR-6	Mean Time to Restore, UBL DS3 Capable, Hrs:Min		P	0	0					
WY	04-07	MR-7	Repair Repeat Report Rate, UBL DS3 Capable %		P	0	0					
WY	04-07	MR-7*	Repair Repeat Report Rate, UBL DS3 Capable %		NS	0	0					
WY	04-07	MR-8	Trouble Rate, UBL DS3 Capable %		P	0	0					
WY	04-07	MR-8*	Trouble Rate, UBL DS3 Capable %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS			0%	2		N/A			0%	1		N/A						N/A			50%	4		N/A
WY	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%						N/A	100%	2				Yes						N/A	100%	1				Yes
WY	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS						N/A	0%	2				N/A						N/A	0%	1				N/A
WY	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		95%						N/A	100%	2				Yes	100%	1				Yes	100%	2				Yes
WY	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15						N/A	6.5	2				Yes	7	1				Yes	1	1				Yes
WY	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%			96.28%	1639		N/A			96.72%	1554		N/A			95.79%	1495		N/A			96.83%	1609		N/A
WY	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	100%	10	99.83%	3614	-0.13	Yes	100%	9	99.58%	2877	-0.19	Yes	100%	8	99.80%	3026	-0.13	Yes	100%	6	99.71%	3095	-0.13	Yes
WY	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3			5.06	1640		N/A			5.92	1561		N/A			4.84	1517		N/A			5.76	1624		N/A
WY	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	3	9	3.48	2933	-1.25	Yes	3	9	3.54	2259	-1.52	Yes	2.86	7	3.55	2429	-0.71	Yes	3	4	3.45	2386	-0.95	Yes
WY	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	100%	10	89.21%	4846	-1.1	Yes	88.89%	9	88.38%	4491	-0.05	Yes	100%	7	87.95%	4632	-0.98	Yes	100%	7	89.18%	4370	-0.92	Yes
WY	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS						N/A	100%	9	90.54%	4491	-0.97	N/A	100%	7	90.26%	4632	-0.87	N/A	100%	7	91.26%	4370	-0.82	N/A
WY	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.67	27		N/A			47.44	18		N/A			7.11	35		N/A			30.2	20		N/A
WY	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			2.67	6		N/A			11.7	10		N/A			17.33	6		N/A			1.67	6		N/A
WY	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS			11.82	34		N/A			39	37		N/A			9.1	30		N/A			22.9	31		N/A
WY	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS						N/A			1.5	2		N/A						N/A			6.67	3		N/A
WY	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P			96.22%	1877		N/A			93.70%	2110		N/A			95.48%	1638		N/A			95.88%	1480		N/A
WY	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P			98.91%	367		N/A			98.65%	369		N/A			96.99%	266		N/A			98.39%	311		N/A
WY	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P			99.21%	2401		N/A			98.57%	2665		N/A	100%	1	99.14%	2204	-0.09	Yes			99.30%	2014		N/A
WY	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P			100%	648		N/A	100%	1	99.42%	684	-0.08	Yes			99.42%	515		N/A			99.69%	649		N/A
WY	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			10:34	2401		N/A			11:49	2665		N/A	3:10	1	11:06	2204	-0.72	Yes			10:35	2014		N/A
WY	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			5:05	648		N/A	0:52	1	6:51	684	-0.7	Yes			5:28	515		N/A			5:14	649		N/A
WY	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS			0%	4		N/A			50%	4		N/A	0%	1	66.67%	3	-1.22	N/A			50%	6		N/A
WY	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS			14.29%	14		N/A	0%	1	16.67%	6	-0.41	N/A			50%	2		N/A			12.50%	8		N/A
WY	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A			66.67%	3		N/A	0%	1	100%	1	.	N/A			50%	2		N/A
WY	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A			0%	2		N/A			0%	1		N/A			25%	4		N/A
WY	04-10	MR-8	Trouble Rate, Line Sharing %		P	0%	83	1.37%	227359	-1.07	Yes	1.37%	73	1.49%	228172	-0.08	Yes	1.52%	66	1.21%	228332	0.32	Yes	0%	59	1.18%	229199	-0.84	Yes
WY	04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A	0%	73	1.21%	228172	-0.94	N/A	1.52%	66	0.99%	228332	0.49	N/A	0%	59	0.94%	229199	-0.75	N/A
WY	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	100%	1	84.72%	72	-0.42	Yes			75%	64		N/A			90.36%	83		N/A	100%	1	83.33%	60	-0.44	Yes
WY	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	9.86	7	16.96	89	-1.21	Yes	10	1	17.2	83	-0.37	Yes	9	2	15.92	106	-0.83	Yes	7	1	17.6	82	-0.83	Yes
WY	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	100%	4	95.45%	88	-0.43	Yes	100%	2	91.58%	95	-0.42	Yes	100%	2	94.74%	95	-0.33	Yes	100%	1	89.02%	82	-0.35	Yes
WY	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS						N/A	100%	2	92.63%	95	-0.39	N/A	100%	2	94.74%	95	-0.33	N/A	100%	1	95.12%	82	-0.23	N/A
WY	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P			24.33	18		N/A			17.71	21		N/A			18.07	14		N/A			18	22		N/A
WY	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P			14	1		N/A			125	1		N/A						N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL DS3 Capable %		NS	0	0					
WY	04-08	OP-13A	Coordinated Cuts Completed on Time, UBL Other %		95%	0	0					
WY	04-08	OP-13B	Coordinated Cuts Started Without CLEC Approval, UBL Other %		NS	0	0					
WY	04-09	OP-3	Installation Commitments Met, UBL Conditioned %		95%	0	0					
WY	04-09	OP-4	Installation Interv, UBL Conditioned, Avg Days		15	0	0					
WY	04-10	OP-3	Installation Commitments Met, Line Sharing %	D	95%	0	0					
WY	04-10	OP-3	Installation Commitments Met, Line Sharing %	ND	95%	0	0					
WY	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	D	3.3	0	0					
WY	04-10	OP-4	Installation Interv, Line Sharing, Avg Days	ND	3.3	0	0					
WY	04-10	OP-5	New Service Installation Quality, Line Sharing %		P	0	0					
WY	04-10	OP-5*	New Service Installation Quality, Line Sharing %		NS	0	0					
WY	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
WY	04-10	OP-6A	Delays for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
WY	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	D	NS	0	0					
WY	04-10	OP-6B	Delays for Facility Reasons, Line Sharing, Avg Days	ND	NS	0	0					
WY	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	D	P	0	0					
WY	04-10	MR-3	Out of Service Cleared within 24 Hrs, Line Sharing %	ND	P	0	0					
WY	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	D	P	0	0					
WY	04-10	MR-4	All Troubles Cleared within 48 Hrs, Line Sharing %	ND	P	0	0					
WY	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	0	0					
WY	04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	0	0					
WY	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
WY	04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
WY	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS	0	0					
WY	04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS	0	0					
WY	04-10	MR-8	Trouble Rate, Line Sharing %		P	0	0					
WY	04-10	MR-8*	Trouble Rate, Line Sharing %		NS	0	0					
WY	05-01	OP-3	Installation Commitments Met, UDIT DS1 %		P	0	0					
WY	05-01	OP-4	Installation Interv, UDIT DS1, Avg Days		P	0	0					
WY	05-01	OP-5	New Service Installation Quality, UDIT DS1 %		P	0	0					
WY	05-01	OP-5*	New Service Installation Quality, UDIT DS1 %		NS	0	0					
WY	05-01	OP-6A	Delays for Non-Facility Reasons, UDIT DS1, Avg Days		P	0	0					
WY	05-01	OP-6B	Delays for Facility Reasons, UDIT DS1, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			86.39	56		N/A	67	4	96.11	46	-0.46	N/A	45	4	85.76	51	-0.7	N/A	25	4	94.82	50	-1.03	N/A
WY	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS			45			N/A	0		4		-0.59	N/A	0		4		-0.56	N/A	0		4		-0.57	N/A
WY	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P			78.45%	116		N/A			89.33%	75		N/A			90%	60		N/A			91.43%	70		N/A
WY	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			3:25	116		N/A			2:18	75		N/A			1:45	60		N/A			2:19	70		N/A
WY	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P			21.55%	116		N/A			28%	75		N/A			35%	60		N/A			34.29%	70		N/A
WY	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A			30.91%	55		N/A			33.33%	36		N/A			38.64%	44		N/A
WY	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0%	14	2.97%	3903	-0.65	Yes	0%	9	1.95%	3849	-0.42	Yes	0%	9	1.57%	3810	-0.38	Yes	0%	8	1.86%	3764	-0.39	Yes
WY	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A	0%	9	1.43%	3849	-0.36	N/A	0%	9	0.94%	3810	-0.29	N/A	0%	8	1.17%	3764	-0.31	N/A
WY	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS			17.73%	141		N/A			26.47%	102		N/A			26.83%	82		N/A			25.53%	94		N/A
WY	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		NS			100%	4		N/A			50%	2		N/A			100%	3		N/A			0%	1		N/A
WY	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P			11	4		N/A			8.67	3		N/A			9.67	3		N/A			22.5	2		N/A
WY	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P			100%	4		N/A			100%	4		N/A			100%	3		N/A			100%	5		N/A
WY	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS						N/A			100%	4		N/A			100%	3		N/A			100%	5		N/A
WY	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A						N/A						N/A			4	1		N/A
WY	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P						N/A			9	1		N/A						N/A						N/A
WY	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			233.25	4		N/A			211.25	4		N/A			189.25	4		N/A			169.25	4		N/A
WY	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS			4			N/A			0			N/A			0			N/A			0			N/A
WY	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P			50%	2		N/A			100%	1		N/A						N/A			50%	2		N/A
WY	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P			2:59	2		N/A			0:13	1		N/A						N/A			9.01319	2		N/A
WY	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P			0%	2		N/A			0%	1		N/A						N/A			50%	2		N/A
WY	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A						N/A						N/A						N/A
WY	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0%	2	1.08%	185	-0.15	Yes	0%	2	0.56%	180	-0.11	Yes	0%	2	0%	178	.	Yes	0%	2	1.12%	178	-0.15	Yes
WY	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A	0%	2	0%	180	.	Yes	0%	2	0%	178	.	Yes	0%	2	0%	178	.	Yes
WY	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS			0%	2		N/A			0%	1		N/A						N/A			50%	4		N/A
WY	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	2:26	14660				N/A	3:53	12363				N/A	6:14	13398				N/A	6:19	12693				N/A
WY	07-01	OP-5	New Service Installation Quality, E911 %		P						N/A						N/A						N/A						N/A
WY	07-01	OP-5*	New Service Installation Quality, E911 %		NS						N/A						N/A						N/A						N/A
WY	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P						N/A						N/A						N/A			100%	1		N/A
WY	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A			0:01	1		N/A
WY	07-01	MR-7	Repair Repeat Report Rate, E911 %		P						N/A						N/A						N/A			0%	1		N/A
WY	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A						N/A						N/A			0%	1		N/A
WY	07-01	MR-8	Trouble Rate, E911 %		P			0%	87		N/A			0%	87		N/A			0%	87		N/A			1.15%	87		N/A
WY	07-01	MR-8*	Trouble Rate, E911 %		NS						N/A			0%	87		N/A			0%	87		N/A			1.15%	87		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	0	0					
WY	05-01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1 %		NS	0	0					
WY	05-01	MR-5	All Troubles Cleared within 4 Hrs, UDIT DS1 %		P	0	0					
WY	05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0	0					
WY	05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	0	0					
WY	05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS	0	0					
WY	05-01	MR-8	Trouble Rate, UDIT DS1 %		P	0	0					
WY	05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS	0	0					
WY	05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0	0					
WY	05-02	OP-3	Installation Commitments Met, UDIT > DS1 Level %		NS	0	0					
WY	05-02	OP-4	Installation Interv, UDIT > DS1 Level, Avg Days		P	0	0					
WY	05-02	OP-5	New Service Installation Quality, UDIT > DS1 Level %		P	0	0					
WY	05-02	OP-5*	New Service Installation Quality, UDIT > DS1 Level %		NS	0	0					
WY	05-02	OP-6A	Delays for Non-Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
WY	05-02	OP-6B	Delays for Facility Reasons, UDIT > DS1 Level, Avg Days		P	0	0					
WY	05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS	0	0					
WY	05-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT > DS1 Level %		NS	0	0					
WY	05-02	MR-5	All Troubles Cleared within 4 Hrs, UDIT > DS1 Level %		P	0	0					
WY	05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P	0	0					
WY	05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P	0	0					
WY	05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS	0	0					
WY	05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0	0					
WY	05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS	0	0					
WY	05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS	0	0					
WY	07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0	0					
WY	07-01	OP-5	New Service Installation Quality, E911 %		P	0	0					
WY	07-01	OP-5*	New Service Installation Quality, E911 %		NS	0	0					
WY	07-01	MR-5	All Troubles Cleared within 4 Hrs, E911 %		P	0	0					
WY	07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0	0					
WY	07-01	MR-7	Repair Repeat Report Rate, E911 %		P	0	0					
WY	07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS	0	0					
WY	07-01	MR-8	Trouble Rate, E911 %		P	0	0					
WY	07-01	MR-8*	Trouble Rate, E911 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS						N/A						N/A						N/A	100%	1	0%	1	0.67	N/A
WY	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD			8.36	.		N/A			8.77	.		N/A			8.54	.		N/A			7.95	.		N/A
WY	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD			8.51	.		N/A			8.51	.		N/A			9.67	.		N/A			9.43	.		N/A
WY	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.09	16425				N/A	0.11	15147				N/A	0.09	14042				N/A	0.1	15655				N/A
WY	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	94.54%	15857				N/A	95.03%	14448				N/A	94.91%	13355				N/A	95.45%	14986				N/A
WY	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733				N/A	1.25	7032415				N/A
WY	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%						N/A	100%	1				Yes						N/A						N/A
WY	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%						N/A	100%	1				Yes						N/A						N/A
WY	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS						N/A	100%	1				N/A						N/A						N/A
WY	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS			51.77%	367		N/A			44.99%	369		N/A			60.53%	266		N/A			53.70%	311		N/A
WY	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss			100%	648		N/A			99.42%	684		N/A			99.42%	515		N/A			99.69%	649		N/A
WY	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%						N/A						N/A						N/A						N/A
WY	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%						N/A						N/A						N/A						N/A
WY	14-01	OP-3	Installation Commitments Met, Residence %	D	P	100%	69	96.57%	1254	-1.52	Yes	100%	13	96.32%	1142	-0.7	Yes	100%	5	95.96%	1113	-0.46	Yes	100%	1	97.71%	1135	-0.15	Yes
WY	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	100%	181	99.83%	3544	-0.54	Yes	100%	22	99.64%	2808	-0.28	Yes	100%	9	99.80%	2947	-0.14	Yes	100%	25	99.73%	2987	-0.26	Yes
WY	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	3.67	69	5	1255	-1.77	Yes	3.54	13	6.36	1146	-0.33	Yes	3.4	5	4.77	1123	-0.66	Yes	3	1	5.56	1143	-0.15	Yes
WY	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	2.99	75	3.48	2880	-3.98	Yes	3	10	3.55	2215	-1.68	Yes	2.57	7	3.54	2371	-1.01	Yes	2.5	20	3.46	2325	-4.7	Yes
WY	14-01	OP-5	New Service Installation Quality, Residence %		P	97.90%	143	89.63%	4377	-3.19	Yes	100%	25	88.34%	4012	-1.81	Yes	90%	20	88.34%	4101	-0.23	Yes	100%	27	89.31%	3817	-1.79	Yes
WY	14-01	OP-5*	New Service Installation Quality, Residence %		NS						N/A	100%	25	90.50%	4012	-1.61	N/A	95%	20	90.59%	4101	-0.67	N/A	100%	27	91.33%	3817	-1.6	N/A
WY	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P			4.5	18		N/A			68.42	12		N/A			4	22		N/A			88.33	6		N/A
WY	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P			2.67	6		N/A			8.75	8		N/A			17.33	6		N/A			1.67	6		N/A
WY	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P			11.88	26		N/A			41.48	33		N/A			8	23		N/A			20.65	20		N/A
WY	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P						N/A			1.5	2		N/A						N/A			8.5	2		N/A
WY	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	1	1	204.77	172	-0.91	N/A			181.48	175		N/A			175.59	187		N/A			169.63	167		N/A
WY	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0		115		-1.42	N/A			118			N/A			129			N/A			122			N/A
WY	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	100%	5	96.41%	1587	-0.43	Yes	100%	4	93.45%	1817	-0.53	Yes	100%	3	95.89%	1412	-0.36	Yes	100%	2	96.03%	1286	-0.29	Yes
WY	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	100%	2	98.71%	309	-0.16	Yes			99.02%	306		N/A	100%	1	96.89%	225	-0.18	Yes			98.84%	258		N/A
WY	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	100%	6	99.22%	2059	-0.22	Yes	100%	4	98.53%	2319	-0.24	Yes	100%	4	99.32%	1900	-0.17	Yes	100%	3	99.32%	1752	-0.14	Yes
WY	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	100%	2	100%	547	.	Yes			99.47%	561		N/A	100%	2	99.29%	424	-0.12	Yes			99.81%	529		N/A
WY	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	4:50	6	10:56	2059	-1.4	Yes	2:35	4	12:09	2319	-1.62	Yes	2:29	4	11:10	1900	-1.6	Yes	2:49	3	10:51	1752	-1.39	Yes
WY	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:00	2	5:27	547	-0.52	Yes			7:17	561		N/A	2:29	2	5:56	424	-0.53	Yes			5:43	529		N/A
WY	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0%	6	13.22%	2118	-0.95	Yes	0%	4	13.26%	2361	-0.78	Yes	0%	4	14.80%	1946	-0.83	Yes	33.33%	3	14.37%	1789	0.79	Yes
WY	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0%	2	11.33%	547	-0.5	Yes			11.05%	561		N/A	0%	2	10.61%	424	-0.49	Yes			14.56%	529		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS	0	0					
WY	07-02	DA-1	Speed of Answer - Directory Assistance, Avg Sec		PBD	0	0					
WY	07-02	OS-1	Speed of Answer - Operator Services, Avg Sec		PBD	0	0					
WY	08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0	0					
WY	08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	0	0					
WY	10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	0	0					
WY	11-01	OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	0	0					
WY	11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	0	0					
WY	11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	0	0					
WY	11-01	MR-11A	LNP Trouble Reports Cleared within 4 Hrs, LNP %		NS	0	0					
WY	11-01	MR-11B	LNP Trouble Reports Cleared within 48 Hrs, LNP %		1 miss	0	0					
WY	13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	0	0					
WY	13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	0	0					
WY	14-01	OP-3	Installation Commitments Met, Residence %	D	P	0	0					
WY	14-01	OP-3	Installation Commitments Met, Residence %	ND	P	0	0					
WY	14-01	OP-4	Installation Interv, Residence, Avg Days	D	P	0	0					
WY	14-01	OP-4	Installation Interv, Residence, Avg Days	ND	P	0	0					
WY	14-01	OP-5	New Service Installation Quality, Residence %		P	0	0					
WY	14-01	OP-5*	New Service Installation Quality, Residence %		NS	0	0					
WY	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	D	P	0	0					
WY	14-01	OP-6A	Delays for Non-Facility Reasons, Residence, Avg Days	ND	P	0	0					
WY	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	D	P	0	0					
WY	14-01	OP-6B	Delays for Facility Reasons, Residence, Avg Days	ND	P	0	0					
WY	14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	0					
WY	14-01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence %		NS	0	0					
WY	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	D	P	0	0					
WY	14-01	MR-3	Out of Service Cleared within 24 Hrs, Residence %	ND	P	0	0					
WY	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	D	P	0	0					
WY	14-01	MR-4	All Troubles Cleared within 48 Hrs, Residence %	ND	P	0	0					
WY	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0	0					
WY	14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0	0					
WY	14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	0	0					
WY	14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A	0%	4	13.23%	2161	-0.78	N/A	0%	3	15.03%	1777	-0.73	N/A	33.33%	3	14.40%	1653	0.79	N/A
WY	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A			15.95%	232		N/A	0%	1	12.14%	173	-0.37	N/A			14.88%	215		N/A
WY	14-01	MR-8	Trouble Rate, Residence %		P	1.41%	567	1.59%	167928	-0.33	Yes	0.82%	489	1.73%	168658	-1.55	Yes	1.16%	517	1.40%	168894	-0.47	Yes	0.56%	532	1.36%	169924	-1.59	Yes
WY	14-01	MR-8*	Trouble Rate, Residence %		NS						N/A	0.82%	489	1.42%	168658	-1.12	N/A	0.77%	517	1.15%	168894	-0.81	N/A	0.56%	532	1.10%	169924	-1.18	N/A
WY	14-01	MR-9	Repair Appointments Met, Residence %	D	P	100%	6	98.77%	2118	-0.27	Yes	100%	4	97.16%	2361	-0.34	Yes	100%	4	99.02%	1946	-0.2	Yes	100%	3	99.05%	1789	-0.17	Yes
WY	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	100%	2	99.63%	547	-0.09	Yes			98.57%	561		N/A	100%	2	99.29%	424	-0.12	Yes			99.24%	529		N/A
WY	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	33.33%	12	31.08%	3867	0.19	N/A	55.56%	9	31.08%	4240	1.48	N/A	14.29%	7	29.92%	3382	-0.9	N/A	66.67%	9	30.52%	3336	2.16	N/A
WY	14-02	OP-3	Installation Commitments Met, Business %	D	P	100%	4	95.32%	385	-0.44	Yes	100%	2	97.82%	412	-0.21	Yes	100%	3	95.29%	382	-0.38	Yes	100%	3	94.73%	474	-0.41	Yes
WY	14-02	OP-3	Installation Commitments Met, Business %	ND	P	100%	13	100%	70	.	Yes	100%	13	97.10%	69	-0.57	Yes	100%	5	100%	79	.	Yes	100%	8	99.07%	108	-0.26	Yes
WY	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	4.75	4	5.23	385	-0.14	Yes	15	2	4.71	415	1.84	No	3.67	3	5.05	394	-0.28	Yes	3.67	3	6.22	481	-0.51	Yes
WY	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	2.09	11	3.49	53	-1.2	Yes	2.63	8	2.89	44	-0.35	Yes	1.4	5	3.84	58	-1.45	Yes	2.25	8	3.21	61	-1.34	Yes
WY	14-02	OP-5	New Service Installation Quality, Business %		P	93.75%	16	85.32%	470	-0.94	Yes	100%	12	88.73%	479	-1.22	Yes	80%	10	84.96%	532	0.46	Yes	100%	11	88.25%	553	-1.2	Yes
WY	14-02	OP-5*	New Service Installation Quality, Business %		NS						N/A	100%	12	90.81%	479	-1.09	N/A	90%	10	87.78%	532	-0.21	N/A	100%	11	90.78%	553	-1.05	N/A
WY	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P			5	9		N/A			5.5	6		N/A			12.38	13		N/A			5.29	14		N/A
WY	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P						N/A			23.5	2		N/A						N/A						N/A
WY	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P			11.63	8		N/A			18.5	4		N/A			12.71	7		N/A			27	11		N/A
WY	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A			3	1		N/A
WY	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			136.15	62		N/A			109.89	61		N/A			124.79	48		N/A			110.83	52		N/A
WY	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS			25			N/A			25			N/A			23			N/A			23			N/A
WY	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	100%	6	95.17%	290	-0.55	Yes	66.67%	3	95.22%	293	1.45	Yes	100%	5	92.92%	226	-0.61	Yes	100%	1	94.85%	194	-0.23	Yes
WY	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	100%	1	100%	58	.	Yes	100%	2	96.83%	63	-0.25	Yes			97.56%	41		N/A			96.23%	53		N/A
WY	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	100%	6	99.12%	342	-0.23	Yes	66.67%	3	98.84%	346	2.07	No	100%	6	98.03%	304	-0.34	Yes	100%	1	99.24%	262	-0.09	Yes
WY	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	100%	1	100%	101	.	Yes	100%	2	99.19%	123	-0.13	Yes			100%	91		N/A			99.17%	120		N/A
WY	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	7:06	6	8:19	342	-0.3	Yes	1:03:22	3	9:33	346	1.94	No	4:32	6	10:39	304	-1.23	Yes	3:16	1	8:49	262	-0.57	Yes
WY	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1:45	1	3:06	101	-0.3	Yes	4:27	2	4:52	123	-0.07	Yes			3:18	91		N/A			3:05	120		N/A
WY	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	16.67%	6	15.61%	346	0.12	Yes	0%	3	13.28%	354	-0.67	Yes	0%	6	13.03%	307	-0.94	Yes	0%	1	11.74%	264	-0.36	Yes
WY	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0%	1	12.87%	101	-0.38	Yes	0%	2	16.26%	123	-0.62	Yes			9.89%	91		N/A			15%	120		N/A
WY	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A	0%	3	11.47%	314	-0.62	N/A	0%	5	13.17%	281	-0.86	N/A	0%	1	10.55%	237	-0.34	N/A
WY	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A	0%	1	25%	48	-0.57	N/A			13.89%	36		N/A			16.07%	56		N/A
WY	14-02	MR-8	Trouble Rate, Business %		P	0.65%	1075	0.75%	59431	-0.38	Yes	0.48%	1047	0.80%	59514	-1.17	Yes	0.55%	1087	0.67%	59438	-0.47	Yes	0.09%	1119	0.65%	59275	-2.31	Yes
WY	14-02	MR-8*	Trouble Rate, Business %		NS						N/A	0.38%	1047	0.61%	59514	-0.93	N/A	0.46%	1087	0.53%	59438	-0.33	N/A	0.09%	1119	0.49%	59275	-1.91	N/A
WY	14-02	MR-9	Repair Appointments Met, Business %	ND	P	100%	1	98.02%	101	-0.14	Yes	50%	2	97.56%	123	1.9	No			98.90%	91		N/A			97.50%	120		N/A
WY	14-02	MR-9	Repair Appointments Met, Business %	D	P	100%	6	99.13%	346	-0.23	Yes	100%	3	94.92%	354	-0.4	Yes	100%	6	97.39%	307	-0.4	Yes	100%	1	96.59%	264	-0.19	Yes

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS	0	0					
WY	14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS	0	0					
WY	14-01	MR-8	Trouble Rate, Residence %		P	0	0					
WY	14-01	MR-8*	Trouble Rate, Residence %		NS	0	0					
WY	14-01	MR-9	Repair Appointments Met, Residence %	D	P	0	0					
WY	14-01	MR-9	Repair Appointments Met, Residence %	ND	P	0	0					
WY	14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	0	0					
WY	14-02	OP-3	Installation Commitments Met, Business %	D	P	0	0					
WY	14-02	OP-3	Installation Commitments Met, Business %	ND	P	0	0					
WY	14-02	OP-4	Installation Interv, Business, Avg Days	D	P	1	1	12	5.92	5.34	0.58	
WY	14-02	OP-4	Installation Interv, Business, Avg Days	ND	P	0	0					
WY	14-02	OP-5	New Service Installation Quality, Business %		P	0	0					
WY	14-02	OP-5*	New Service Installation Quality, Business %		NS	0	0					
WY	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	D	P	0	0					
WY	14-02	OP-6A	Delays for Non-Facility Reasons, Business, Avg Days	ND	P	0	0					
WY	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	D	P	0	0					
WY	14-02	OP-6B	Delays for Facility Reasons, Business, Avg Days	ND	P	0	0					
WY	14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	0	0					
WY	14-02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business %		NS	0	0					
WY	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	D	P	0	0					
WY	14-02	MR-3	Out of Service Cleared within 24 Hrs, Business %	ND	P	0	0					
WY	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	D	P	1	1	16	93.75%	98.80%	-5.05%	
WY	14-02	MR-4	All Troubles Cleared within 48 Hrs, Business %	ND	P	0	0					
WY	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	1	1	16	9:41	9:19	0:22	
WY	14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0	0					
WY	14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0	0					
WY	14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	0	0					
WY	14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS	0	0					
WY	14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS	0	0					
WY	14-02	MR-8	Trouble Rate, Business %		P	0	0					
WY	14-02	MR-8*	Trouble Rate, Business %		NS	0	0					
WY	14-02	MR-9	Repair Appointments Met, Business %	ND	P	1	1	3	66.67%	97.93%	-31.26%	
WY	14-02	MR-9	Repair Appointments Met, Business %	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	53.33%	15	30.05%	639	1.84	N/A	50%	10	31.47%	696	1.19	N/A	25%	8	30.66%	574	-0.34	N/A	0%	1	33.56%	578	-0.71	N/A
WY	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	100%	4	100%	7	.	Yes	100%	8	100%	8	.	Yes	100%	12	85.71%	7	-0.86	Yes	100%	3	100%	7	.	Yes
WY	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	100%	8				N/A	100%	2				N/A	100%	2	0%	1	.	N/A	100%	5				N/A
WY	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	5.5	4	2.71	7	2.88	No	5	8	2.88	8	3.72	No	4.67	12	5.57	7	-0.5	Yes	5	3	4	7	0.4	Yes
WY	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	4.88	8				N/A	5	2				N/A	5	2	1	1	.	N/A	5	4				N/A
WY	14-03	OP-5	New Service Installation Quality, Centrex %		P	90.91%	11	37.50%	8	-2.37	Yes	91.67%	12	50%	8	-1.83	Yes	100%	11	75%	8	-1.24	Yes	90%	10	60%	10	-1.37	Yes
WY	14-03	OP-5*	New Service Installation Quality, Centrex %		NS						N/A	91.67%	12	62.50%	8	-1.32	N/A	100%	11	100%	8	.	Yes	90%	10	60%	10	-1.37	N/A
WY	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A						N/A						N/A
WY	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A			1	1		N/A						N/A
WY	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A			11	1		N/A						N/A
WY	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			243.5	4		N/A			221.5	4		N/A			132.14	7		N/A	1	1	140.88	8	-1.69	N/A
WY	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS			0			N/A			0			N/A			1			N/A	0		1		-0.36	N/A
WY	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	100%	5	100%	24	.	Yes	100%	1	100%	15	.	Yes	100%	5	88.89%	9	-0.63	Yes	100%	2	93.33%	15	-0.36	Yes
WY	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P			100%	6		N/A	100%	1	100%	5	.	Yes			100%	1		N/A			100%	3		N/A
WY	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	100%	5	100%	29	.	Yes	100%	2	100%	18	.	Yes	100%	5	100%	11	.	Yes	100%	2	100%	20	.	Yes
WY	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P			100%	13		N/A	100%	1	100%	13	.	Yes			100%	4		N/A	100%	1	100%	10	.	Yes
WY	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	6:29	5	4:25	29	0.77	Yes	1:10	2	4:08	18	-0.84	Yes	10:08	5	12:26	11	-0.3	Yes	1:42	2	7:52	20	-1	Yes
WY	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			2:31	13		N/A	0:53	1	3:39	13	-0.72	Yes			2:59	4		N/A	0:01	1	3:20	10	-0.54	Yes
WY	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	20%	5	6.90%	29	0.76	Yes	0%	2	5.56%	18	-0.33	Yes	0%	5	0%	11	.	Yes	0%	2	10%	20	-0.45	Yes
WY	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			0%	13		N/A	0%	1	7.69%	13	-0.28	Yes			0%	4		N/A	0%	1	0%	10	.	Yes
WY	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A	0%	2	5.88%	17	-0.33	N/A	0%	5	0%	10	.	Yes	0%	2	10.53%	19	-0.46	N/A
WY	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A	0%	1	11.11%	9	-0.34	N/A			0%	1		N/A			0%	5		N/A
WY	14-03	MR-8	Trouble Rate, Centrex %		P	1.04%	481	0.66%	6321	0.95	Yes	0.63%	480	0.47%	6564	0.51	Yes	1.02%	492	0.23%	6580	2.54	No	0.61%	493	0.45%	6631	0.53	Yes
WY	14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A	0.63%	480	0.40%	6564	0.77	N/A	1.02%	492	0.17%	6580	2.9	N/A	0.41%	493	0.36%	6631	0.22	N/A
WY	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	100%	5	100%	29	.	Yes	100%	2	100%	18	.	Yes	100%	5	100%	11	.	Yes	100%	2	100%	20	.	Yes
WY	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P			100%	13		N/A	100%	1	100%	13	.	Yes			100%	4		N/A	100%	1	100%	10	.	Yes
WY	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	28.57%	7	6.67%	45	1.51	N/A	40%	5	29.55%	44	0.44	N/A	37.50%	8	28.57%	21	0.41	N/A	25%	4	31.82%	44	-0.28	N/A
WY	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P			100%	12		N/A	100%	1	100%	9	.	Yes	100%	1	100%	12	.	Yes			83.33%	12		N/A
WY	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P			100%	6		N/A	100%	1	100%	4	.	Yes	100%	11	100%	5	.	Yes			100%	6		N/A
WY	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P			3.5	4		N/A	5	1	3.25	4	0.32	Yes	5.1	10	3	3	2.2	No			3.5	6		N/A
WY	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P			4.5	12		N/A	5	1	3.22	9	1.07	Yes	3	1	4.46	13	-0.36	Yes			8.25	12		N/A
WY	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	100%	1	93.75%	16	-0.25	Yes	100%	7	50%	16	-2.21	Yes	100%	6	38.89%	18	-2.66	Yes	100%	1	52.63%	19	-0.92	Yes
WY	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS						N/A	100%	7	56.25%	16	-1.95	N/A	100%	6	38.89%	18	-2.66	N/A	100%	1	73.68%	19	-0.58	N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	0	0					
WY	14-03	OP-3	Installation Commitments Met, Centrex %	D	P	0	0					
WY	14-03	OP-3	Installation Commitments Met, Centrex %	ND	P	0	0					
WY	14-03	OP-4	Installation Interv, Centrex, Avg Days	D	P	2	2	27	4.93	3.76	1.17	
WY	14-03	OP-4	Installation Interv, Centrex, Avg Days	ND	P	0	0					
WY	14-03	OP-5	New Service Installation Quality, Centrex %		P	0	0					
WY	14-03	OP-5*	New Service Installation Quality, Centrex %		NS	0	0					
WY	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	D	P	0	0					
WY	14-03	OP-6A	Delays for Non-Facility Reasons, Centrex, Avg Days	ND	P	0	0					
WY	14-03	OP-6B	Delays for Facility Reasons, Centrex, Avg Days	D	P	0	0					
WY	14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	0	0					
WY	14-03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex %		NS	0	0					
WY	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	D	P	0	0					
WY	14-03	MR-3	Out of Service Cleared within 24 Hrs, Centrex %	ND	P	0	0					
WY	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	D	P	0	0					
WY	14-03	MR-4	All Troubles Cleared within 48 Hrs, Centrex %	ND	P	0	0					
WY	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0	0					
WY	14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0	0					
WY	14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P	0	0					
WY	14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P	0	0					
WY	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS	0	0					
WY	14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS	0	0					
WY	14-03	MR-8	Trouble Rate, Centrex %		P	1	1	1946	0.82%	0.45%	0.37%	
WY	14-03	MR-8*	Trouble Rate, Centrex %		NS	0	0					
WY	14-03	MR-9	Repair Appointments Met, Centrex %	D	P	0	0					
WY	14-03	MR-9	Repair Appointments Met, Centrex %	ND	P	0	0					
WY	14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS	0	0					
WY	14-04	OP-3	Installation Commitments Met, Centrex 21 %	D	P	0	0					
WY	14-04	OP-3	Installation Commitments Met, Centrex 21 %	ND	P	0	0					
WY	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	ND	P	1	1	11	5.09	3.35	1.74	
WY	14-04	OP-4	Installation Interv, Centrex 21, Avg Days	D	P	0	0					
WY	14-04	OP-5	New Service Installation Quality, Centrex 21 %		P	0	0					
WY	14-04	OP-5*	New Service Installation Quality, Centrex 21 %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A			2	1		N/A
WY	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A			9	1		N/A
WY	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			72.38	8		N/A			72.33	6		N/A			192.33	3		N/A			172.33	3		N/A
WY	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS			3			N/A			2			N/A			0			N/A			0			N/A
WY	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P			94.12%	17		N/A	100%	2	84.62%	26	-0.58	Yes			100%	20		N/A			88.89%	18		N/A
WY	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P			100%	4		N/A			83.33%	6		N/A			100%	7		N/A			100%	5		N/A
WY	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P			100%	21		N/A	100%	2	94.12%	34	-0.34	Yes			96.15%	26		N/A			95.83%	24		N/A
WY	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P			100%	10		N/A			100%	16		N/A			100%	13		N/A			100%	18		N/A
WY	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			5:55	21		N/A	3:31	2	13:40	34	-0.8	Yes			7:22	26		N/A			10:13	24		N/A
WY	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			4:19	10		N/A			4:13	16		N/A			1:23	13		N/A			2:33	18		N/A
WY	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P			0%	21		N/A	0%	2	8.82%	34	-0.43	Yes			3.85%	26		N/A			12%	25		N/A
WY	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P			10%	10		N/A			25%	16		N/A			15.38%	13		N/A			11.11%	18		N/A
WY	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A	0%	2	10.34%	29	-0.46	N/A			4.17%	24		N/A			12.50%	24		N/A
WY	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A			33.33%	12		N/A			11.11%	9		N/A			0%	7		N/A
WY	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0%	254	0.52%	5941	-1.13	Yes	0.79%	254	0.84%	5960	-0.09	Yes	0%	217	0.66%	5930	-1.18	Yes	0%	216	0.72%	5935	-1.23	Yes
WY	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A	0.79%	254	0.69%	5960	0.26	N/A	0%	217	0.56%	5930	-1.08	N/A	0%	216	0.52%	5935	-1.05	N/A
WY	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P			100%	21		N/A	100%	2	100%	34	.	Yes			96.15%	26		N/A			100%	25		N/A
WY	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P			100%	10		N/A			100%	16		N/A			100%	13		N/A			100%	18		N/A
WY	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	100%	2	27.91%	43	1.77	N/A	33.33%	3	28.57%	70	0.15	N/A			40%	65		N/A			34.85%	66		N/A
WY	14-05	OP-3	Installation Commitments Met, PBX %	D	P			100%	1		N/A			100%	3		N/A	100%	1	100%	2	.	Yes			100%	3		N/A
WY	14-05	OP-3	Installation Commitments Met, PBX %	ND	P						N/A			100%	4		N/A						N/A			100%	1		N/A
WY	14-05	OP-3	Installation Commitments Met, PBX %		P			1.69%	59		N/A			100%	3		N/A			33.33%	3		N/A			100%	3		N/A
WY	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P			6	1		N/A			4.33	3		N/A	3	1	12	4	-0.9	Yes			5	4		N/A
WY	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P						N/A			2	3		N/A						N/A			1	1		N/A
WY	14-05	OP-4	Installation Interv, PBX, Avg Days		P			50.28	68		N/A			39.8	25		N/A			30.56	9		N/A			36	27		N/A
WY	14-05	OP-5	New Service Installation Quality, PBX %		P			98.04%	51		N/A	0%	1	86.96%	23	1.44	Yes	100%	1	83.33%	24	-0.44	Yes	100%	1	96.43%	28	-0.19	Yes
WY	14-05	OP-5*	New Service Installation Quality, PBX %		NS						N/A	100%	1	86.96%	23	-0.38	N/A	100%	1	87.50%	24	-0.37	N/A	100%	1	96.43%	28	-0.19	N/A
WY	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			12	1		N/A						N/A
WY	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A
WY	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P			16.68	66		N/A			28.21	19		N/A			31.25	4		N/A			16.89	19		N/A
WY	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A
WY	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			188.71	7		N/A			255.43	7		N/A			279.83	6		N/A			271.5	6		N/A
WY	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS			5			N/A			1			N/A			0			N/A			0			N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-04	OP-6A	Delays for Non-Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
WY	14-04	OP-6B	Delays for Facility Reasons, Centrex 21, Avg Days	D	P	0	0					
WY	14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	0	0					
WY	14-04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21 %		NS	0	0					
WY	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	D	P	0	0					
WY	14-04	MR-3	Out of Service Cleared within 24 Hrs, Centrex 21 %	ND	P	0	0					
WY	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	D	P	0	0					
WY	14-04	MR-4	All Troubles Cleared within 48 Hrs, Centrex 21 %	ND	P	0	0					
WY	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	0	0					
WY	14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0	0					
WY	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P	0	0					
WY	14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P	0	0					
WY	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS	0	0					
WY	14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS	0	0					
WY	14-04	MR-8	Trouble Rate, Centrex 21 %		P	0	0					
WY	14-04	MR-8*	Trouble Rate, Centrex 21 %		NS	0	0					
WY	14-04	MR-9	Repair Appointments Met, Centrex 21 %	D	P	0	0					
WY	14-04	MR-9	Repair Appointments Met, Centrex 21 %	ND	P	0	0					
WY	14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS	0	0					
WY	14-05	OP-3	Installation Commitments Met, PBX %	D	P	0	0					
WY	14-05	OP-3	Installation Commitments Met, PBX %	ND	P	0	0					
WY	14-05	OP-3	Installation Commitments Met, PBX %		P	0	0					
WY	14-05	OP-4	Installation Interv, PBX, Avg Days	D	P	0	0					
WY	14-05	OP-4	Installation Interv, PBX, Avg Days	ND	P	0	0					
WY	14-05	OP-4	Installation Interv, PBX, Avg Days		P	0	0					
WY	14-05	OP-5	New Service Installation Quality, PBX %		P	0	0					
WY	14-05	OP-5*	New Service Installation Quality, PBX %		NS	0	0					
WY	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	D	P	0	0					
WY	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days	ND	P	0	0					
WY	14-05	OP-6A	Delays for Non-Facility Reasons, PBX, Avg Days		P	0	0					
WY	14-05	OP-6B	Delays for Facility Reasons, PBX, Avg Days	D	P	0	0					
WY	14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0	0					
WY	14-05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P			100%	14		N/A	100%	1	100%	10	.	Yes			85.71%	7		N/A			94.12%	17		N/A
WY	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	100%	1	100%	19	.	Yes	100%	1	100%	13	.	Yes			100%	16		N/A			100%	12		N/A
WY	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P			100%	17		N/A	100%	1	100%	11	.	Yes			100%	8		N/A			95.45%	22		N/A
WY	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	100%	1	100%	21	.	Yes	100%	2	100%	14	.	Yes			100%	19		N/A			100%	15		N/A
WY	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			3:14	17		N/A	3:42	1	6:19	11	-0.38	Yes			8:41	8		N/A			9:17	22		N/A
WY	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:19	1	1:51	21	-0.92	Yes	4:42	2	2:25	14	1.07	Yes			0:59	19		N/A			1:44	15		N/A
WY	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			5.88%	17		N/A	0%	1	9.09%	11	-0.3	Yes			12.50%	8		N/A			4.55%	22		N/A
WY	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0%	1	9.52%	21	-0.32	Yes	0%	2	14.29%	14	-0.54	Yes			5.26%	19		N/A			6.67%	15		N/A
WY	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A	0%	1	11.11%	9	-0.34	N/A			12.50%	8		N/A			0%	20		N/A
WY	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A			20%	5		N/A			20%	5		N/A			12.50%	8		N/A
WY	14-05	MR-8	Trouble Rate, PBX %		P	0.31%	324	0.25%	15200	0.28	Yes	0.99%	302	0.17%	15034	2.4	No	0%	280	0.18%	14988	-0.7	Yes	0%	302	0.25%	14970	-0.86	Yes
WY	14-05	MR-8*	Trouble Rate, PBX %		NS						N/A	0.33%	302	0.09%	15034	1.06	N/A	0%	280	0.09%	14988	-0.49	N/A	0%	302	0.19%	14970	-0.74	N/A
WY	14-05	MR-9	Repair Appointments Met, PBX %	D	P			88.89%	9		N/A	100%	1	100%	6	.	Yes			100%	6		N/A			94.44%	18		N/A
WY	14-05	MR-9	Repair Appointments Met, PBX %	ND	P			100%	5		N/A	50%	2	66.67%	3	0.1	Yes			100%	4		N/A			100%	3		N/A
WY	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0%	1	45.71%	70	-0.91	N/A	25%	4	30.56%	36	-0.23	N/A			34.15%	41		N/A			28.85%	52		N/A
WY	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P						N/A						N/A						N/A			100%	1		N/A
WY	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P						N/A						N/A						N/A						N/A
WY	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P			85.71%	7		N/A			100%	7		N/A			75%	12		N/A	100%	1	80%	5	-0.46	Yes
WY	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A			6	1		N/A
WY	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A
WY	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P			14	7		N/A			9.17	6		N/A			11.27	11		N/A	8	1	10.5	4	-0.41	Yes
WY	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P			100%	7		N/A			90%	10		N/A	100%	1	100%	9	.	Yes	100%	1	100%	8	.	Yes
WY	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS						N/A			90%	10		N/A	100%	1	100%	9	.	Yes	100%	1	100%	8	.	Yes
WY	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A
WY	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A			7	3		N/A			3	1		N/A
WY	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P			31	1		N/A						N/A						N/A						N/A
WY	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			258	5		N/A			203.5	6		N/A			197.17	6		N/A			181.5	6		N/A
WY	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS			2			N/A			1			N/A			1			N/A			0			N/A
WY	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P			100%	6		N/A			100%	2		N/A			100%	3		N/A			100%	1		N/A
WY	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P			100%	4		N/A			100%	10		N/A			100%	4		N/A			100%	4		N/A
WY	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P			100%	6		N/A			100%	2		N/A			100%	3		N/A			100%	1		N/A
WY	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P			100%	5		N/A			100%	10		N/A			100%	4		N/A			100%	4		N/A
WY	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:30	6		N/A			6:30	2		N/A			6:44	3		N/A			0:56	1		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	D	P	0	0					
WY	14-05	MR-3	Out of Service Cleared within 24 Hrs, PBX %	ND	P	0	0					
WY	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	D	P	0	0					
WY	14-05	MR-4	All Troubles Cleared within 48 Hrs, PBX %	ND	P	0	0					
WY	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0	0					
WY	14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0	0					
WY	14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P	0	0					
WY	14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P	0	0					
WY	14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS	0	0					
WY	14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS	0	0					
WY	14-05	MR-8	Trouble Rate, PBX %		P	1	1	1208	0.33%	0.21%	0.12%	
WY	14-05	MR-8*	Trouble Rate, PBX %		NS	0	0					
WY	14-05	MR-9	Repair Appointments Met, PBX %	D	P	0	0					
WY	14-05	MR-9	Repair Appointments Met, PBX %	ND	P	0	0					
WY	14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS	0	0					
WY	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	D	P	0	0					
WY	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %	ND	P	0	0					
WY	14-06	OP-3	Installation Commitments Met, Basic Rate ISDN %		P	0	0					
WY	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	D	P	0	0					
WY	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days	ND	P	0	0					
WY	14-06	OP-4	Installation Interv, Basic Rate ISDN, Avg Days		P	0	0					
WY	14-06	OP-5	New Service Installation Quality, Basic Rate ISDN %		P	0	0					
WY	14-06	OP-5*	New Service Installation Quality, Basic Rate ISDN %		NS	0	0					
WY	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	0	0					
WY	14-06	OP-6A	Delays for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
WY	14-06	OP-6B	Delays for Facility Reasons, Basic Rate ISDN, Avg Days		P	0	0					
WY	14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	0	0					
WY	14-06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN %		NS	0	0					
WY	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	D	P	0	0					
WY	14-06	MR-3	Out of Service Cleared within 24 Hrs, Basic Rate ISDN %	ND	P	0	0					
WY	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	D	P	0	0					
WY	14-06	MR-4	All Troubles Cleared within 48 Hrs, Basic Rate ISDN %	ND	P	0	0					
WY	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:23	5		N/A			1:02	10		N/A			1:30	4		N/A			0:40	4		N/A
WY	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			16.67%	6		N/A			0%	2		N/A			33.33%	3		N/A			0%	1		N/A
WY	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			0%	5		N/A			40%	10		N/A			0%	4		N/A			0%	4		N/A
WY	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A			0%	2		N/A			33.33%	3		N/A						N/A
WY	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A			0%	2		N/A			0%	2		N/A						N/A
WY	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	2	1.13%	970	-0.15	Yes	0%	2	1.24%	966	-0.16	Yes	0%	2	0.73%	962	-0.12	Yes	0%	2	0.52%	963	-0.1	Yes
WY	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A	0%	2	0.41%	966	-0.09	N/A	0%	2	0.52%	962	-0.1	N/A	0%	2	0%	963	.	Yes
WY	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P			100%	1		N/A						N/A						N/A						N/A
WY	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			21.43%	14		N/A			36.84%	19		N/A			41.67%	12		N/A			37.50%	8		N/A
WY	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P			92.31%	13		N/A			80%	15		N/A			93.33%	15		N/A			100%	9		N/A
WY	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P			99.62%	264		N/A			99.66%	291		N/A			99.56%	225		N/A			100%	220		N/A
WY	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P			0%	1		N/A						N/A			0%	1		N/A			100%	2		N/A
WY	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P			5.62	13		N/A			7.6	15		N/A			10	15		N/A			10.11	9		N/A
WY	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P			4.86	192		N/A			4.89	157		N/A			9.49	151		N/A			9.57	155		N/A
WY	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P						N/A						N/A			48	1		N/A			5	2		N/A
WY	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P			100%	292		N/A			100%	274		N/A			100%	236		N/A			100%	236		N/A
WY	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS						N/A			100%	274		N/A			100%	236		N/A			100%	236		N/A
WY	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			2	1		N/A			1.33	3		N/A			2	1		N/A						N/A
WY	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			2	1		N/A			9	1		N/A			6	1		N/A						N/A
WY	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P			3	1		N/A						N/A			35	1		N/A						N/A
WY	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P			88.89%	18		N/A			80%	10		N/A			100%	5		N/A			85.71%	14		N/A
WY	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P			94.44%	18		N/A			90%	10		N/A			100%	5		N/A			92.86%	14		N/A
WY	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			7:17	18		N/A			1.1125	10		N/A			12:10	5		N/A			14:44	14		N/A
WY	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			11.11%	18		N/A			30%	10		N/A			60%	5		N/A			28.57%	14		N/A
WY	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A			40%	5		N/A			50%	2		N/A			33.33%	6		N/A
WY	14-07	MR-8	Trouble Rate, Qwest DSL %		P			1.93%	931		N/A			1.03%	974		N/A			0.50%	1000		N/A			1.34%	1043		N/A
WY	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A			0.51%	974		N/A			0.20%	1000		N/A			0.58%	1043		N/A
WY	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			41.94%	31		N/A			50%	20		N/A			54.55%	11		N/A			48.15%	27		N/A
WY	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P			66.67%	3		N/A			4.76%	21		N/A			75%	16		N/A			85.71%	7		N/A
WY	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A
WY	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P			9.29	7		N/A			56.65	23		N/A			11.22	36		N/A			11.18	17		N/A
WY	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P			100%	22		N/A			100%	37		N/A			100%	27		N/A			100%	24		N/A
WY	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS						N/A			100%	37		N/A			100%	27		N/A			100%	24		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	0	0					
WY	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P	0	0					
WY	14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P	0	0					
WY	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS	0	0					
WY	14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS	0	0					
WY	14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0	0					
WY	14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS	0	0					
WY	14-06	MR-9	Repair Appointments Met, Basic Rate ISDN %	ND	P	0	0					
WY	14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS	0	0					
WY	14-07	OP-3	Installation Commitments Met, Qwest DSL %	D	P	0	0					
WY	14-07	OP-3	Installation Commitments Met, Qwest DSL %	ND	P	0	0					
WY	14-07	OP-3	Installation Commitments Met, Qwest DSL %		P	0	0					
WY	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	D	P	0	0					
WY	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days	ND	P	0	0					
WY	14-07	OP-4	Installation Interv, Qwest DSL, Avg Days		P	0	0					
WY	14-07	OP-5	New Service Installation Quality, Qwest DSL %		P	0	0					
WY	14-07	OP-5*	New Service Installation Quality, Qwest DSL %		NS	0	0					
WY	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	0	0					
WY	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	0	0					
WY	14-07	OP-6A	Delays for Non-Facility Reasons, Qwest DSL, Avg Days		P	0	0					
WY	14-07	MR-3	Out of Service Cleared within 24 Hrs, Qwest DSL %		P	0	0					
WY	14-07	MR-4	All Troubles Cleared within 48 Hrs, Qwest DSL %		P	0	0					
WY	14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0	0					
WY	14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P	0	0					
WY	14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS	0	0					
WY	14-07	MR-8	Trouble Rate, Qwest DSL %		P	0	0					
WY	14-07	MR-8*	Trouble Rate, Qwest DSL %		NS	0	0					
WY	14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS	0	0					
WY	14-08	OP-3	Installation Commitments Met, ISDN Primary %		P	0	0					
WY	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days	ND	P	0	0					
WY	14-08	OP-4	Installation Interv, ISDN Primary, Avg Days		P	0	0					
WY	14-08	OP-5	New Service Installation Quality, ISDN Primary %		P	0	0					
WY	14-08	OP-5*	New Service Installation Quality, ISDN Primary %		NS	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A
WY	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P			4	1		N/A			32.94	34		N/A			8.5	4		N/A			6	4		N/A
WY	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			489	1		N/A			467	1		N/A			240.54	13		N/A			220.54	13		N/A
WY	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS			0			N/A			0			N/A			1			N/A			1			N/A
WY	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P			0%	1		N/A			100%	1		N/A			100%	1		N/A						N/A
WY	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			21:42	1		N/A			1:12	1		N/A			0:05	1		N/A						N/A
WY	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P			0%	1		N/A			0%	1		N/A			0%	1		N/A						N/A
WY	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A						N/A						N/A						N/A
WY	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0%	48	0.01%	10318	-0.07	Yes	0%	48	0.01%	10245	-0.07	Yes	0%	48	0.01%	10193	-0.07	Yes	0%	48	0%	9439	.	Yes
WY	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A	0%	48	0%	10245	.	Yes	0%	48	0%	10193	.	Yes	0%	48	0%	9439	.	Yes
WY	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS			66.67%	3		N/A			0%	1		N/A			0%	1		N/A						N/A
WY	14-09	OP-3	Installation Commitments Met, DS0 %	D	P						N/A						N/A			0%	2		N/A						N/A
WY	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P						N/A			100%	1		N/A			100%	2		N/A						N/A
WY	14-09	OP-3	Installation Commitments Met, DS0 %		P			77.78%	9		N/A			88.89%	9		N/A			100%	5		N/A			100%	8		N/A
WY	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P						N/A						N/A			8.5	2		N/A						N/A
WY	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P						N/A			0	1		N/A			4	1		N/A						N/A
WY	14-09	OP-4	Installation Interv, DS0, Avg Days		P			8.86	7		N/A			7.91	11		N/A			4.4	5		N/A			4.73	11		N/A
WY	14-09	OP-5	New Service Installation Quality, DS0 %		P			63.64%	11		N/A			63.64%	11		N/A			40%	10		N/A			72.73%	11		N/A
WY	14-09	OP-5*	New Service Installation Quality, DS0 %		NS						N/A			81.82%	11		N/A			80%	10		N/A			90.91%	11		N/A
WY	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A			3.5	2		N/A						N/A
WY	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P			10	2		N/A			13	2		N/A						N/A						N/A
WY	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			125.8	5		N/A			184	3		N/A			122.5	4		N/A			147	3		N/A
WY	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS			4			N/A			0			N/A			0			N/A			0			N/A
WY	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P			87.03%	185		N/A			91.51%	106		N/A			88.10%	84		N/A			87.50%	104		N/A
WY	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			2:16	185		N/A			0.08333	106		N/A			2:14	84		N/A			2:06	104		N/A
WY	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P			16.76%	185		N/A			19.81%	106		N/A			21.43%	84		N/A			11.54%	104		N/A
WY	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A			17.86%	56		N/A			20.41%	49		N/A			10.45%	67		N/A
WY	14-09	MR-8	Trouble Rate, DS0 %		P	0%	183	1.78%	10412	-1.8	Yes	0%	183	1.01%	10536	-1.35	Yes	0%	183	0.80%	10475	-1.21	Yes	0%	183	1.01%	10268	-1.36	Yes
WY	14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A	0%	183	0.53%	10536	-0.98	N/A	0%	183	0.47%	10475	-0.92	N/A	0%	183	0.65%	10268	-1.09	N/A
WY	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS			11.90%	210		N/A			18.46%	130		N/A			28.21%	117		N/A			22.96%	135		N/A
WY	14-10	OP-3	Installation Commitments Met, DS1 %		P			84.72%	72		N/A			75%	64		N/A			90.36%	83		N/A			83.33%	60		N/A
WY	14-10	OP-4	Installation Interv, DS1, Avg Days		P			16.96	89		N/A			17.2	83		N/A			15.92	106		N/A			17.6	82		N/A
WY	14-10	OP-5	New Service Installation Quality, DS1 %		P			95.45%	88		N/A			91.58%	95		N/A			94.74%	95		N/A			89.02%	82		N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	0	0					
WY	14-08	OP-6A	Delays for Non-Facility Reasons, ISDN Primary, Avg Days		P	0	0					
WY	14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	0	0					
WY	14-08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary %		NS	0	0					
WY	14-08	MR-5	All Troubles Cleared within 4 Hrs, ISDN Primary %		P	0	0					
WY	14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0	0					
WY	14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	0	0					
WY	14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS	0	0					
WY	14-08	MR-8	Trouble Rate, ISDN Primary %		P	0	0					
WY	14-08	MR-8*	Trouble Rate, ISDN Primary %		NS	0	0					
WY	14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0	0					
WY	14-09	OP-3	Installation Commitments Met, DS0 %	D	P	0	0					
WY	14-09	OP-3	Installation Commitments Met, DS0 %	ND	P	0	0					
WY	14-09	OP-3	Installation Commitments Met, DS0 %		P	0	0					
WY	14-09	OP-4	Installation Interv, DS0, Avg Days	D	P	0	0					
WY	14-09	OP-4	Installation Interv, DS0, Avg Days	ND	P	0	0					
WY	14-09	OP-4	Installation Interv, DS0, Avg Days		P	0	0					
WY	14-09	OP-5	New Service Installation Quality, DS0 %		P	0	0					
WY	14-09	OP-5*	New Service Installation Quality, DS0 %		NS	0	0					
WY	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days	D	P	0	0					
WY	14-09	OP-6A	Delays for Non-Facility Reasons, DS0, Avg Days		P	0	0					
WY	14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	0	0					
WY	14-09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0 %		NS	0	0					
WY	14-09	MR-5	All Troubles Cleared within 4 Hrs, DS0 %		P	0	0					
WY	14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0	0					
WY	14-09	MR-7	Repair Repeat Report Rate, DS0 %		P	0	0					
WY	14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS	0	0					
WY	14-09	MR-8	Trouble Rate, DS0 %		P	0	0					
WY	14-09	MR-8*	Trouble Rate, DS0 %		NS	0	0					
WY	14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS	0	0					
WY	14-10	OP-3	Installation Commitments Met, DS1 %		P	0	0					
WY	14-10	OP-4	Installation Interv, DS1, Avg Days		P	0	0					
WY	14-10	OP-5	New Service Installation Quality, DS1 %		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-10	OP-5*	New Service Installation Quality, DS1 %		NS						N/A			92.63%	95		N/A			94.74%	95		N/A			95.12%	82		N/A
WY	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P			24.33	18		N/A			17.71	21		N/A			18.07	14		N/A			18	22		N/A
WY	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P			14	1		N/A			125	1		N/A						N/A						N/A
WY	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			86.39	56		N/A			96.11	46		N/A			85.76	51		N/A			94.82	50		N/A
WY	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS			45			N/A			4			N/A			4			N/A			4			N/A
WY	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	100%	4	78.45%	116	-1.03	Yes			89.33%	75		N/A			90%	60		N/A	100%	1	91.43%	70	-0.3	Yes
WY	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0:25	4	3:25	116	-1.43	Yes			2:18	75		N/A			1:45	60		N/A	0:20	1	2:19	70	-0.32	Yes
WY	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	75%	4	21.55%	116	2.11	No			28%	75		N/A			35%	60		N/A	100%	1	34.29%	70	0.94	Yes
WY	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A			30.91%	55		N/A			33.33%	36		N/A			38.64%	44		N/A
WY	14-10	MR-8	Trouble Rate, DS1 %		P	21.05%	19	2.97%	3903	3.07	No	0%	18	1.95%	3849	-0.6	Yes	0%	19	1.57%	3810	-0.55	Yes	5.26%	19	1.86%	3764	0.93	Yes
WY	14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A	0%	18	1.43%	3849	-0.51	N/A	0%	19	0.94%	3810	-0.42	N/A	0%	19	1.17%	3764	-0.47	N/A
WY	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	20%	5	17.73%	141	0.15	N/A			26.47%	102		N/A			26.83%	82		N/A	0%	1	25.53%	94	-0.58	N/A
WY	14-11	OP-3	Installation Commitments Met, DS3 %		P			100%	4		N/A			50%	2		N/A			100%	3		N/A			0%	1		N/A
WY	14-11	OP-4	Installation Interv, DS3, Avg Days		P			11	4		N/A			8.67	3		N/A			9.67	3		N/A			22.5	2		N/A
WY	14-11	OP-5	New Service Installation Quality, DS3 %		P			100%	4		N/A			100%	4		N/A			100%	3		N/A			100%	5		N/A
WY	14-11	OP-5*	New Service Installation Quality, DS3 %		NS						N/A			100%	4		N/A			100%	3		N/A			100%	5		N/A
WY	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A			4	1		N/A
WY	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P						N/A			9	1		N/A						N/A						N/A
WY	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			233.25	4		N/A			211.25	4		N/A			189.25	4		N/A			169.25	4		N/A
WY	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS			4			N/A			0			N/A			0			N/A			0			N/A
WY	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P			50%	2		N/A			100%	1		N/A						N/A			50%	2		N/A
WY	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			2:59	2		N/A			0:13	1		N/A						N/A			9.01319	2		N/A
WY	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			0%	2		N/A			0%	1		N/A						N/A			50%	2		N/A
WY	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A						N/A						N/A						N/A
WY	14-11	MR-8	Trouble Rate, DS3 %		P			1.08%	185		N/A			0.56%	180		N/A			0%	178		N/A			1.12%	178		N/A
WY	14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A			0%	180		N/A			0%	178		N/A			0%	178		N/A
WY	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			0%	2		N/A			0%	1		N/A						N/A			50%	4		N/A
WY	14-12	OP-3	Installation Commitments Met, Frame Relay %		P			55%	20		N/A			91.67%	24		N/A			78.57%	28		N/A			74.47%	47		N/A
WY	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P			4	1		N/A						N/A						N/A			6	3		N/A
WY	14-12	OP-5	New Service Installation Quality, Frame Relay %		P			82.61%	23		N/A			66.67%	27		N/A			86.84%	38		N/A			94.12%	34		N/A
WY	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS						N/A			85.19%	27		N/A			97.37%	38		N/A			94.12%	34		N/A
WY	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P			12.2	10		N/A			51.33	3		N/A			24.6	5		N/A			17.18	11		N/A
WY	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P						N/A						N/A			20	1		N/A						N/A

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-10	OP-5*	New Service Installation Quality, DS1 %		NS	0	0					
WY	14-10	OP-6A	Delays for Non-Facility Reasons, DS1, Avg Days		P	0	0					
WY	14-10	OP-6B	Delays for Facility Reasons, DS1, Avg Days		P	0	0					
WY	14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	0					
WY	14-10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1 %		NS	0	0					
WY	14-10	MR-5	All Troubles Cleared within 4 Hrs, DS1 %		P	0	0					
WY	14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0	0					
WY	14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	1	1	5	80.00%	28.35%	51.65%	
WY	14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS	0	0					
WY	14-10	MR-8	Trouble Rate, DS1 %		P	1	1	75	6.67%	2.09%	4.57%	
WY	14-10	MR-8*	Trouble Rate, DS1 %		NS	0	0					
WY	14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0	0					
WY	14-11	OP-3	Installation Commitments Met, DS3 %		P	0	0					
WY	14-11	OP-4	Installation Interv, DS3, Avg Days		P	0	0					
WY	14-11	OP-5	New Service Installation Quality, DS3 %		P	0	0					
WY	14-11	OP-5*	New Service Installation Quality, DS3 %		NS	0	0					
WY	14-11	OP-6A	Delays for Non-Facility Reasons, DS3, Avg Days		P	0	0					
WY	14-11	OP-6B	Delays for Facility Reasons, DS3, Avg Days		P	0	0					
WY	14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	0	0					
WY	14-11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3 %		NS	0	0					
WY	14-11	MR-5	All Troubles Cleared within 4 Hrs, DS3 %		P	0	0					
WY	14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	0	0					
WY	14-11	MR-7	Repair Repeat Report Rate, DS3 %		P	0	0					
WY	14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS	0	0					
WY	14-11	MR-8	Trouble Rate, DS3 %		P	0	0					
WY	14-11	MR-8*	Trouble Rate, DS3 %		NS	0	0					
WY	14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS	0	0					
WY	14-12	OP-3	Installation Commitments Met, Frame Relay %		P	0	0					
WY	14-12	OP-4	Installation Interv, Frame Relay, Avg Days		P	0	0					
WY	14-12	OP-5	New Service Installation Quality, Frame Relay %		P	0	0					
WY	14-12	OP-5*	New Service Installation Quality, Frame Relay %		NS	0	0					
WY	14-12	OP-6A	Delays for Non-Facility Reasons, Frame Relay, Avg Days		P	0	0					
WY	14-12	OP-6B	Delays for Facility Reasons, Frame Relay, Avg Days		P	0	0					

						Aug-02						Jul-02						Jun-02						May-02					
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
WY	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			61.33	15		N/A			83.45	11		N/A			130.67	9		N/A			103.25	12		N/A
WY	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS			10			N/A			1			N/A			0			N/A			2			N/A
WY	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P			87.88%	66		N/A			93.18%	44		N/A			89.47%	38		N/A			88.57%	35		N/A
WY	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:17	66		N/A			1:32	44		N/A			1:40	38		N/A			1:58	35		N/A
WY	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			10.61%	66		N/A			22.73%	44		N/A			23.68%	38		N/A			20%	35		N/A
WY	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A			22.22%	27		N/A			26.32%	19		N/A			5%	20		N/A
WY	14-12	MR-8	Trouble Rate, Frame Relay %		P			3.90%	1693		N/A			2.69%	1636		N/A			2.33%	1629		N/A			2.15%	1627		N/A
WY	14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A			1.65%	1636		N/A			1.17%	1629		N/A			1.23%	1627		N/A
WY	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			19.51%	82		N/A			13.73%	51		N/A			29.63%	54		N/A			39.66%	58		N/A
			NUMBER OF METRICS MET			2102						2151						2072						2103					
			NUMBER OF METRICS MISSED			134						149						155						111					
			PERCENT OF METRICS MET			94.01%						93.52%						93.04%						94.99%					
			4-MONTH PERCENT OF METRICS MET			93.88%																							

												Comments
State	Prod ID	PID	DESCRIPTION	D/ ND	B/NS/ P/PBD	Months Missed	Months Missed	4-month CLEC Vol	4-month CLEC Avg	4-month Qwest Avg	Difference	
WY	14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	0	0					
WY	14-12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay %		NS	0	0					
WY	14-12	MR-5	All Troubles Cleared within 4 Hrs, Frame Relay %		P	0	0					
WY	14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	0	0					
WY	14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P	0	0					
WY	14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS	0	0					
WY	14-12	MR-8	Trouble Rate, Frame Relay %		P	0	0					
WY	14-12	MR-8*	Trouble Rate, Frame Relay %		NS	0	0					
WY	14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS	0	0					
			NUMBER OF METRICS MET									
			NUMBER OF METRICS MISSED									
			PERCENT OF METRICS MET									
			4-MONTH PERCENT OF METRICS MET									