ride the light SM

Qwest®

# Performance Results

## *Nebraska*

***December 2001 - September 2002***

**October 18, 2002**

# Table of Contents


| Section | Page Number |
|---|---|
| Checklist #1 - Local Interconnection - LIS Installation | 3 |
| Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One | 3 |
| Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One | 3 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 3 |
| Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two | 4 |
| Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two | 4 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 4 |
| New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two | 5 |
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 5 |
| Checklist #1 - Local Interconnection - LIS Repair | 6 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 6 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 6 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 6 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 7 |
| All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two | 7 |
| Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two | 7 |
| Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two | 8 |
| Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two | 8 |
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 8 |
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 9 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 9 |
| Checklist #1 - Collocation | 10 |
| Scheduled Interval 91 to 120 Calendar Days (Average Days) (CP-1B) (Benchmark) | 10 |
| Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C) (Benchmark) | 10 |
| Non-Forcasted & Late Forecasted Collocations (Percent) (CP-2B) (Benchmark) | 10 |
| Collocations with Intervals Longer than 120 Days (Percent) (CP-2C) (Benchmark) | 11 |
| Collocation Feasibility Study Interval (Average Days) (CP-3) (Benchmark) | 11 |
| Collocation Feasibility Study Commitments Met (Percent) (CP-4) (Benchmark) | 11 |
| Checklist #1 - Trunk Blocking | 12 |
| Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1A) (Benchmark) | 12 |
| Trunk Blockage to Qwest End Offices (Percent) (NI-1B) (Benchmark) | 12 |

# Table of Contents


| Section | Page Number |
|---|---|
| Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C) (Diagnostic) | 13 |
| Trunk Blockage to Qwest End Offices (Percent) (NI-1D) (Diagnostic) | 13 |
| Checklist #2 - Gateway Availability | 14 |
| Gateway Availability - IMA-GUI (Percent) All (GA-1A) (Benchmark) | 14 |
| Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1B) (Benchmark) | 14 |
| Gateway Availability - IMA-GUI (Percent) Data Arbiter (GA-1C) (Benchmark) | 14 |
| Gateway Availability - IMA-GUI (Percent) SIA (GA-1D) (Benchmark) | 15 |
| Gateway Availability - IMA-EDI (Percent) (GA-2) (Benchmark) | 15 |
| Gateway Availability - EB-TA (Percent) (GA-3) (Benchmark) | 15 |
| System Availability - EXACT (Percent) (GA-4) (Benchmark) | 16 |
| Gateway Availability - GUI - Repair (Percent) (GA-6) (Benchmark) | 16 |
| Timely Outage Resolution following Software Releases (Percent) (GA-7) (Benchmark) | 17 |
| Checklist #2 - Preorder Response Times - IMA | 18 |
| Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1A-1(a)) (Diagnostic) | 18 |
| Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response/Accept (PO-1A-1(b,c)) (Diagnostic) | 18 |
| Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1A-1 Total) (Benchmark) | 18 |
| Pre-Order Response Times (Service Availability) (Avg Sec) IMA Request (PO-1A-2(a)) (Diagnostic) | 19 |
| Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1A-2(b)) (Diagnostic) | 19 |
| Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1A-2 Total) (Benchmark) | 19 |
| Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1A-3(a)) (Diagnostic) | 20 |
| Pre-Order Response Times (Facility Check) (Avg Sec) IMA Response (PO-1A-3(b)) (Diagnostic) | 20 |
| Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1A-3 Total) (Benchmark) | 20 |
| Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1A-4(a)) (Diagnostic) | 21 |
| Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1A-4(b)) (Diagnostic) | 21 |
| Pre-Order Response Times (Address Validation) (Avg Sec) IMA Aggregate (PO-1A-4 Total) (Benchmark) | 21 |
| Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1A-5(a)) (Diagnostic) | 22 |
| Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1A-5(b)) (Diagnostic) | 22 |
| Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1A-5 Total) (Benchmark) | 22 |
| Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Request (PO-1A-6(a)) (Diagnostic) | 23 |
| Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1A-6(b)) (Diagnostic) | 23 |
| Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1A-6(c)) (Diagnostic) | 23 |
| Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1A-6 Total) (Benchmark) | 24 |

# Table of Contents

**Section** **Page Number**


Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Request (PO-1A-7(a)) (Diagnostic) 24
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Response (PO-1A-7(b)) (Benchmark) 24
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Aggregate (PO-1A-7 Total) (Diagnostic) 25
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Request (PO-1A-8(a)) (Diagnostic) 25
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Response (PO-1A-8(b)) (Benchmark) 25
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Aggregate (PO-1A-8 Total) (Diagnostic) 26
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Request (PO-1A-9(a)) (Diagnostic) 26
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Response (PO-1A-9(b)) (Diagnostic) 26
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Aggregate (PO-1A-9 Total) (Benchmark) 27
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Request (PO-1A-10(a)) (Diagnostic) 27
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Response (PO-1A-10(b)) (Diagnostic) 27
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Aggregate (PO-1A-10 Total) (Benchmark) 28
Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C-1) (Benchmark) 28
Pre-Order Response Times (Rejected Query) (Avg Sec) IMA Total (PO-1D-1) (Diagnostic) 28

Checklist #2 - Preorder Response Times - EDI 29
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1B-1) (Benchmark) 29
Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1B-2) (Benchmark) 29
Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1B-3) (Benchmark) 29
Pre-Order Response Times (Address Validation) (Avg Sec) EDI Request/Response (PO-1B-4) (Benchmark) 30
Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1B-5) (Benchmark) 30
Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1B-6) (Benchmark) 30
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) EDI Request/Response (PO-1B-7) (Benchmark) 31
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) EDI Request/Response (PO-1B-8) (Benchmark) 31
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) EDI Request/Response (PO-1B-9) (Diagnostic) 31
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) EDI Request/Response (PO-1B-10) (Diagnostic) 32
Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C-2) (Benchmark) 32
Pre-Order Response Times (Rejected Query) (Avg Sec) EDI Total (PO-1D-2) (Diagnostic) 32

Checklist #2 - Electronic Flow-through - Resale 33
Electronic Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-1) (Diagnostic) 33
Electronic Flow-through for LSRs Received via EDI Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-2) (Diagnostic) 33
Electronic Flow-through for All Eligible LSRs Received via IMA POTS Resale (Percent) (PO-2B-1) (Benchmark) 33
Electronic Flow-through for All Eligible LSRs Received via EDI POTS Resale (Percent) (PO-2B-2) (Benchmark) 34

# Table of Contents


| Section | Page Number |
|---|---|
| Checklist #2 - Electronic Flow-through - Unbundled Loops | 35 |
| Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic) | 35 |
| Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic) | 35 |
| Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1) (Benchmark) | 35 |
| Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2) (Benchmark) | 36 |
| Checklist #2 - Electronic Flow-through - LNP | 37 |
| Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1) (Diagnostic) | 37 |
| Electronic Flow-through for LSRs Received via EDI LNP (Percent) (PO-2A-2) (Diagnostic) | 37 |
| Electronic Flow-through for All Eligible LSRs Received via IMA LNP (Percent) (PO-2B-1) (Benchmark) | 37 |
| Electronic Flow-through for All Eligible LSRs Received via EDI LNP (Percent) (PO-2B-2) (Benchmark) | 38 |
| Checklist #2 - Electronic Flow-through - UNE-P-POTS | 39 |
| Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic) | 39 |
| Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic) | 39 |
| Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1) (Benchmark) | 39 |
| Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2) (Benchmark) | 40 |
| Checklist #2 - LSR Rejections | 41 |
| LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1) (Benchmark) | 41 |
| LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2) (Benchmark) | 41 |
| LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3B-1) (Benchmark) | 41 |
| LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3B-2) (Benchmark) | 42 |
| LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C) (Benchmark) | 42 |
| LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1) (Diagnostic) | 42 |
| LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2) (Diagnostic) | 43 |
| LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1) (Diagnostic) | 43 |
| LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2) (Diagnostic) | 43 |
| LSRs Received via Facsimile (Percent) (PO-4C) (Diagnostic) | 44 |
| Checklist #2 - Firm Order Confirmations - Resale | 45 |
| (Percent) (PO-5A-1(a)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA | 45 |
| (Percent) (PO-5A-2(a)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via EDI | 45 |

# Table of Contents


| Section | Page Number |
|---|---|
| (Percent) (PO-5B-1(a)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via IMA | 45 |
| (Percent) (PO-5B-2(a)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI | 46 |
| (Percent) (PO-5C-(a)) (Benchmark) FOCs on Time for Manual | 46 |
| Checklist #2 - Firm Order Confirmations - Unbundled Loops | 47 |
| (Percent) (PO-5A-1(b)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA | 47 |
| (Percent) (PO-5A-2(b)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via EDI | 47 |
| (Percent) (PO-5B-1(b)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via IMA | 47 |
| (Percent) (PO-5B-2(b)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI | 48 |
| (Percent) (PO-5C-(b)) (Benchmark) FOCs on Time for Manual | 48 |
| Checklist #2 - Firm Order Confirmations - LNP | 49 |
| (Percent) (PO-5A-1(c)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA | 49 |
| (Percent) (PO-5B-1(c)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via IMA | 49 |
| (Percent) (PO-5B-2(c)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI | 49 |
| (Percent) (PO-5C-(c)) (Benchmark) FOCs on Time for Manual | 50 |
| Checklist #2 - Firm Order Confirmations - LIS | 51 |
| (Percent) (PO-5D) (Benchmark) Firm Order Confirmations (FOCs) On Time | 51 |
| Checklist #2 - Completion Notifications | 52 |
| Notices Made Available via IMA - GUI (Hours:Minutes) (PO-6A) (Benchmark) | 52 |
| Notices Transmitted via IMA - EDI (Hours:Minutes) (PO-6B) (Benchmark) | 52 |
| Notices Made Available via IMA - GUI / Billing System Posting Completions (Percent) (PO-7A,C) (Parity) | 52 |
| Notices Transmitted via IMA - EDI / Billing System Posting Completions (Percent) (PO-7B,C) (Parity) | 53 |
| Checklist #2 - Jeopardy Notifications - Non-Designed Services | 54 |
| Jeopardy Notice Interval (Average Days) (PO-8A) (Parity) | 54 |
| Timely Jeopardy Notices (Percent) (PO-9A) (Parity) | 54 |
| Checklist #2 - Jeopardy Notifications - Unbundled Loops | 55 |
| Jeopardy Notice Interval (Average Days) (PO-8B) (Parity) | 55 |
| Timely Jeopardy Notices (Percent) (PO-9B) (Parity) | 55 |

# Table of Contents


| Section | Page Number |
|---|---|
| Checklist #2 - Jeopardy Notifications - LIS | 56 |
| Jeopardy Notice Interval (Average Days) (PO-8C) (Parity) | *56* |
| Timely Jeopardy Notices (Percent) (PO-9C) (Parity) | *56* |
| Checklist #2 - Jeopardy Notifications - UNE-P-POTS | 57 |
| Jeopardy Notice Interval (Average Days) (PO-8D) (Parity) | *57* |
| Timely Jeopardy Notices (Percent) (PO-9D) (Parity) | *57* |
| Checklist #2 - LSR Accountability | 58 |
| LSR Accountability (Percent) (PO-10) (Diagnostic) | *58* |
| Checklist #2 - Due Date Changes | 59 |
| Number of Due Date Changes per Order (PO-15) (Diagnostic) | *59* |
| Checklist #2 - Timely Release Notifications | 60 |
| (PO-16) Timely Release Notifications (Percent) (Benchmark) | *60* |
| Checklist #2 - Stand-Alone Test Environment (SATE) Accuracy | 61 |
| Stand-Alone Test Environment (SATE) Accuracy (PO-19) (Percent) (Benchmark) | *61* |
| Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. 8.0 (Percent) (Benchmark) | *61* |
| Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. 9.0 (Percent) (Benchmark) | *61* |
| Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. 10.0 (Percent) (Benchmark) | *62* |
| Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. VICKI (Percent) (Benchmark) | *62* |
| Stand-Alone Test Environment (SATE) Accuracy (PO-19B) (Percent) (Benchmark) | *62* |
| Checklist #2 - Manual Service Order Accuracy | 63 |
| Manual Service Order Accuracy POTS Resale (Percent) (PO-20) (Diagnostic) | *63* |
| Manual Service Order Accuracy Unbundled Loop Aggregate (Percent) (PO-20) (Diagnostic) | *63* |
| Checklist #2 - Order Accuracy | 64 |
| (Diagnostic) | *64* |
| Checklist #2 - Access To Centers | 65 |
| Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2) (Parity) | *65* |

# Table of Contents


| Section | Page Number |
|---|---|
| Calls Answered within 20 seconds - Interconnect Repair Center (Percent) (MR-2) (Parity) | 65 |
| Checklist #2 - Billing | 66 |
| Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A) (Parity) | 66 |
| Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B) (Benchmark) | 66 |
| Time to Provide Usage Records [CAT11] (Average Days) UNEs and Resale Aggregate (BI-1C-1) (Diagnostic) | 66 |
| Time to Provide Usage Records [CAT10] (Average Days) UNEs and Resale Aggregate (BI-1C-2) (Diagnostic) | 67 |
| Invoices Delivered within 10 Days (Percent) All (BI-2) (Parity) | 68 |
| Billing Accuracy - Adjustments for Errors (Percent) UNEs and Resale Aggregate (BI-3A) (Parity) | 69 |
| Billing Completeness (Percent) UNEs and Resale Aggregate (BI-4A) (Parity) | 70 |
| Billing Accuracy & Claims Processing - Acknowledgment (Percent) All (BI-5A ) (Benchmark) | 71 |
| Billing Accuracy & Claims Processing - Resolution (Percent) All (BI-5B ) (Benchmark) | 71 |
| Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation | 72 |
| Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs | 72 |
| Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs | 72 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs | 72 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs | 73 |
| Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs | 73 |
| Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs | 73 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs | 74 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs | 74 |
| Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches | 74 |
| Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches | 75 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches | 75 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches | 75 |
| New Service Installation Quality (Percent) (OP-5) (Parity) | 76 |
| New Service Installation Quality (Percent) (OP-5*) (Parity) | 76 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 76 |
| Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS) (OP-15B) (Diagnostic) | 77 |
| Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair | 78 |
| Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs | 78 |
| All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs | 78 |

# Table of Contents

**Section** **Page Number**


Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs 78
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs 79
Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs 79
Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs 79
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs 80
All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs 80
Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs 80
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs 81
Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs 81
Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs 81
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches 82
All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches 82
Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches 82
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches 83
Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches 83
Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches 83
Trouble Rate (Percent) (MR-8) (Parity) 84
Trouble Rate (Percent) (MR-8*) (Parity) 84
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) 84

Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Installation 85
Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs 85
Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs 85
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs 85
Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs 86
Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs 86
Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs 86
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches 87
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches 87
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches 87
New Service Installation Quality (Percent) (OP-5) (Parity) 88
New Service Installation Quality (Percent) (OP-5*) (Parity) 88
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 88
Count of Pending Orders Delayed for Facilities Reasons UNE P (Centrex) (OP-15B) (Diagnostic) 89

# Table of Contents

**Section** **Page Number**


Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair 90

Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs *90*
All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs *90*
Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs *90*
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs *91*
Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs *91*
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs *91*
All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs *92*
Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs *92*
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs *92*
Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs *93*
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches *93*
All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches *93*
Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches *94*
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches *94*
Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches *94*
Trouble Rate (Percent) (MR-8) (Parity) *95*
Trouble Rate (Percent) (MR-8*) (Parity) *95*
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) *95*

Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation 96

Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs *96*
Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs *96*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs *96*
Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs *97*
Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs *97*
Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs *97*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs *98*
Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs *98*
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches *98*
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches *99*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches *99*
New Service Installation Quality (Percent) (OP-5) (Parity) *99*

# Table of Contents


| Section | Page Number |
|---|---|
| New Service Installation Quality (Percent) (OP-5*) (Parity) | 100 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 100 |
| Count of Pending Orders Delayed for Facilities Reasons UNP P (Centrex 21) (OP-15B) (Diagnostic) | 101 |
| Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair | 102 |
| Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs | 102 |
| All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs | 102 |
| Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs | 102 |
| Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs | 103 |
| Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs | 103 |
| Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs | 103 |
| All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs | 104 |
| Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs | 104 |
| Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs | 104 |
| Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs | 105 |
| Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches | 105 |
| All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches | 105 |
| Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches | 106 |
| Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches | 106 |
| Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches | 106 |
| Trouble Rate (Percent) (MR-8) (Parity) | 107 |
| Trouble Rate (Percent) (MR-8*) (Parity) | 107 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) | 107 |
| Checklist #4 - Unbundled Loop - Analog Installation | 108 |
| Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs | 108 |
| Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs | 108 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs | 108 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs | 109 |
| Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs | 109 |
| Installation Interval (Average Days) (OP-4B) (Benchmark)-- Dispatches Outside MSAs | 109 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs | 110 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs | 110 |
| Installation Commitments Met (Percent) (OP-3C) (Benchmark)-- No Dispatches | 110 |

# Table of Contents

**Section** **Page Number**


Installation Interval (Average Days) (OP-4C) (Benchmark)-- No Dispatches *111*
Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One *111*
Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One *111*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One *112*
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One *112*
Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two *112*
Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two *113*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two *113*
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two *113*
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two *114*
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two *114*
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) *114*
Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog (OP-15B) (Diagnostic) *115*

Checklist #4 - Unbundled Loop - Analog Repair 116
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One *116*
All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One *116*
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One *116*
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One *117*
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One *117*
Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two *117*
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two *118*
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two *118*
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two *118*
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two *119*
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two *119*
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two *119*
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two *120*

Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation 121
Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One *121*
Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One *121*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One *121*
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One *122*

# Table of Contents

**Section** **Page Number**


Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two 122
Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two 122
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 123
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two 123
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 123
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two 124
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 124
Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded (OP-15B) (Diagnostic) 125

Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair 126
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One 126
All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One 126
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One 126
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One 127
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One 127
Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two 127
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two 128
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 128
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 128
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 129
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two 129
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two 129
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two 130

Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation 131
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One 131
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One 131
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One 131
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 132
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 132
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 132
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 133
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two 133
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 133

# Table of Contents


| Section | Page Number |
|---|---|
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 134 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 134 |
| Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 4 Wire Non-Loaded (OP-15B) (Diagnostic) | 135 |
| Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair | 136 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 136 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 136 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 136 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 137 |
| All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two | 137 |
| Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two | 137 |
| Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two | 138 |
| Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two | 138 |
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 138 |
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 139 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 139 |
| Checklist #4 - Unbundled Loop - DS1 Capable Installation | 140 |
| Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One | 140 |
| Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One | 140 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 140 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One | 141 |
| Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two | 141 |
| Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two | 141 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 142 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two | 142 |
| New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two | 142 |
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 143 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 143 |
| Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable (OP-15B) (Diagnostic) | 144 |
| Checklist #4 - Unbundled Loop - DS1 Capable Repair | 145 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 145 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 145 |

# Table of Contents

**Section** **Page Number**


Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One 145
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One 146
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two 146
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 146
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 147
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 147
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two 147
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two 148
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two 148

Checklist #4 - Unbundled Loop - ISDN Capable Installation 149
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One 149
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One 149
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One 149
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 150
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 150
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 150
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 151
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 151
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two 151
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 152
Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop ISDN Capable (OP-15B) (Diagnostic) 153

Checklist #4 - Unbundled Loop - ISDN Capable Repair 154
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One 154
All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One 154
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One 154
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One 155
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One 155
Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two 155
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two 156
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 156
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 156
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 157

# Table of Contents


| Section | Page Number |
|---|---|
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 157 |
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 157 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 158 |
| Checklist #4 - Unbundled Loop - ADSL Qualified Installation | 159 |
| Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One | 159 |
| Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One | 159 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 159 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One | 160 |
| Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two | 160 |
| Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two | 160 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 161 |
| New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two | 161 |
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 161 |
| Checklist #4 - Unbundled Loop - ADSL Qualified Repair | 162 |
| Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One | 162 |
| All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One | 162 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 162 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 163 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 163 |
| Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two | 163 |
| All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two | 164 |
| Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two | 164 |
| Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two | 164 |
| Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two | 165 |
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 165 |
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 165 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 166 |
| Checklist #4 - Unbundled Loop - Installation for DS3 and Higher | 167 |
| Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One | 167 |
| Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One | 167 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 167 |

# Table of Contents

**Section** **Page Number**


Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 168
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 168
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 168
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 169
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two 169
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 169
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two 170
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 170
Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS3 Capable (OP-15B) (Diagnostic) 171

Checklist #4 - Unbundled Loop - Repair for DS3 and Higher 172
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One 172
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One 172
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One 172
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One 173
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two 173
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 173
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 174
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 174
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two 174
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two 175
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two 175

Checklist #4 - Unbundled Loop Cutovers 176
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7) (Diagnostic) 176
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7) (Diagnostic) 176
Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A) (Benchmark) 176
Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A) (Benchmark) 177
Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B) (Diagnostic) 177
Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B) (Diagnostic) 177

Checklist #4 - Unbundled Loop - Conditioned 178
Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One 178
Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One 178

# Table of Contents


| Section | Page Number |
|---|---|
| Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two | 178 |
| Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two | 179 |
| Checklist #4 - Line Sharing Installation | 180 |
| Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs | 180 |
| Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs | 180 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Diagnostic)-- Dispatches Within MSAs | 180 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Diagnostic)-- Dispatches Within MSAs | 181 |
| Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs | 181 |
| Installation Interval (Average Days) (OP-4B) (Benchmark)-- Dispatches Outside MSAs | 181 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Diagnostic)-- Dispatches Outside MSAs | 182 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Diagnostic)-- Dispatches Outside MSAs | 182 |
| Installation Commitments Met (Percent) (OP-3C) (Benchmark)-- No Dispatches | 182 |
| Installation Interval (Average Days) (OP-4C) (Benchmark)-- No Dispatches | 183 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Diagnostic)-- No Dispatches | 183 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Diagnostic)-- No Dispatches | 183 |
| New Service Installation Quality (Percent) (OP-5) (Parity) | 184 |
| New Service Installation Quality (Percent) (OP-5*) (Parity) | 184 |
| (Average Days) (OP-15A) (Diagnostic) Interval for Pending Orders Delayed Past Due Date | 185 |
| Count of Pending Orders Delayed for Facilities Reasons Line Sharing (OP-15B) (Diagnostic) | 186 |
| Checklist #4 - Line Sharing Repair | 187 |
| Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs | 187 |
| All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs | 187 |
| Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs | 187 |
| Repair Repeat Report Rate (Percent) (MR-7A) (Diagnostic)-- Dispatches Within MSAs | 188 |
| Repair Repeat Report Rate (Percent) (MR-7A*) (Diagnostic)-- Dispatches Within MSAs | 188 |
| Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs | 189 |
| All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs | 189 |
| Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs | 189 |
| Repair Repeat Report Rate (Percent) (MR-7B) (Diagnostic)-- Dispatches Outside MSAs | 190 |
| Repair Repeat Report Rate (Percent) (MR-7B*) (Diagnostic)-- Dispatches Outside MSAs | 190 |
| Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches | 191 |
| All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches | 191 |

# Table of Contents


| Section | Page Number |
|---|---|
| Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches | 191 |
| Repair Repeat Report Rate (Percent) (MR-7C) (Diagnostic)-- No Dispatches | 192 |
| Repair Repeat Report Rate (Percent) (MR-7C*) (Diagnostic)-- No Dispatches | 192 |
| Trouble Rate (Percent) (MR-8) (Parity) | 193 |
| Trouble Rate (Percent) (MR-8*) (Parity) | 193 |
| Checklist #4 - Dark Fiber - Loop Repair | 194 |
| Trouble Rate (Percent) (MR-8) (Diagnostic)-- Interval Zone One and Two | 194 |
| Trouble Rate (Percent) (MR-8*) (Diagnostic)-- Interval Zone One and Two | 194 |
| Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation | 195 |
| Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One | 195 |
| Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One | 195 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 195 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One | 196 |
| Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two | 196 |
| Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two | 196 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 197 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two | 197 |
| New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two | 197 |
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 198 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 198 |
| Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 (OP-15B) (Diagnostic) | 199 |
| Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair | 200 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 200 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 200 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 200 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 201 |
| All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two | 201 |
| Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two | 201 |
| Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two | 202 |
| Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two | 202 |
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 202 |

# Table of Contents


| Section | Page Number |
|---|---|
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 203 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 203 |
| Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation | 204 |
| Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One | 204 |
| Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One | 204 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 204 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One | 205 |
| Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two | 205 |
| Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two | 205 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 206 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two | 206 |
| New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two | 206 |
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 207 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 207 |
| Count of Pending Orders Delayed for Facilities Reasons UDIT Above DS1 Level (OP-15B) (Diagnostic) | 208 |
| Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair | 209 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 209 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 209 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 209 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 210 |
| All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two | 210 |
| Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two | 210 |
| Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two | 211 |
| Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two | 211 |
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 211 |
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 212 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 212 |
| Checklist #5 - Dark Fiber - IOF Repair | 213 |
| Trouble Rate (Percent) (MR-8) (Diagnostic)-- Interval Zone One and Two | 213 |
| Trouble Rate (Percent) (MR-8*) (Diagnostic)-- Interval Zone One and Two | 213 |

# Table of Contents


| Section | Page Number |
|---|---|
| Checklist #7 - E911 | 214 |
| Time to Update Databases (Hours:Minutes) (DB-1A) (Parity) | 214 |
| Checklist #7 - E911/911 Trunk Installation | 215 |
| Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two | 215 |
| Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two | 215 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 215 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two | 216 |
| New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two | 216 |
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 216 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 217 |
| Count of Pending Orders Delayed for Facilities Reasons E911 (OP-15B) (Diagnostic) | 218 |
| Checklist #7 - E911/911 Trunk Repair | 219 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 219 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 219 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 219 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 220 |
| All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two | 220 |
| Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two | 220 |
| Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two | 221 |
| Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two | 221 |
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 221 |
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 222 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 222 |
| Checklist #7 - Operator Services - Directory Assistance | 223 |
| Speed of Answer - Directory Assistance (Avg Sec) (DA-1) (Parity) | 223 |
| Speed of Answer - Operator Services (Avg Sec) (OS-1) (Parity) | 223 |
| Checklist #8 - Directory Listings | 224 |
| Time to Update Databases (Avg Sec) (DB-1C-1) (Parity) | 224 |
| Accurate Database Updates (Percent) (DB-2C-1) (Parity) | 224 |

# Table of Contents


| Section | Page Number |
|---|---|
| Checklist #9 - NXX Code Activation | 225 |
| NXX Code Activation (Percent) (NP-1A) (Parity) | 225 |
| NXX Code Activation - Facility Delays (Percent) (NP-1B) (Diagnostic) | 225 |
| Checklist #10 - Databases and Signaling | 226 |
| Time to Update Databases (Avg Sec) LIDB (DB-1B) (Parity) | 226 |
| Checklist #11 - Number Portability** | 227 |
| Number Portability Timeliness (Percent) (OP-8B) (Benchmark) | 227 |
| Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C) (Benchmark) | 227 |
| Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17A) (Benchmark) | 227 |
| Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17B) (Diagnostic) | 228 |
| LNP Trouble Reports Cleared within 4 Hours (Percent) (MR-11A) (Parity) | 228 |
| LNP Trouble Reports Cleared within 48 Hours (Percent) (MR-11B) (Parity) | 228 |
| Checklist #13 - Reciprocal Compensation | 229 |
| Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B) (Benchmark) | 229 |
| Billing Completeness (Percent) Reciprocal Compensation (BI-4B) (Benchmark) | 229 |
| Checklist #14 - Resale - Residence Installation | 230 |
| Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs | 230 |
| Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs | 230 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs | 230 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs | 231 |
| Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs | 231 |
| Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs | 231 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs | 232 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs | 232 |
| Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches | 232 |
| Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches | 233 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches | 233 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches | 233 |
| New Service Installation Quality (Percent) (OP-5) (Parity) | 234 |
| New Service Installation Quality (Percent) (OP-5*) (Parity) | 234 |

# Table of Contents


| Section | Page Number |
|---|---|
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 234 |
| Count of Pending Orders Delayed for Facilities Reasons Residence (OP-15B) (Diagnostic) | 235 |
| Checklist #14 - Resale - Residence Repair | 236 |
| Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs | 236 |
| All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs | 236 |
| Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs | 236 |
| Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs | 237 |
| Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs | 237 |
| Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs | 237 |
| Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs | 238 |
| All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs | 238 |
| Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs | 238 |
| Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs | 239 |
| Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs | 239 |
| Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs | 239 |
| Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches | 240 |
| All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches | 240 |
| Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches | 240 |
| Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches | 241 |
| Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches | 241 |
| Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches | 241 |
| Trouble Rate (Percent) (MR-8) (Parity) | 242 |
| Trouble Rate (Percent) (MR-8*) (Parity) | 242 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) | 242 |
| Checklist #14 - Resale - Business Installation | 243 |
| Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs | 243 |
| Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs | 243 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs | 243 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs | 244 |
| Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs | 244 |
| Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs | 244 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs | 245 |

# Table of Contents

**Section** **Page Number**


Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs *245*
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches *245*
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches *246*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches *246*
Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches *246*
New Service Installation Quality (Percent) (OP-5) (Parity) *247*
New Service Installation Quality (Percent) (OP-5*) (Parity) *247*
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) *247*
Count of Pending Orders Delayed for Facilities Reasons Business (OP-15B) (Diagnostic) *248*

Checklist #14 - Resale - Business Repair 249
Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs *249*
All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs *249*
Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs *249*
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs *250*
Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs *250*
Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs *250*
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs *251*
All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs *251*
Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs *251*
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs *252*
Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs *252*
Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs *252*
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches *253*
All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches *253*
Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches *253*
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches *254*
Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches *254*
Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches *254*
Trouble Rate (Percent) (MR-8) (Parity) *255*
Trouble Rate (Percent) (MR-8*) (Parity) *255*
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) *255*

Checklist #14 - Resale - Centrex Installation 256

# Table of Contents

**Section** **Page Number**


Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs 256
Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs 256
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs 256
Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs 257
Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs 257
Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs 257
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches 258
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches 258
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches 258
New Service Installation Quality (Percent) (OP-5) (Parity) 259
New Service Installation Quality (Percent) (OP-5*) (Parity) 259
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 259
Count of Pending Orders Delayed for Facilities Reasons Centrex (OP-15B) (Diagnostic) 260

Checklist #14 - Resale - Centrex Repair 261
Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs 261
All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs 261
Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs 261
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs 262
Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs 262
Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs 262
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs 263
All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs 263
Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs 263
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs 264
Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs 264
Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs 264
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches 265
All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches 265
Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches 265
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches 266
Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches 266
Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches 266
Trouble Rate (Percent) (MR-8) (Parity) 267

# Table of Contents


| Section | Page Number |
|---|---|
| Trouble Rate (Percent) (MR-8*) (Parity) | 267 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) | 267 |
| Checklist #14 - Resale - Centrex 21 Installation | 268 |
| Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs | 268 |
| Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs | 268 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs | 268 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs | 269 |
| Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs | 269 |
| Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs | 269 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs | 270 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs | 270 |
| Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches | 270 |
| Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches | 271 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches | 271 |
| New Service Installation Quality (Percent) (OP-5) (Parity) | 271 |
| New Service Installation Quality (Percent) (OP-5*) (Parity) | 272 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 272 |
| Count of Pending Orders Delayed for Facilities Reasons Centrex 21 (OP-15B) (Diagnostic) | 273 |
| Checklist #14 - Resale - Centrex 21 Repair | 274 |
| Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs | 274 |
| All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs | 274 |
| Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs | 274 |
| Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs | 275 |
| Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs | 275 |
| Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs | 275 |
| Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs | 276 |
| All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs | 276 |
| Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs | 276 |
| Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs | 277 |
| Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs | 277 |
| Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs | 277 |
| Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches | 278 |

# Table of Contents


| Section | Page Number |
|---|---|
| All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches | 278 |
| Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches | 278 |
| Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches | 279 |
| Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches | 279 |
| Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches | 279 |
| Trouble Rate (Percent) (MR-8) (Parity) | 280 |
| Trouble Rate (Percent) (MR-8*) (Parity) | 280 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) | 280 |
| Checklist #14 - Resale - PBX Installation | 281 |
| Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs | 281 |
| Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs | 281 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs | 281 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs | 282 |
| Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs | 282 |
| Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs | 282 |
| Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches | 283 |
| Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches | 283 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches | 283 |
| New Service Installation Quality (Percent) (OP-5) (Parity) | 284 |
| New Service Installation Quality (Percent) (OP-5*) (Parity) | 284 |
| Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One | 284 |
| Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One | 285 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 285 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One | 285 |
| Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two | 286 |
| Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two | 286 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 286 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 287 |
| Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B) (Diagnostic) | 288 |
| Checklist #14 - Resale - PBX Repair | 289 |
| Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs | 289 |
| All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs | 289 |

# Table of Contents

**Section** **Page Number**


Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs 289
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs 290
Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs 290
Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs 290
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs 291
All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs 291
Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs 291
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs 292
Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs 292
Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs 292
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches 293
All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches 293
Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches 293
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches 294
Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches 294
Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches 294
Trouble Rate (Percent) (MR-8) (Parity) 295
Trouble Rate (Percent) (MR-8*) (Parity) 295
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) 295

Checklist #14 - Resale - Basic ISDN Installation 296
Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs 296
Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs 296
Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs 296
Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs 297
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches 297
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches 297
New Service Installation Quality (Percent) (OP-5) (Parity) 298
New Service Installation Quality (Percent) (OP-5*) (Parity) 298
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One 298
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One 299
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One 299
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 299
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 300

# Table of Contents

**Section** **Page Number**


Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 300
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 300
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 301
Count of Pending Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B) (Diagnostic) 302

Checklist #14 - Resale - Basic ISDN Repair 303
Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs 303
All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs 303
Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs 303
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs 304
Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs 304
Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs 304
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs 305
All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs 305
Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs 305
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs 306
Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs 306
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches 306
All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches 307
Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches 307
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches 307
Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches 308
Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches 308
Trouble Rate (Percent) (MR-8) (Parity) 308
Trouble Rate (Percent) (MR-8*) (Parity) 309
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) 309

Checklist #14 - Resale - Qwest DSL Installation 310
Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs 310
Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs 310
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs 310
Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs 311
Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs 311
Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs 311

# Table of Contents

**Section** **Page Number**


Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs *312*
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches *312*
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches *312*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches *313*
Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches *313*
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One *313*
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One *314*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One *314*
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two *314*
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two *315*
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two *315*
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two *315*

Checklist #14 - Resale - Qwest DSL Repair 316
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two *316*
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One *316*
All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One *316*
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One *317*
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One *317*
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One *317*
Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two *318*
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two *318*
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two *318*
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two *319*
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two *319*
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two *319*
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two *320*

Checklist #14 - Resale - Primary ISDN Installation 321
Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs *321*
Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs *321*
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs *321*
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One *322*
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One *322*

# Table of Contents

**Section** **Page Number**


Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One 322
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 323
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 323
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 323
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 324
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two 324
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 324
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two 325
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 325
Count of Pending Orders Delayed for Facilities Reasons ISDN Primary (OP-15B) (Diagnostic) 326

Checklist #14 - Resale - Primary ISDN Repair 327
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One 327
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One 327
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One 327
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One 328
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two 328
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 328
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 329
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 329
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two 329
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two 330
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two 330

Checklist #14 - Resale - DS0 Installation 331
Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs 331
Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs 331
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches 331
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches 332
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches 332
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One 332
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One 333
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One 333
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 333

# Table of Contents

**Section** **Page Number**


Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 334
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 334
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 334
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two 335
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 335
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two 335
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 336
Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B) (Diagnostic) 337

Checklist #14 - Resale - DS0 Repair 338
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One 338
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One 338
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One 338
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One 339
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two 339
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 339
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 340
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 340
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two 340
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two 341
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two 341

Checklist #14 - Resale - DS1 Installation 342
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One 342
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One 342
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One 342
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 343
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 343
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 343
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 344
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two 344
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 344
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two 345
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 345

# Table of Contents


| Section | Page Number |
|---|---|
| Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B) (Diagnostic) | 346 |
| Checklist #14 - Resale - DS1 Repair | 347 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 347 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 347 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 347 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 348 |
| All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two | 348 |
| Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two | 348 |
| Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two | 349 |
| Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two | 349 |
| Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two | 349 |
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | 350 |
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two | 350 |
| Checklist #14 - Resale - Installation for DS3 and Higher | 351 |
| Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One | 351 |
| Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One | 351 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One | 351 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One | 352 |
| Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two | 352 |
| Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two | 352 |
| Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two | 353 |
| Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two | 353 |
| New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two | 353 |
| New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two | 354 |
| Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) | 354 |
| Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B) (Diagnostic) | 355 |
| Checklist #14 - Resale - Repair for DS3 and Higher | 356 |
| All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One | 356 |
| Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One | 356 |
| Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One | 356 |
| Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One | 357 |

# Table of Contents

**Section** **Page Number**


All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two 357
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 357
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 358
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 358
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two 358
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two 359
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two 359

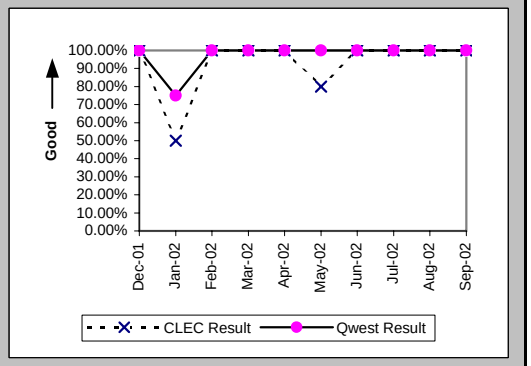
Checklist #14 - Resale - Frame Relay Installation 360
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One 360
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One 360
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One 360
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One 361
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two 361
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two 361
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two 362
Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two 362
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two 362
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two 363
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic) 363
Count of Pending Orders Delayed for Facilities Reasons Frame Relay (OP-15B) (Diagnostic) 364

Checklist #14 - Resale - Frame Relay Repair 365
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One 365
Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One 365
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One 365
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One 366
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two 366
Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two 366
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two 367
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two 367
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two 367
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two 368
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two 368

## Checklist #1 - Local Interconnection - LIS Installation

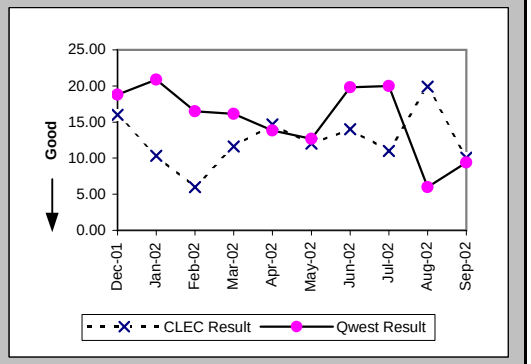
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 1 | 2 | 50.00% | 1 | 0 | 3 | 4 | 75.00% | 43.30% | 0.32 | -0.8 | No |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 8 | 8 | 100.00% | 2 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 2 | 2 | 100.00% | 1 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| May-02 | 4 | 5 | 80.00% | 2 | 0 | 3 | 3 | 100.00% | N/A | N/A | -0.73 | No |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 13 | 13 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 13 | 13 | 100.00% | 6 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |



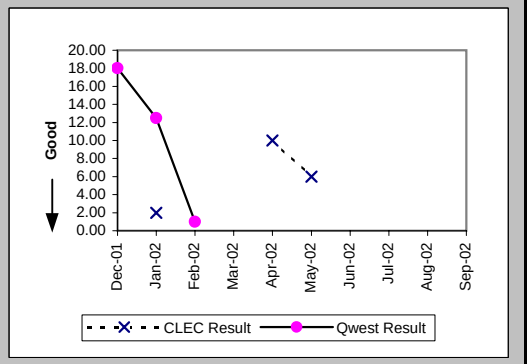

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 32 | 2 | 16.00 | 0 | 0 | 263 | 14 | 18.79 | 9.85 | -0.37 | -1.23 | No |
| Jan-02 | 31 | 3 | 10.33 | 0 | 0 | 146 | 7 | 20.86 | 11.07 | -1.38 | -1.84 | No |
| Feb-02 | 12 | 2 | 6.00 | 0 | 0 | 132 | 8 | 16.50 | 4.96 | -2.68 | -2.63 | No |
| Mar-02 | 116 | 10 | 11.60 | 0 | 0 | 113 | 7 | 16.14 | 6.28 | -1.47 | -1.89 | No |
| Apr-02 | 44 | 3 | 14.67 | 0 | 0 | 83 | 6 | 13.83 | 5.42 | 0.08 | -0.95 | No |
| May-02 | 84 | 7 | 12.00 | 0 | 0 | 38 | 3 | 12.67 | 5.03 | -0.19 | -1.12 | No |
| Jun-02 | 14 | 1 | 14.00 | 0 | 0 | 99 | 5 | 19.80 | 1.64 | -3.22 | -2.96 | No |
| Jul-02 | 11 | 1 | 11.00 | 0 | 0 | 20 | 1 | 20.00 | | | | |
| Aug-02 | 259 | 13 | 19.92 | 0 | 0 | 12 | 2 | 6.00 | 1.41 | 1.67 | 0.01 | Yes |
| Sep-02 | 191 | 19 | 10.05 | 0 | 0 | 75 | 8 | 9.38 | 5.21 | 0.15 | -0.91 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

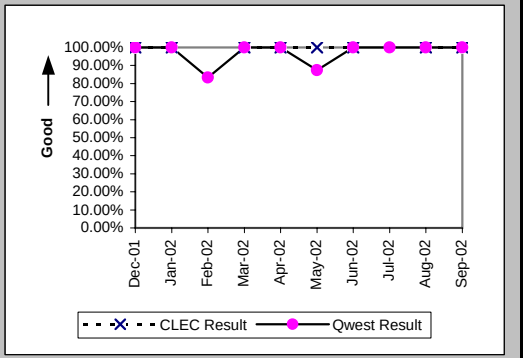
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 1 | 18.00 | | | | |
| Jan-02 | 2 | 1 | 2.00 | 1 | 0 | 25 | 2 | 12.50 | 13.44 | -0.64 | -1.39 | No |
| Feb-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | 10 | 1 | 10.00 | 0 | 0 | | | | | | | |
| May-02 | 6 | 1 | 6.00 | 2 | 0 | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Installation

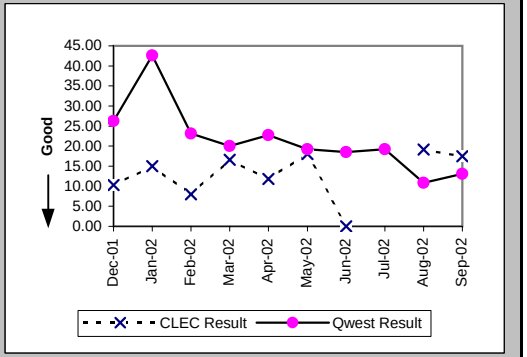
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 9 | 9 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 1 | 0 | 18 | 18 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | 6 | 6 | 100.00% | 1 | 1 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 9 | 9 | 100.00% | 1 | 1 | 3 | 3 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 8 | 87.50% | 33.07% | -0.36 | -1.22 | No |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 3 | 3 | 100.00% | N/A | N/A | N/A | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | 6 | 6 | 100.00% | 0 | 1 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |



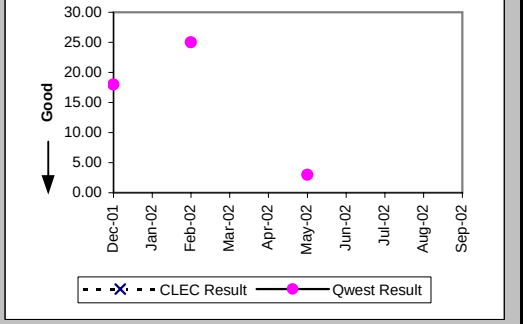

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 93 | 9 | 10.33 | 0 | 0 | 525 | 20 | 26.25 | 12.88 | -3.08 | -2.87 | No |
| Jan-02 | 90 | 6 | 15.00 | 0 | 0 | 938 | 22 | 42.64 | 19.79 | -3.03 | -2.84 | No |
| Feb-02 | 8 | 1 | 8.00 | 0 | 0 | 139 | 6 | 23.17 | 11.30 | -1.24 | -1.76 | No |
| Mar-02 | 116 | 7 | 16.57 | 0 | 1 | 220 | 11 | 20.00 | 2.93 | -2.42 | -2.47 | No |
| Apr-02 | 118 | 10 | 11.80 | 0 | 1 | 91 | 4 | 22.75 | 6.70 | -2.76 | -2.68 | No |
| May-02 | 18 | 1 | 18.00 | 0 | 0 | 231 | 12 | 19.25 | 3.36 | -0.36 | -1.22 | No |
| Jun-02 | 0 | 1 | 0.00 | 0 | 0 | 111 | 6 | 18.50 | 2.07 | -8.26 | -6.02 | No |
| Jul-02 | | | | | | 77 | 4 | 19.25 | 6.90 | | | |
| Aug-02 | 115 | 6 | 19.17 | 0 | 1 | 76 | 7 | 10.86 | 3.63 | 2.88 | 0.75 | Yes |
| Sep-02 | 35 | 2 | 17.50 | 0 | 0 | 196 | 15 | 13.07 | 5.86 | 0.7 | -0.58 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

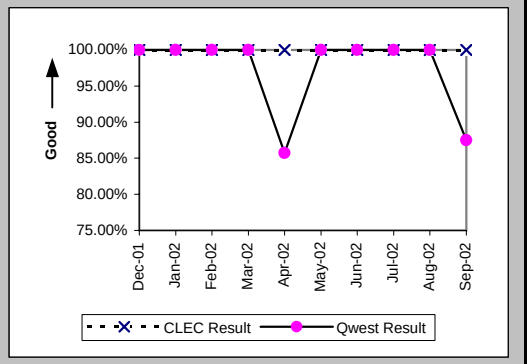
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 54 | 3 | 18.00 | 0.00 | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 25 | 1 | 25.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Installation

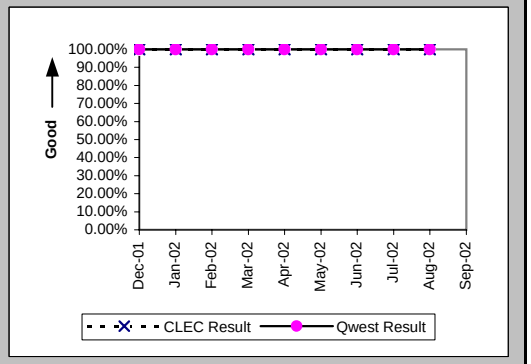
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 8 | 100.00% | 0 | 0 | 37 | 37 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 10 | 10 | 100.00% | 0 | 0 | 32 | 32 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 6 | 6 | 100.00% | 0 | 0 | 22 | 22 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 10 | 10 | 100.00% | 0 | 0 | 16 | 16 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 15 | 15 | 100.00% | 0 | 0 | 12 | 14 | 85.71% | 34.99% | -1.1 | -1.67 | No |
| May-02 | 11 | 11 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 5 | 5 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 8 | 8 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 10 | 10 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 20 | 20 | 100.00% | 0 | 0 | 14 | 16 | 87.50% | 33.07% | -1.13 | -1.69 | No |




New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

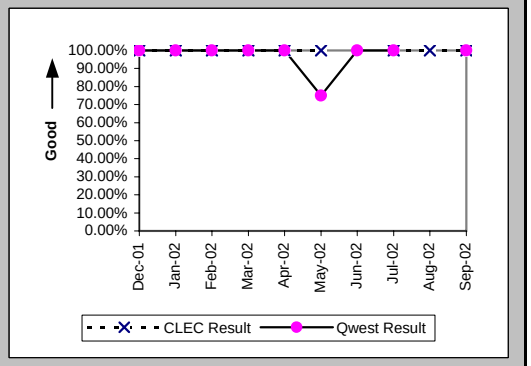
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 8 | 100.00% | 0 | 0 | 37 | 37 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 10 | 10 | 100.00% | 0 | 0 | 32 | 32 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 6 | 6 | 100.00% | 0 | 0 | 22 | 22 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 10 | 10 | 100.00% | 0 | 0 | 16 | 16 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 15 | 15 | 100.00% | 0 | 0 | 14 | 14 | 100.00% | N/A | N/A | N/A | |
| May-02 | 11 | 11 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 5 | 5 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 8 | 8 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 10 | 10 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Repair

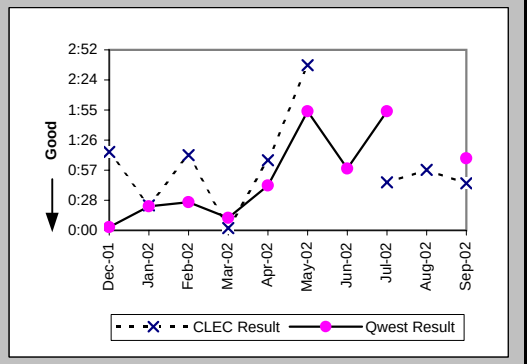
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 3 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 4 | 0 | 3 | 3 | 100.00% | N/A | N/A | N/A | |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 3 | 4 | 75.00% | 43.30% | -0.67 | -1.41 | No |
| Jun-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jul-02 | 1 | 1 | 100.00% | 1 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 2 | 2 | 100.00% | 1 | 0 | | | | | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |



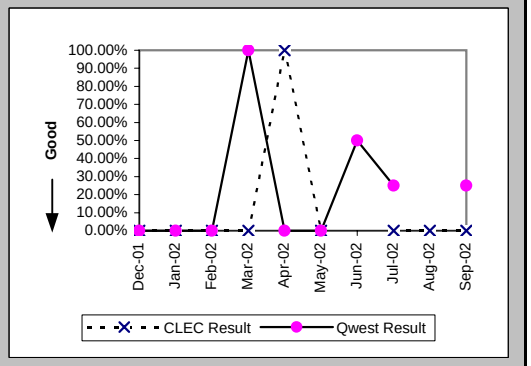

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1:15 | 1 | 1:15 | 0 | 0 | 0:03 | 1 | 0:03 | | | | |
| Jan-02 | 1:12 | 3 | 0:24 | 0 | 0 | 0:23 | 1 | 0:23 | | | | |
| Feb-02 | 2:24 | 2 | 1:12 | 3 | 0 | 0:27 | 1 | 0:27 | | | | |
| Mar-02 | 0:02 | 1 | 0:02 | 0 | 0 | 0:12 | 1 | 0:12 | | | | |
| Apr-02 | 1:07 | 1 | 1:07 | 4 | 0 | 2:09 | 3 | 0:43 | 1:03 | 0.47 | -0.72 | No |
| May-02 | 5:16 | 2 | 2:38 | 0 | 0 | 7:38 | 4 | 1:54 | 2:28 | 0.25 | -0.85 | No |
| Jun-02 | | | | | | 1:58 | 2 | 0:59 | 0:45 | | | |
| Jul-02 | 0:46 | 1 | 0:46 | 1 | 0 | 7:35 | 4 | 1:54 | 0:59 | -1.02 | -1.62 | No |
| Aug-02 | 1:55 | 2 | 0:58 | 1 | 0 | | | | | | | |
| Sep-02 | 0:45 | 1 | 0:45 | 0 | 0 | 4:37 | 4 | 1:09 | 1:05 | -0.34 | -1.2 | No |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

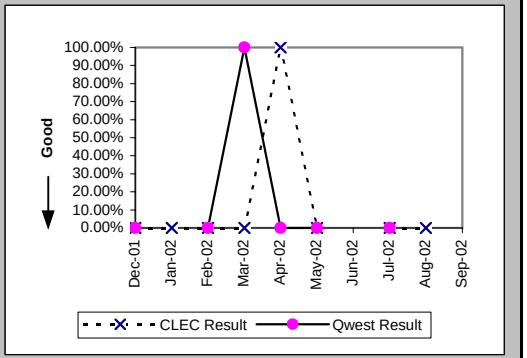
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 3 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 2 | 0.00% | 3 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | | |
| Apr-02 | 1 | 1 | 100.00% | 4 | 0 | 0 | 3 | 0.00% | N/A | N/A | -0.24 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 4 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jul-02 | 0 | 1 | 0.00% | 1 | 0 | 1 | 4 | 25.00% | 43.30% | -0.52 | -1.31 | No |
| Aug-02 | 0 | 2 | 0.00% | 1 | 0 | | | | | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 4 | 25.00% | 43.30% | -0.52 | -1.31 | No |



## Checklist #1 - Local Interconnection - LIS Repair

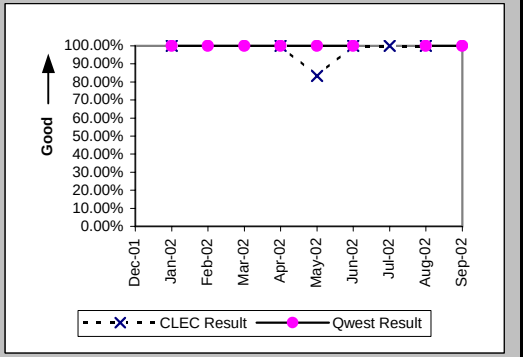
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Feb-02 | 0 | 2 | 0.00% | 3 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | | |
| Apr-02 | 1 | 1 | 100.00% | 4 | 0 | 0 | 2 | 0.00% | N/A | N/A | -0.37 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 3 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | 0 | 1 | 0.00% | 1 | 0 | 0 | 2 | 0.00% | N/A | N/A | N/A | |
| Aug-02 | 0 | 2 | 0.00% | 1 | 0 | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



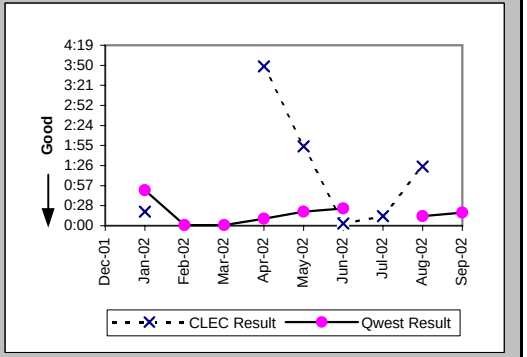

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| May-02 | 5 | 6 | 83.33% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | -1.03 | No |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Aug-02 | 2 | 2 | 100.00% | 2 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

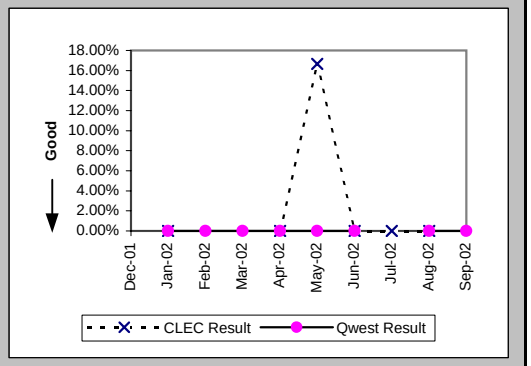
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0:20 | 1 | 0:20 | 0 | 0 | 0:51 | 1 | 0:51 | | | | |
| Feb-02 | | | | | | 0:01 | 1 | 0:01 | | | | |
| Mar-02 | | | | | | 0:01 | 1 | 0:01 | | | | |
| Apr-02 | 3:49 | 1 | 3:49 | 0 | 0 | 0:19 | 2 | 0:10 | 0:09 | 0.67 | -0.6 | No |
| May-02 | 11:24 | 6 | 1:54 | 0 | 0 | 0:20 | 1 | 0:20 | | | | |
| Jun-02 | 0:03 | 1 | 0:03 | 0 | 0 | 0:50 | 2 | 0:25 | 0:34 | -0.53 | -1.32 | No |
| Jul-02 | 0:14 | 1 | 0:14 | 0 | 0 | | | | | | | |
| Aug-02 | 2:49 | 2 | 1:25 | 2 | 0 | 0:27 | 2 | 0:14 | 0:15 | 1.08 | -0.34 | No |
| Sep-02 | | | | | | 0:19 | 1 | 0:19 | | | | |



## Checklist #1 - Local Interconnection - LIS Repair

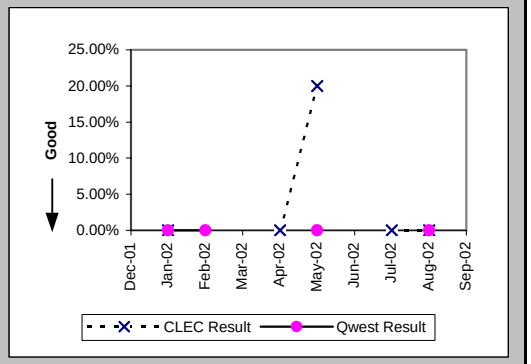
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | N/A | |
| May-02 | 1 | 6 | 16.67% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | -1.03 | No |
| Jun-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | N/A | |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Aug-02 | 0 | 2 | 0.00% | 2 | 0 | 0 | 2 | 0.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |



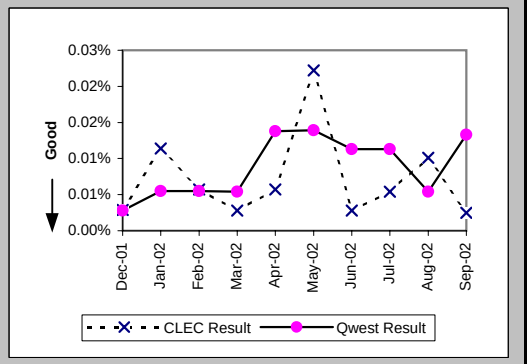

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| May-02 | 1 | 5 | 20.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | -1 | No |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Aug-02 | 0 | 1 | 0.00% | 2 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

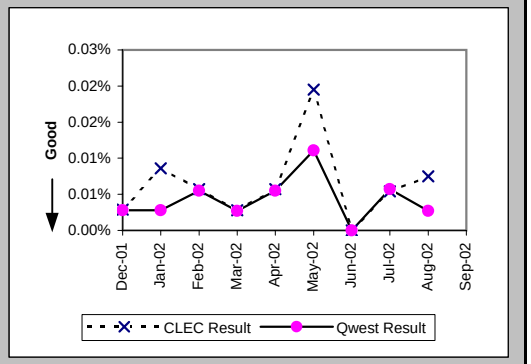
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 34407 | 0.00% | 0 | 0 | 1 | 35568 | 0.00% | 0.53% | 0.02 | -0.99 | No |
| Jan-02 | 4 | 34986 | 0.01% | 0 | 0 | 2 | 36278 | 0.01% | 0.74% | 1.06 | -0.35 | No |
| Feb-02 | 2 | 34888 | 0.01% | 3 | 0 | 2 | 36158 | 0.01% | 0.74% | 0.04 | -0.98 | No |
| Mar-02 | 1 | 35248 | 0.00% | 0 | 0 | 2 | 36741 | 0.01% | 0.74% | -0.47 | -1.29 | No |
| Apr-02 | 2 | 35392 | 0.01% | 4 | 0 | 5 | 36285 | 0.01% | 1.17% | -0.93 | -1.56 | No |
| May-02 | 8 | 35967 | 0.02% | 0 | 0 | 5 | 36045 | 0.01% | 1.18% | 0.95 | -0.42 | No |
| Jun-02 | 1 | 36074 | 0.00% | 2 | 0 | 4 | 35360 | 0.01% | 1.06% | -1.07 | -1.65 | No |
| Jul-02 | 2 | 37106 | 0.01% | 1 | 0 | 4 | 35336 | 0.01% | 1.06% | -0.75 | -1.46 | No |
| Aug-02 | 4 | 39746 | 0.01% | 3 | 0 | 2 | 37208 | 0.01% | 0.73% | 0.89 | -0.46 | No |
| Sep-02 | 1 | 40730 | 0.00% | 0 | 0 | 5 | 37592 | 0.01% | 1.15% | -1.31 | -1.8 | No |



## Checklist #1 - Local Interconnection - LIS Repair

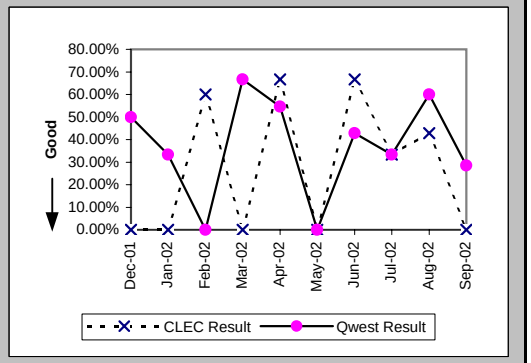
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 34407 | 0.00% | 0 | 0 | 1 | 35568 | 0.00% | 0.53% | 0.02 | -0.99 | No |
| Jan-02 | 3 | 34986 | 0.01% | 0 | 0 | 1 | 36278 | 0.00% | 0.53% | 1.48 | -0.1 | No |
| Feb-02 | 2 | 34888 | 0.01% | 3 | 0 | 2 | 36158 | 0.01% | 0.74% | 0.04 | -0.98 | No |
| Mar-02 | 1 | 35248 | 0.00% | 0 | 0 | 1 | 36741 | 0.00% | 0.52% | 0.03 | -0.98 | No |
| Apr-02 | 2 | 35392 | 0.01% | 4 | 0 | 2 | 36285 | 0.01% | 0.74% | 0.03 | -0.98 | No |
| May-02 | 7 | 35967 | 0.02% | 0 | 0 | 4 | 36045 | 0.01% | 1.05% | 1.07 | -0.35 | No |
| Jun-02 | 0 | 36074 | 0.00% | 0 | 0 | 0 | 35360 | 0.00% | N/A | N/A | N/A | |
| Jul-02 | 2 | 37106 | 0.01% | 1 | 0 | 2 | 35336 | 0.01% | 0.75% | -0.05 | -1.03 | No |
| Aug-02 | 3 | 39746 | 0.01% | 3 | 0 | 1 | 37208 | 0.00% | 0.52% | 1.3 | -0.21 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

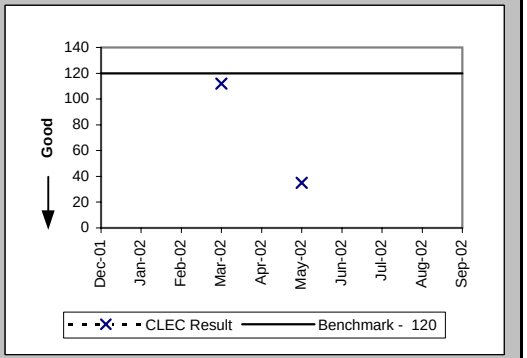
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | 1 | 2 | 50.00% | 50.00% | -0.82 | -1.5 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 1 | 3 | 33.33% | 47.14% | -0.93 | -1.56 | No |
| Feb-02 | 3 | 5 | 60.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | -0.29 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 4 | 6 | 66.67% | 47.14% | -1.31 | -1.8 | No |
| Apr-02 | 4 | 6 | 66.67% | 0 | 0 | 6 | 11 | 54.55% | 49.79% | 0.38 | -0.77 | No |
| May-02 | 0 | 8 | 0.00% | 0 | 0 | 0 | 5 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | 2 | 3 | 66.67% | 0 | 0 | 3 | 7 | 42.86% | 49.49% | 0.5 | -0.69 | No |
| Jul-02 | 1 | 3 | 33.33% | 0 | 0 | 2 | 6 | 33.33% | 47.14% | 0 | -1 | No |
| Aug-02 | 3 | 7 | 42.86% | 0 | 0 | 3 | 5 | 60.00% | 48.99% | -0.6 | -1.36 | No |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 2 | 7 | 28.57% | 45.18% | -0.59 | -1.36 | No |



## Checklist #1 - Collocation

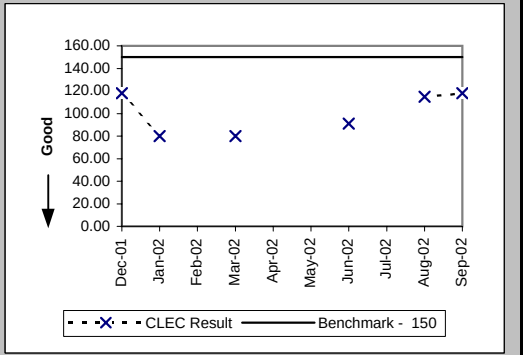
### Scheduled Interval 91 to 120 Calendar Days (Average Days) (CP-1B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | 112 | 1 | 112.00 | | | |
| Apr-02 | | | | | | |
| May-02 | 35 | 1 | 35.00 | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



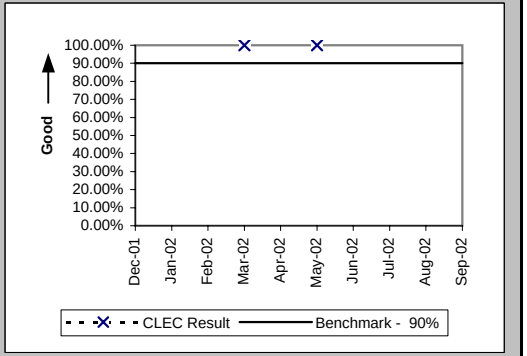

### Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 118 | 1 | 118.00 | 0 | 0 | |
| Jan-02 | 80 | 1 | 80.00 | | | |
| Feb-02 | | | | | | |
| Mar-02 | 80 | 1 | 80.00 | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | 182 | 2 | 91.00 | | | |
| Jul-02 | | | | | | |
| Aug-02 | 115 | 1 | 115.00 | | | |
| Sep-02 | 118 | 1 | 118.00 | | | |




### Non-Forcasted & Late Forecasted Collocations (Percent) (CP-2B) (Benchmark)

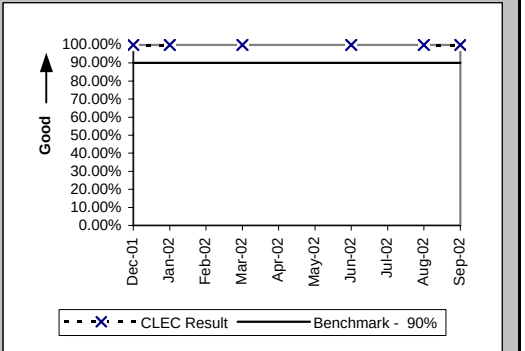
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | 1 | 1 | 100.00% | | | |
| Apr-02 | | | | | | |
| May-02 | 1 | 1 | 100.00% | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



## Checklist #1 - Collocation

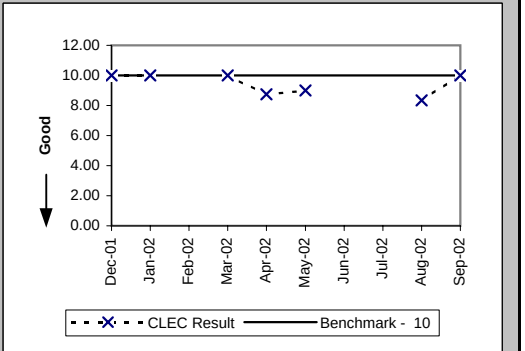
### Collocations with Intervals Longer than 120 Days (Percent) (CP-2C) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 0.00% |
| Jan-02 | 2 | 2 | 100.00% | | | |
| Feb-02 | | | | | | |
| Mar-02 | 2 | 2 | 100.00% | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | 2 | 2 | 100.00% | | | |
| Jul-02 | | | | | | |
| Aug-02 | 1 | 1 | 100.00% | | | |
| Sep-02 | 2 | 2 | 100.00% | | | |



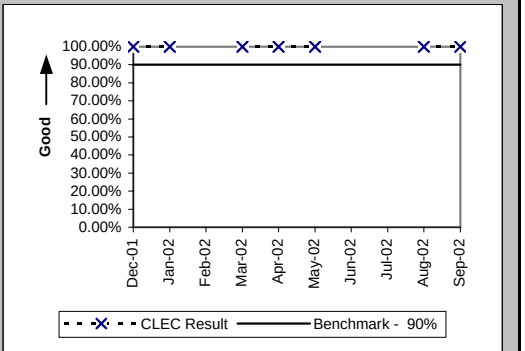

### Collocation Feasibility Study Interval (Average Days) (CP-3) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 10 | 1 | 10.00 | 0 | 0 | |
| Jan-02 | 10 | 1 | 10.00 | | | |
| Feb-02 | | | | | | |
| Mar-02 | 10 | 1 | 10.00 | | | |
| Apr-02 | 35 | 4 | 8.75 | | | |
| May-02 | 9 | 1 | 9.00 | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | 25 | 3 | 8.33 | | | |
| Sep-02 | 20 | 2 | 10.00 | | | |




### Collocation Feasibility Study Commitments Met (Percent) (CP-4) (Benchmark)

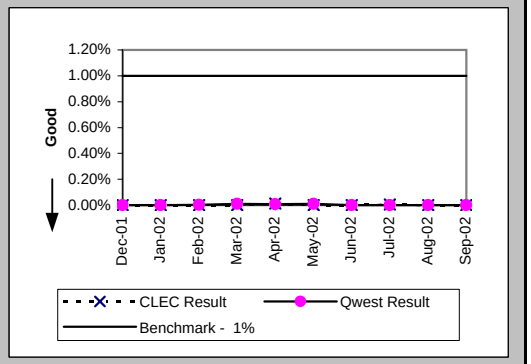
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |
| Jan-02 | 1 | 1 | 100.00% | | | |
| Feb-02 | | | | | | |
| Mar-02 | 1 | 1 | 100.00% | | | |
| Apr-02 | 4 | 4 | 100.00% | | | |
| May-02 | 1 | 1 | 100.00% | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | 3 | 3 | 100.00% | | | |
| Sep-02 | 2 | 2 | 100.00% | | | |



## Checklist #1 - Trunk Blocking

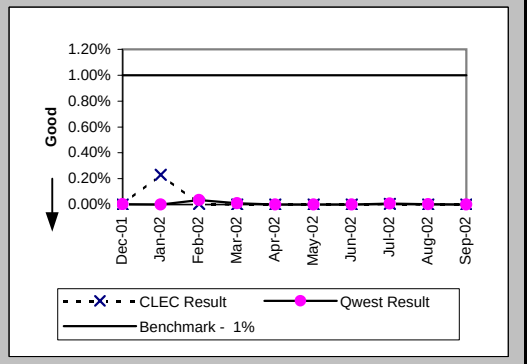
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1A) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 3720 | 0.00% | 0 | 0 | 0 | 6262 | 0.00% | 0.00% | | | No |
| Jan-02 | 0 | 3720 | 0.00% | 0 | 0 | 0.02 | 6262 | 0.00% | 0.00% | -9.13 | -6.55 | No |
| Feb-02 | 0 | 3720 | 0.00% | 0 | 0 | 0.13 | 6214 | 0.00% | 0.01% | -10.66 | -7.48 | No |
| Mar-02 | 0 | 3720 | 0.00% | 0 | 0 | 0.67 | 6214 | 0.01% | 0.04% | -11.89 | -8.23 | No |
| Apr-02 | 0.62 | 4584 | 0.01% | 0 | 0 | 0.42 | 6214 | 0.01% | 0.03% | 12.52 | 6.61 | No |
| May-02 | 0 | 4704 | 0.00% | 0 | 0 | 0.5 | 5746 | 0.01% | 0.05% | -8.15 | -5.96 | No |
| Jun-02 | 0 | 4704 | 0.00% | 0 | 0 | 0.01 | 5698 | 0.00% | 0.00% | -8.17 | -5.97 | No |
| Jul-02 | 0.26 | 5448 | 0.00% | 0 | 0 | 0 | 5698 | 0.00% | 0.00% | | | No |
| Aug-02 | 0 | 3960 | 0.00% | 0 | 0 | 0.03 | 5698 | 0.00% | 0.00% | -12.1 | -8.36 | No |
| Sep-02 | 0 | 4968 | 0.00% | 0 | 0 | 0.03 | 5698 | 0.00% | 0.00% | -8.29 | -6.04 | No |



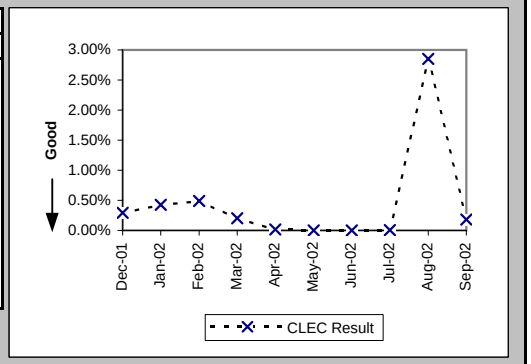

Trunk Blockage to Qwest End Offices (Percent) (NI-1B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1272 | 0.00% | 0 | 0 | 0.6 | 26226 | 0.00% | 0.04% | -1.83 | -2.11 | No |
| Jan-02 | 3 | 1296 | 0.23% | 0 | 0 | 0 | 25575 | 0.00% | 0.00% | | | No |
| Feb-02 | 0.06 | 1296 | 0.00% | 0 | 0 | 8.46 | 23991 | 0.04% | 0.14% | -7.41 | -5.51 | No |
| Mar-02 | 0 | 1272 | 0.00% | 0 | 0 | 2.5 | 23703 | 0.01% | 0.05% | -7.56 | -5.6 | No |
| Apr-02 | 0 | 1440 | 0.00% | 0 | 0 | 0.06 | 23703 | 0.00% | 0.00% | -2.21 | -2.34 | No |
| May-02 | 0 | 1440 | 0.00% | 0 | 0 | 0 | 20991 | 0.00% | 0.00% | | | No |
| Jun-02 | 0 | 1440 | 0.00% | 0 | 0 | 0 | 20700 | 0.00% | 0.00% | | | No |
| Jul-02 | 0.07 | 1704 | 0.00% | 0 | 0 | 1.43 | 20700 | 0.01% | 0.05% | -1.95 | -2.19 | No |
| Aug-02 | 0 | 1416 | 0.00% | 0 | 0 | 0.67 | 20700 | 0.00% | 0.07% | -1.76 | -2.07 | No |
| Sep-02 | 0 | 1416 | 0.00% | 0 | 0 | 0.14 | 19596 | 0.00% | 0.01% | -1.8 | -2.09 | No |

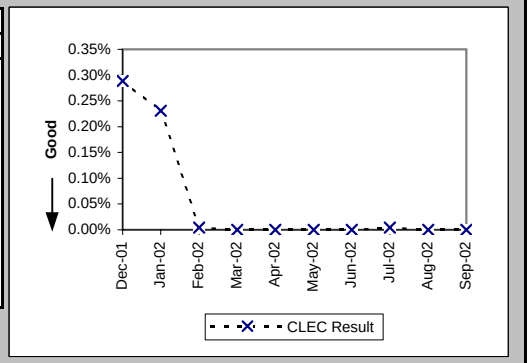


## Checklist #1 - Trunk Blocking

| Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
| Dec-01 | 11.56 | 3936 | 0.29% | 0 | 0 | 1.22% |
| Jan-02 | 16.76 | 3936 | 0.43% | 0 | 0 | 1.77% |
| Feb-02 | 20.76 | 4224 | 0.49% | 0 | 0 | 1.34% |
| Mar-02 | 8.8 | 4344 | 0.20% | 0 | 0 | 0.49% |
| Apr-02 | 0.62 | 4584 | 0.01% | 0 | 0 | 0.03% |
| May-02 | 0 | 4704 | 0.00% | 0 | 0 | 0.00% |
| Jun-02 | 0 | 4704 | 0.00% | 0 | 0 | 0.00% |
| Jul-02 | 0.26 | 5448 | 0.00% | 0 | 0 | 0.04% |
| Aug-02 | 154.74 | 5424 | 2.85% | 0 | 0 | 6.04% |
| Sep-02 | 10.53 | 5784 | 0.18% | 0 | 0 | 0.45% |



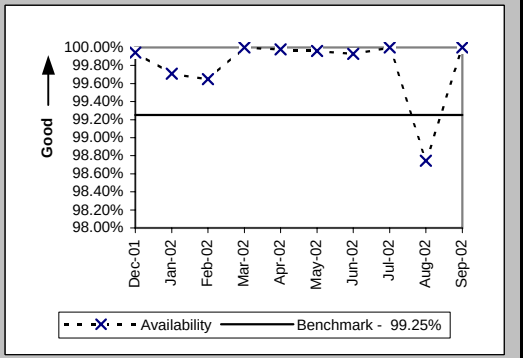

| Trunk Blockage to Qwest End Offices (Percent) (NI-1D) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
| Dec-01 | 4.02 | 1392 | 0.29% | 0 | 0 | 0.94% |
| Jan-02 | 3 | 1296 | 0.23% | 0 | 0 | 0.41% |
| Feb-02 | 0.06 | 1296 | 0.00% | 0 | 0 | 0.03% |
| Mar-02 | 0 | 1272 | 0.00% | 0 | 0 | 0.00% |
| Apr-02 | 0 | 1440 | 0.00% | 0 | 0 | 0.00% |
| May-02 | 0 | 1440 | 0.00% | 0 | 0 | 0.00% |
| Jun-02 | 0 | 1440 | 0.00% | 0 | 0 | 0.00% |
| Jul-02 | 0.07 | 1704 | 0.00% | 0 | 0 | 0.02% |
| Aug-02 | 0 | 1416 | 0.00% | 0 | 0 | 0.00% |
| Sep-02 | 0 | 1416 | 0.00% | 0 | 0 | 0.00% |



## Checklist #2 - Gateway Availability

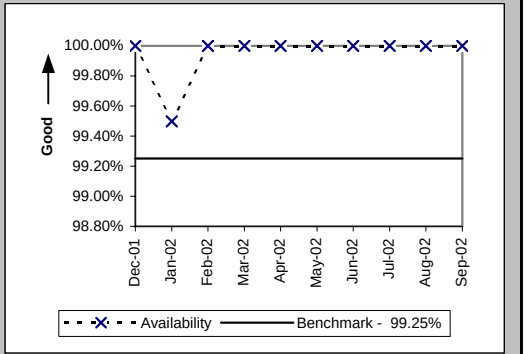
### Gateway Availability - IMA-GUI (Percent) All (GA-1A) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 99.94% | | |
| Jan-02 | 99.71% | | |
| Feb-02 | 99.65% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 99.98% | | |
| May-02 | 99.96% | | |
| Jun-02 | 99.93% | | |
| Jul-02 | 100.00% | | |
| Aug-02 | 98.75% | | |
| Sep-02 | 100.00% | | |



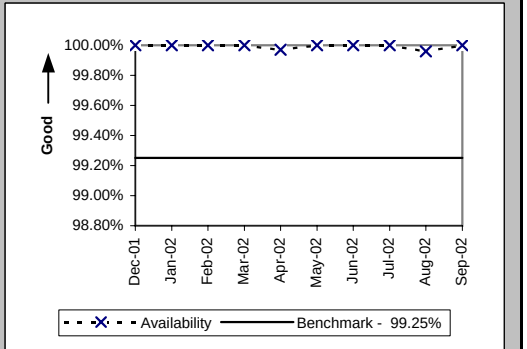

### Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1B) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 100.00% | | |
| Jan-02 | 99.50% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 100.00% | | |
| May-02 | 100.00% | | |
| Jun-02 | 100.00% | | |
| Jul-02 | 100.00% | | |
| Aug-02 | 100.00% | | |
| Sep-02 | 100.00% | | |




### Gateway Availability - IMA-GUI (Percent) Data Arbiter (GA-1C) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 99.97% | | |
| May-02 | 100.00% | | |
| Jun-02 | 100.00% | | |
| Jul-02 | 100.00% | | |
| Aug-02 | 99.96% | | |
| Sep-02 | 100.00% | | |

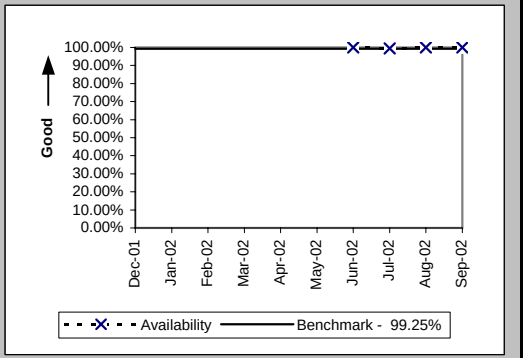



CLEC caused some IMA-bound internet traffic to get improperly rerouted to their routers instead of Qwest's.

## Checklist #2 - Gateway Availability

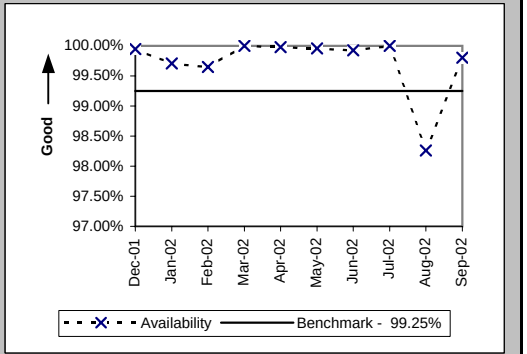
### Gateway Availability - IMA-GUI (Percent) SIA (GA-1D) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |
| Jun-02 | 100.00% | | |
| Jul-02 | 99.55% | | |
| Aug-02 | 100.00% | | |
| Sep-02 | 99.95% | | |



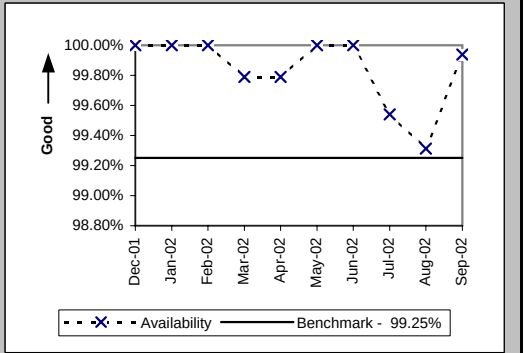

### Gateway Availability - IMA-EDI (Percent) (GA-2) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 99.94% | | |
| Jan-02 | 99.71% | | |
| Feb-02 | 99.65% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 99.98% | | |
| May-02 | 99.96% | | |
| Jun-02 | 99.93% | | |
| Jul-02 | 100.00% | | |
| Aug-02 | 98.26% | | |
| Sep-02 | 99.80% | | |




### Gateway Availability - EB-TA (Percent) (GA-3) (Benchmark)

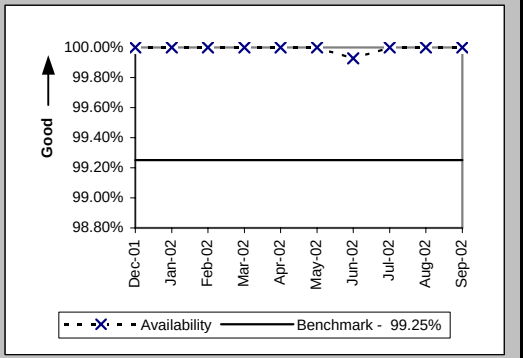
| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 99.79% | | |
| Apr-02 | 99.79% | | |
| May-02 | 100.00% | | |
| Jun-02 | 100.00% | | |
| Jul-02 | 99.54% | | |
| Aug-02 | 99.31% | | |
| Sep-02 | 99.94% | | |



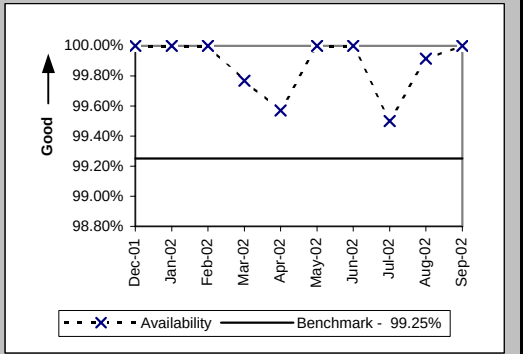

CLEC caused some IMA-bound internet traffic to get improperly rerouted to their routers instead of Qwest's.

## Checklist #2 - Gateway Availability

| System Availability - EXACT (Percent) (GA-4) (Benchmark) | | | |
|---|---|---|---|
| Date | Availability | PID Exc | Data Exc |
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 100.00% | | |
| May-02 | 100.00% | | |
| Jun-02 | 99.93% | | |
| Jul-02 | 100.00% | | |
| Aug-02 | 100.00% | | |
| Sep-02 | 100.00% | | |




| Gateway Availability - GUI - Repair (Percent) (GA-6) (Benchmark) | | | |
|---|---|---|---|
| Date | Availability | PID Exc | Data Exc |
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 99.77% | | |
| Apr-02 | 99.57% | | |
| May-02 | 100.00% | | |
| Jun-02 | 100.00% | | |
| Jul-02 | 99.50% | | |
| Aug-02 | 99.92% | | |
| Sep-02 | 100.00% | | |

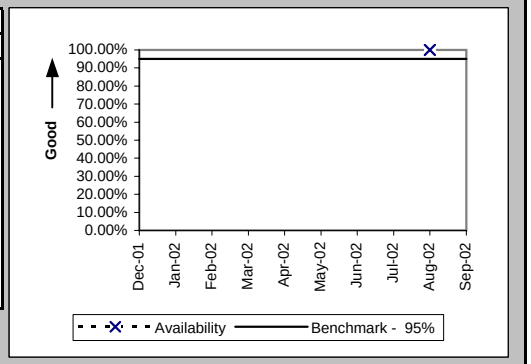



CLEC caused some IMA-bound internet traffic to get improperly rerouted to their routers instead of Qwest's.

## Checklist #2 - Gateway Availability

Timely Outage Resolution following Software Releases (Percent) (GA-7) (Benchmark)

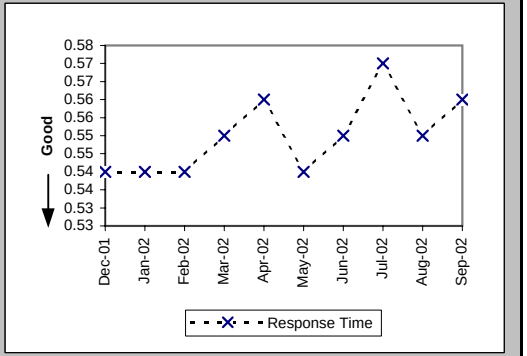
| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |
| Jun-02 | | | |
| Jul-02 | | | |
| Aug-02 | 100.00% | | |
| Sep-02 | | | |



## Checklist #2 - Preorder Response Times - IMA

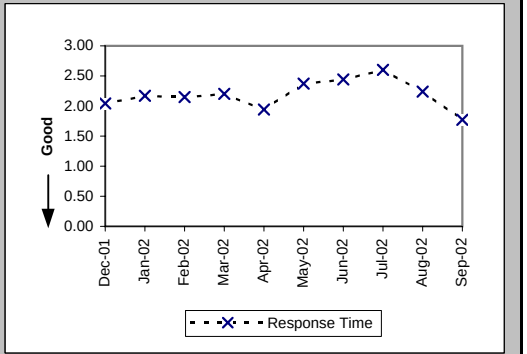
### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1A-1(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1598.4 | 2960 | 0.54 | | | 0.11 |
| Jan-02 | 1733.94 | 3211 | 0.54 | | | 0.15 |
| Feb-02 | 1540.62 | 2853 | 0.54 | | | 0.11 |
| Mar-02 | 1545.5 | 2810 | 0.55 | | | 0.11 |
| Apr-02 | 1579.76 | 2821 | 0.56 | | | 0.24 |
| May-02 | 1548.18 | 2867 | 0.54 | | | 0.12 |
| Jun-02 | 1301.85 | 2367 | 0.55 | | | 0.24 |
| Jul-02 | 1471.74 | 2582 | 0.57 | | | 0.22 |
| Aug-02 | 1353 | 2460 | 0.55 | | | 0.20 |
| Sep-02 | 1196.72 | 2137 | 0.56 | | | 0.12 |



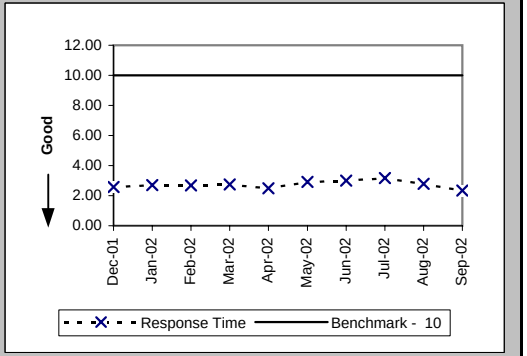

### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response/Accept (PO-1A-1(b,c)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6038.4 | 2960 | 2.04 | | | 1.39 |
| Jan-02 | 6967.87 | 3211 | 2.17 | | | 1.43 |
| Feb-02 | 6133.95 | 2853 | 2.15 | | | 1.55 |
| Mar-02 | 6182 | 2810 | 2.20 | | | 2.01 |
| Apr-02 | 5472.74 | 2821 | 1.94 | | | 0.82 |
| May-02 | 6794.79 | 2867 | 2.37 | | | 1.61 |
| Jun-02 | 5775.48 | 2367 | 2.44 | | | 1.32 |
| Jul-02 | 6713.2 | 2582 | 2.60 | | | 1.10 |
| Aug-02 | 5510.4 | 2460 | 2.24 | | | 0.99 |
| Sep-02 | 3782.49 | 2137 | 1.77 | | | 1.13 |




### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1A-1 Total) (Benchmark)

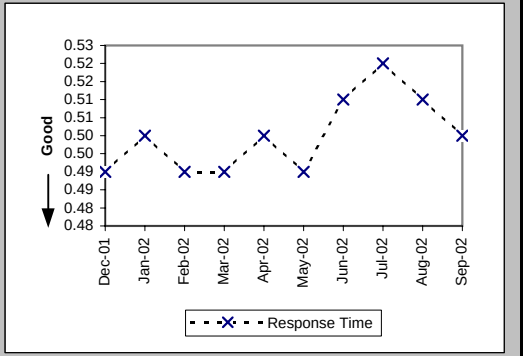
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7636.8 | 2960 | 2.58 | | | |
| Jan-02 | 8701.81 | 3211 | 2.71 | | | |
| Feb-02 | 7674.57 | 2853 | 2.69 | | | |
| Mar-02 | 7727.5 | 2810 | 2.75 | | | |
| Apr-02 | 7052.5 | 2821 | 2.50 | | | |
| May-02 | 8342.97 | 2867 | 2.91 | | | |
| Jun-02 | 7077.33 | 2367 | 2.99 | | | |
| Jul-02 | 8184.94 | 2582 | 3.17 | | | |
| Aug-02 | 6863.4 | 2460 | 2.79 | | | |
| Sep-02 | 4979.21 | 2137 | 2.33 | | | |



## Checklist #2 - Preorder Response Times - IMA

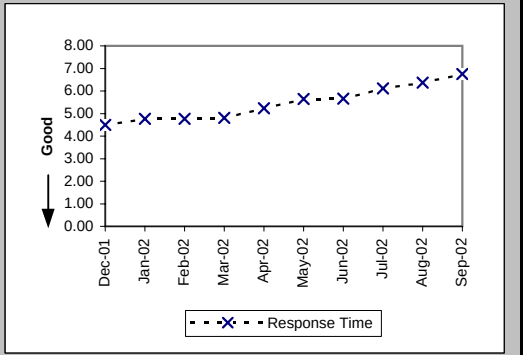
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Request (PO-1A-2(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1803.54 | 3706 | 0.49 | | | 0.06 |
| Jan-02 | 1915.18 | 3820 | 0.50 | | | 0.15 |
| Feb-02 | 1669.46 | 3379 | 0.49 | | | 0.06 |
| Mar-02 | 1935.43 | 3943 | 0.49 | | | 0.07 |
| Apr-02 | 1990.41 | 3982 | 0.50 | | | 0.15 |
| May-02 | 1999.01 | 4049 | 0.49 | | | 0.08 |
| Jun-02 | 1749.99 | 3453 | 0.51 | | | 0.24 |
| Jul-02 | 1997.1 | 3845 | 0.52 | | | 0.25 |
| Aug-02 | 1909.08 | 3738 | 0.51 | | | 0.29 |
| Sep-02 | 1725.51 | 3447 | 0.50 | | | 0.09 |



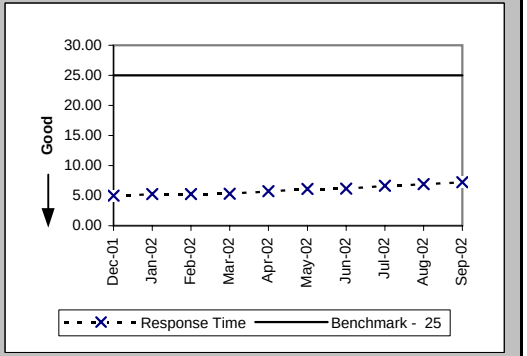

Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1A-2(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 16687.24 | 3706 | 4.50 | | | 4.16 |
| Jan-02 | 18228.93 | 3820 | 4.77 | | | 4.31 |
| Feb-02 | 16088.53 | 3379 | 4.76 | | | 4.03 |
| Mar-02 | 18980.72 | 3943 | 4.81 | | | 4.21 |
| Apr-02 | 20816.61 | 3982 | 5.23 | | | 4.38 |
| May-02 | 22850.47 | 4049 | 5.64 | | | 4.94 |
| Jun-02 | 19538.29 | 3453 | 5.66 | | | 4.92 |
| Jul-02 | 23506.83 | 3845 | 6.11 | | | 4.98 |
| Aug-02 | 23827.31 | 3738 | 6.37 | | | 6.12 |
| Sep-02 | 23268.3 | 3447 | 6.75 | | | 6.66 |




Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1A-2 Total) (Benchmark)

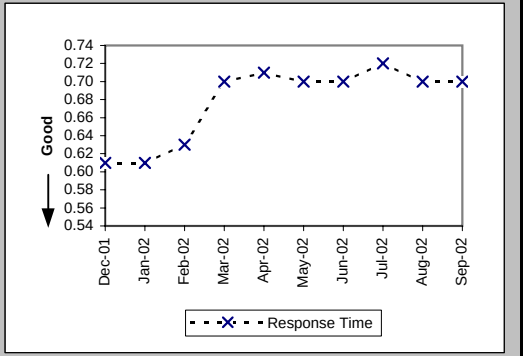
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 18490.78 | 3706 | 4.99 | | | |
| Jan-02 | 20144.11 | 3820 | 5.27 | | | |
| Feb-02 | 17757.99 | 3379 | 5.26 | | | |
| Mar-02 | 20916.15 | 3943 | 5.30 | | | |
| Apr-02 | 22807.02 | 3982 | 5.73 | | | |
| May-02 | 24849.48 | 4049 | 6.14 | | | |
| Jun-02 | 21288.28 | 3453 | 6.17 | | | |
| Jul-02 | 25503.93 | 3845 | 6.63 | | | |
| Aug-02 | 25736.39 | 3738 | 6.89 | | | |
| Sep-02 | 24993.81 | 3447 | 7.25 | | | |



## Checklist #2 - Preorder Response Times - IMA

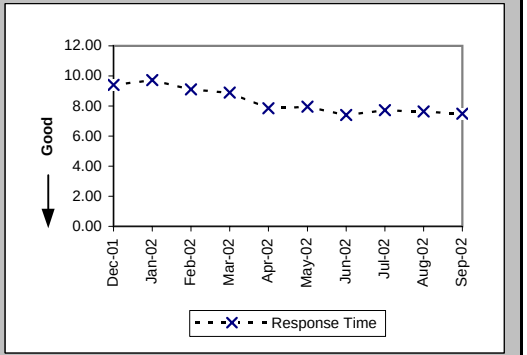
### Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1A-3(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 403.21 | 661 | 0.61 | | | 0.07 |
| Jan-02 | 430.66 | 706 | 0.61 | | | 0.06 |
| Feb-02 | 408.87 | 649 | 0.63 | | | 0.07 |
| Mar-02 | 502.6 | 718 | 0.70 | | | 0.07 |
| Apr-02 | 516.88 | 728 | 0.71 | | | 0.15 |
| May-02 | 516.6 | 738 | 0.70 | | | 0.07 |
| Jun-02 | 437.5 | 625 | 0.70 | | | 0.07 |
| Jul-02 | 504.72 | 701 | 0.72 | | | 0.19 |
| Aug-02 | 483 | 690 | 0.70 | | | 0.14 |
| Sep-02 | 400.4 | 572 | 0.70 | | | 0.07 |



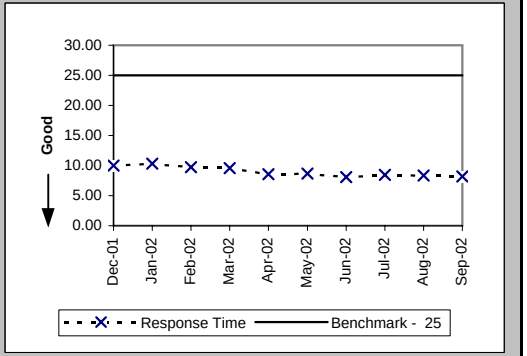

### Pre-Order Response Times (Facility Check) (Avg Sec) IMA Response (PO-1A-3(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6220.01 | 661 | 9.41 | | | 3.87 |
| Jan-02 | 6862.32 | 706 | 9.72 | | | 3.59 |
| Feb-02 | 5905.9 | 649 | 9.10 | | | 3.16 |
| Mar-02 | 6390.2 | 718 | 8.90 | | | 3.93 |
| Apr-02 | 5722.08 | 728 | 7.86 | | | 3.71 |
| May-02 | 5874.48 | 738 | 7.96 | | | 3.90 |
| Jun-02 | 4631.25 | 625 | 7.41 | | | 3.74 |
| Jul-02 | 5418.73 | 701 | 7.73 | | | 4.80 |
| Aug-02 | 5264.7 | 690 | 7.63 | | | 3.60 |
| Sep-02 | 4278.56 | 572 | 7.48 | | | 4.81 |




### Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1A-3 Total) (Benchmark)

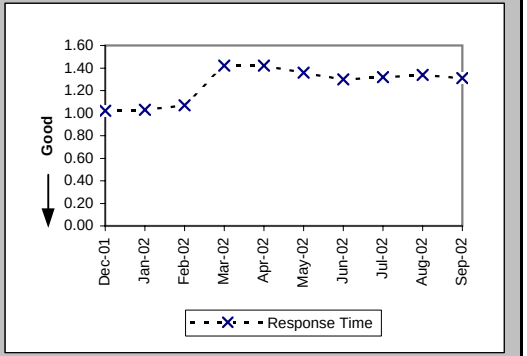
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6623.22 | 661 | 10.02 | | | |
| Jan-02 | 7292.98 | 706 | 10.33 | | | |
| Feb-02 | 6314.77 | 649 | 9.73 | | | |
| Mar-02 | 6892.8 | 718 | 9.60 | | | |
| Apr-02 | 6238.96 | 728 | 8.57 | | | |
| May-02 | 6391.08 | 738 | 8.66 | | | |
| Jun-02 | 5068.75 | 625 | 8.11 | | | |
| Jul-02 | 5923.45 | 701 | 8.45 | | | |
| Aug-02 | 5747.7 | 690 | 8.33 | | | |
| Sep-02 | 4678.96 | 572 | 8.18 | | | |



## Checklist #2 - Preorder Response Times - IMA

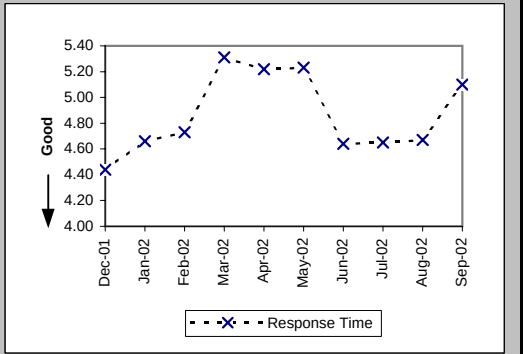
### Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1A-4(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 5823.21 | 5688 | 1.02 | | | 0.33 |
| Jan-02 | 6055.01 | 5902 | 1.03 | | | 0.24 |
| Feb-02 | 5649.5 | 5271 | 1.07 | | | 0.23 |
| Mar-02 | 8691.4 | 6110 | 1.42 | | | 0.49 |
| Apr-02 | 9265.89 | 6531 | 1.42 | | | 0.55 |
| May-02 | 9229.6 | 6795 | 1.36 | | | 0.56 |
| Jun-02 | 7234.52 | 5571 | 1.30 | | | 0.66 |
| Jul-02 | 8520.25 | 6461 | 1.32 | | | 0.67 |
| Aug-02 | 8529.74 | 6366 | 1.34 | | | 0.80 |
| Sep-02 | 9423.12 | 7185 | 1.31 | | | 0.22 |



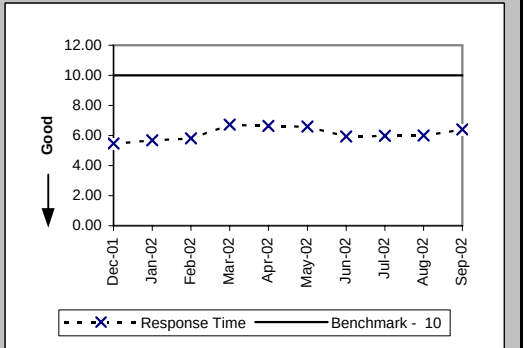

### Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1A-4(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 25264.91 | 5688 | 4.44 | | | 2.66 |
| Jan-02 | 27527.29 | 5902 | 4.66 | | | 3.08 |
| Feb-02 | 24920.7 | 5271 | 4.73 | | | 2.77 |
| Mar-02 | 32419.17 | 6110 | 5.31 | | | 3.27 |
| Apr-02 | 34082.92 | 6531 | 5.22 | | | 2.95 |
| May-02 | 35518.04 | 6795 | 5.23 | | | 3.07 |
| Jun-02 | 25843.37 | 5571 | 4.64 | | | 2.19 |
| Jul-02 | 30068.52 | 6461 | 4.65 | | | 1.82 |
| Aug-02 | 29756.11 | 6366 | 4.67 | | | 1.85 |
| Sep-02 | 36632.85 | 7185 | 5.10 | | | 3.44 |




### Pre-Order Response Times (Address Validation) (Avg Sec) IMA Aggregate (PO-1A-4 Total) (Benchmark)

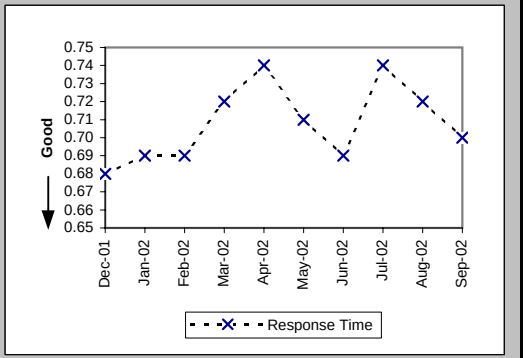
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 31088.12 | 5688 | 5.47 | | | |
| Jan-02 | 33582.3 | 5902 | 5.69 | | | |
| Feb-02 | 30570.2 | 5271 | 5.80 | | | |
| Mar-02 | 41110.57 | 6110 | 6.73 | | | |
| Apr-02 | 43348.81 | 6531 | 6.64 | | | |
| May-02 | 44747.64 | 6795 | 6.59 | | | |
| Jun-02 | 33077.89 | 5571 | 5.94 | | | |
| Jul-02 | 38588.77 | 6461 | 5.97 | | | |
| Aug-02 | 38285.85 | 6366 | 6.01 | | | |
| Sep-02 | 46055.97 | 7185 | 6.41 | | | |



## Checklist #2 - Preorder Response Times - IMA

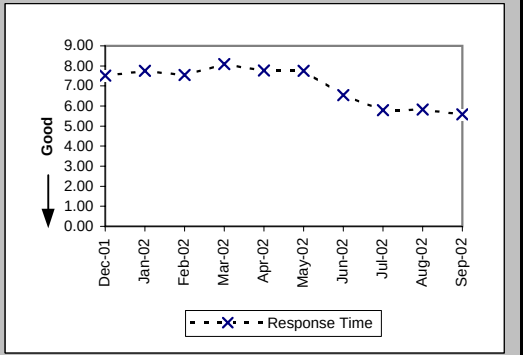
### Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1A-5(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 556.34 | 817 | 0.68 | | | 0.28 |
| Jan-02 | 606.01 | 884 | 0.69 | | | 0.22 |
| Feb-02 | 540.82 | 786 | 0.69 | | | 0.23 |
| Mar-02 | 677.06 | 936 | 0.72 | | | 0.33 |
| Apr-02 | 732.72 | 984 | 0.74 | | | 0.49 |
| May-02 | 712.28 | 999 | 0.71 | | | 0.49 |
| Jun-02 | 531.33 | 774 | 0.69 | | | 0.07 |
| Jul-02 | 660.08 | 892 | 0.74 | | | 0.42 |
| Aug-02 | 686.39 | 954 | 0.72 | | | 0.22 |
| Sep-02 | 595.45 | 856 | 0.70 | | | 0.10 |



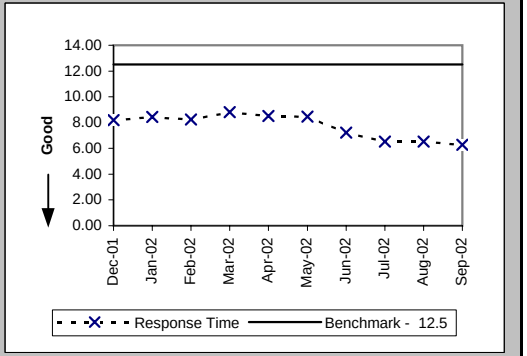

### Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1A-5(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6140.36 | 817 | 7.52 | | | 2.77 |
| Jan-02 | 6848 | 884 | 7.75 | | | 2.83 |
| Feb-02 | 5936.37 | 786 | 7.55 | | | 2.55 |
| Mar-02 | 7569.66 | 936 | 8.09 | | | 3.57 |
| Apr-02 | 7649.45 | 984 | 7.77 | | | 2.93 |
| May-02 | 7737.61 | 999 | 7.75 | | | 2.90 |
| Jun-02 | 5067.38 | 774 | 6.55 | | | 2.59 |
| Jul-02 | 5163.22 | 892 | 5.79 | | | 2.15 |
| Aug-02 | 5554.92 | 954 | 5.82 | | | 2.70 |
| Sep-02 | 4783.14 | 856 | 5.59 | | | 1.78 |




### Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1A-5 Total) (Benchmark)

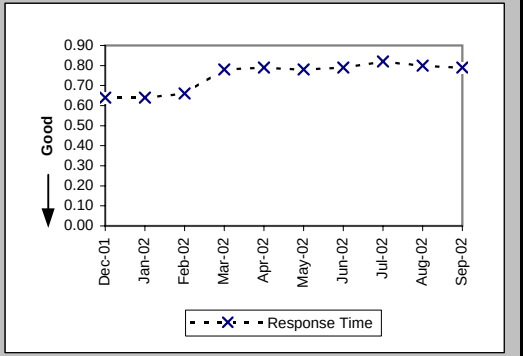
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6696.7 | 817 | 8.20 | | | |
| Jan-02 | 7454.01 | 884 | 8.43 | | | |
| Feb-02 | 6477.19 | 786 | 8.24 | | | |
| Mar-02 | 8246.72 | 936 | 8.81 | | | |
| Apr-02 | 8382.17 | 984 | 8.52 | | | |
| May-02 | 8449.89 | 999 | 8.46 | | | |
| Jun-02 | 5598.71 | 774 | 7.23 | | | |
| Jul-02 | 5823.3 | 892 | 6.53 | | | |
| Aug-02 | 6241.31 | 954 | 6.54 | | | |
| Sep-02 | 5378.59 | 856 | 6.28 | | | |



## Checklist #2 - Preorder Response Times - IMA

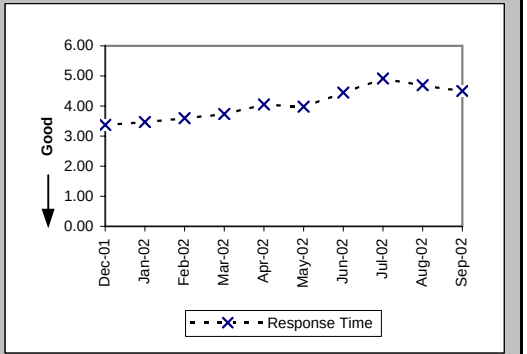
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Request (PO-1A-6(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1002.16 | 1576 | 0.64 | | | 0.04 |
| Jan-02 | 996.11 | 1556 | 0.64 | | | 0.15 |
| Feb-02 | 946.51 | 1437 | 0.66 | | | 0.07 |
| Mar-02 | 1248.15 | 1602 | 0.78 | | | 0.06 |
| Apr-02 | 1249.14 | 1579 | 0.79 | | | 0.23 |
| May-02 | 1282.5 | 1651 | 0.78 | | | 0.07 |
| Jun-02 | 1121.56 | 1428 | 0.79 | | | 0.14 |
| Jul-02 | 1325.05 | 1610 | 0.82 | | | 0.40 |
| Aug-02 | 1243.54 | 1560 | 0.80 | | | 0.32 |
| Sep-02 | 1024.2 | 1300 | 0.79 | | | 0.10 |



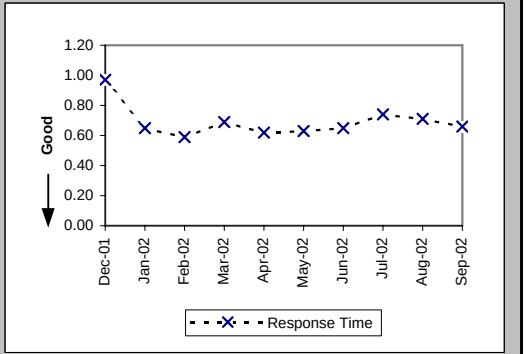

Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1A-6(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 5306.52 | 1576 | 3.37 | | | 1.94 |
| Jan-02 | 5394.82 | 1556 | 3.47 | | | 1.70 |
| Feb-02 | 5178.67 | 1437 | 3.60 | | | 1.73 |
| Mar-02 | 5972.92 | 1602 | 3.73 | | | 1.12 |
| Apr-02 | 6393.37 | 1579 | 4.05 | | | 1.75 |
| May-02 | 6568.62 | 1651 | 3.98 | | | 1.46 |
| Jun-02 | 6360.92 | 1428 | 4.45 | | | 1.86 |
| Jul-02 | 7905.61 | 1610 | 4.91 | | | 2.29 |
| Aug-02 | 7315.29 | 1560 | 4.69 | | | 1.96 |
| Sep-02 | 5849.67 | 1300 | 4.50 | | | 1.82 |




Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1A-6(c)) (Diagnostic)

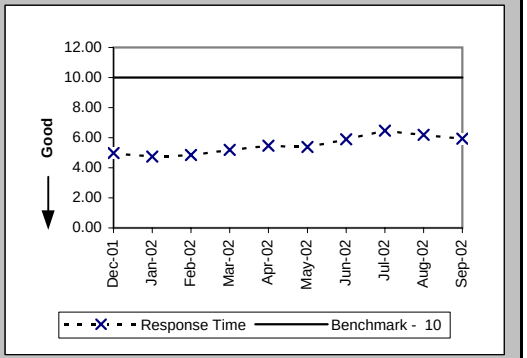
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1535.06 | 1576 | 0.97 | | | 1.17 |
| Jan-02 | 1007.34 | 1556 | 0.65 | | | 0.79 |
| Feb-02 | 854.51 | 1437 | 0.59 | | | 0.23 |
| Mar-02 | 1104.44 | 1602 | 0.69 | | | 0.29 |
| Apr-02 | 984.68 | 1579 | 0.62 | | | 0.15 |
| May-02 | 1034.37 | 1651 | 0.63 | | | 0.16 |
| Jun-02 | 922.62 | 1428 | 0.65 | | | 0.15 |
| Jul-02 | 1188.66 | 1610 | 0.74 | | | 0.83 |
| Aug-02 | 1109.98 | 1560 | 0.71 | | | 0.72 |
| Sep-02 | 851.68 | 1300 | 0.66 | | | 0.18 |



## Checklist #2 - Preorder Response Times - IMA

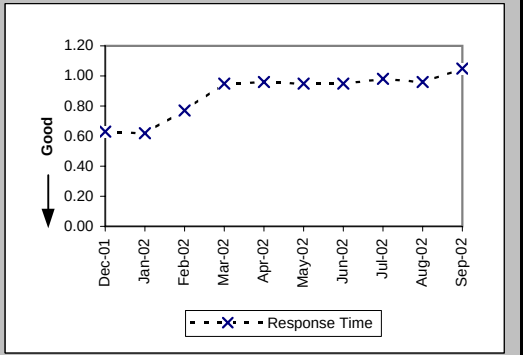
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1A-6 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7843.74 | 1576 | 4.98 | | | |
| Jan-02 | 7398.27 | 1556 | 4.75 | | | |
| Feb-02 | 6979.69 | 1437 | 4.86 | | | |
| Mar-02 | 8325.51 | 1602 | 5.20 | | | |
| Apr-02 | 8627.19 | 1579 | 5.46 | | | |
| May-02 | 8885.49 | 1651 | 5.38 | | | |
| Jun-02 | 8405.1 | 1428 | 5.89 | | | |
| Jul-02 | 10419.32 | 1610 | 6.47 | | | |
| Aug-02 | 9668.81 | 1560 | 6.20 | | | |
| Sep-02 | 7725.55 | 1300 | 5.94 | | | |



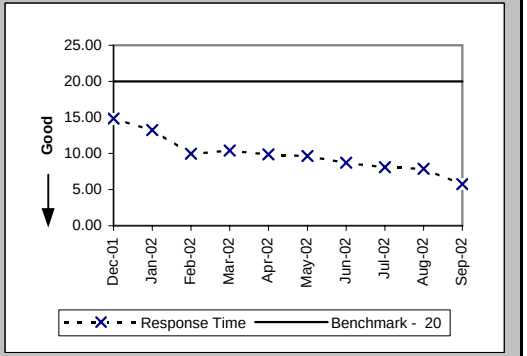

Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Request (PO-1A-7(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 331.91 | 530 | 0.63 | | | 0.06 |
| Jan-02 | 338.37 | 544 | 0.62 | | | 0.11 |
| Feb-02 | 2535.4 | 3282 | 0.77 | | | 0.25 |
| Mar-02 | 3407.79 | 3605 | 0.95 | | | 0.21 |
| Apr-02 | 3451.65 | 3586 | 0.96 | | | 0.28 |
| May-02 | 3506.33 | 3703 | 0.95 | | | 0.21 |
| Jun-02 | 2995.25 | 3153 | 0.95 | | | 0.28 |
| Jul-02 | 3369.91 | 3442 | 0.98 | | | 0.44 |
| Aug-02 | 3066.85 | 3197 | 0.96 | | | 0.45 |
| Sep-02 | 1888.66 | 1794 | 1.05 | | | 0.15 |




Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Response (PO-1A-7(b)) (Benchmark)

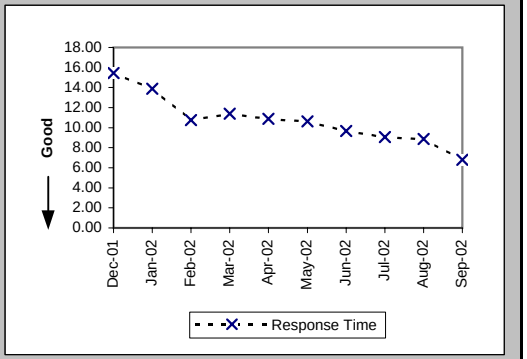
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7861.73 | 530 | 14.83 | | | 11.83 |
| Jan-02 | 7216.95 | 544 | 13.27 | | | 7.79 |
| Feb-02 | 32707.68 | 3282 | 9.97 | | | 5.50 |
| Mar-02 | 37615.98 | 3605 | 10.43 | | | 6.27 |
| Apr-02 | 35516.6 | 3586 | 9.90 | | | 5.24 |
| May-02 | 35821.73 | 3703 | 9.67 | | | 5.28 |
| Jun-02 | 27510.82 | 3153 | 8.73 | | | 5.12 |
| Jul-02 | 27854.13 | 3442 | 8.09 | | | 4.75 |
| Aug-02 | 25254.07 | 3197 | 7.90 | | | 4.02 |
| Sep-02 | 10310.12 | 1794 | 5.75 | | | 4.37 |



## Checklist #2 - Preorder Response Times - IMA

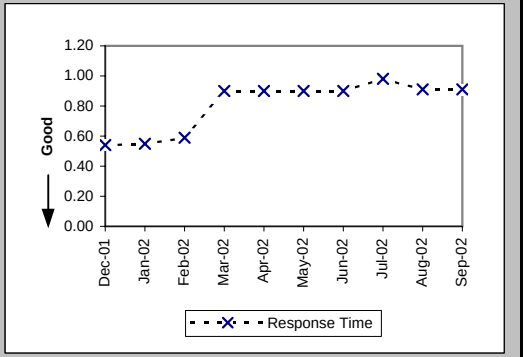
### Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Aggregate (PO-1A-7 Total) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 8193.64 | 530 | 15.46 | | | |
| Jan-02 | 7555.32 | 544 | 13.89 | | | |
| Feb-02 | 35243.08 | 3282 | 10.74 | | | |
| Mar-02 | 41023.77 | 3605 | 11.38 | | | |
| Apr-02 | 38968.25 | 3586 | 10.87 | | | |
| May-02 | 39328.06 | 3703 | 10.62 | | | |
| Jun-02 | 30506.07 | 3153 | 9.68 | | | |
| Jul-02 | 31224.04 | 3442 | 9.07 | | | |
| Aug-02 | 28320.92 | 3197 | 8.86 | | | |
| Sep-02 | 12198.78 | 1794 | 6.80 | | | |



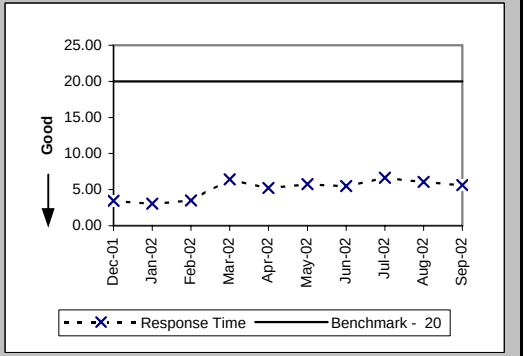

### Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Request (PO-1A-8(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 237.06 | 439 | 0.54 | | | 0.07 |
| Jan-02 | 249.7 | 454 | 0.55 | | | 0.14 |
| Feb-02 | 240.13 | 407 | 0.59 | | | 0.14 |
| Mar-02 | 410.4 | 456 | 0.90 | | | 0.05 |
| Apr-02 | 412.2 | 458 | 0.90 | | | 0.12 |
| May-02 | 420.3 | 467 | 0.90 | | | 0.06 |
| Jun-02 | 347.4 | 386 | 0.90 | | | 0.06 |
| Jul-02 | 424.34 | 433 | 0.98 | | | 0.48 |
| Aug-02 | 381.29 | 419 | 0.91 | | | 0.53 |
| Sep-02 | 330.33 | 363 | 0.91 | | | 0.06 |




### Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Response (PO-1A-8(b)) (Benchmark)

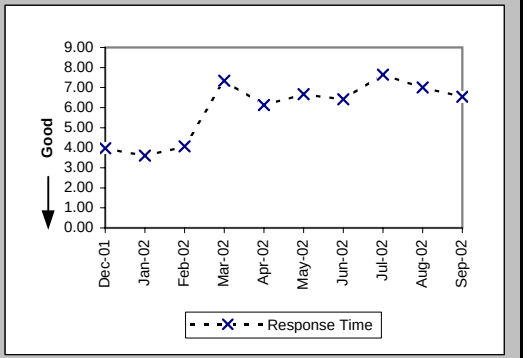
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1510.16 | 439 | 3.44 | | | 3.15 |
| Jan-02 | 1389.24 | 454 | 3.06 | | | 2.29 |
| Feb-02 | 1416.36 | 407 | 3.48 | | | 4.48 |
| Mar-02 | 2936.64 | 456 | 6.44 | | | 15.43 |
| Apr-02 | 2390.76 | 458 | 5.22 | | | 4.13 |
| May-02 | 2694.59 | 467 | 5.77 | | | 5.76 |
| Jun-02 | 2126.86 | 386 | 5.51 | | | 6.54 |
| Jul-02 | 2883.78 | 433 | 6.66 | | | 6.72 |
| Aug-02 | 2551.71 | 419 | 6.09 | | | 7.80 |
| Sep-02 | 2043.69 | 363 | 5.63 | | | 6.76 |



## Checklist #2 - Preorder Response Times - IMA

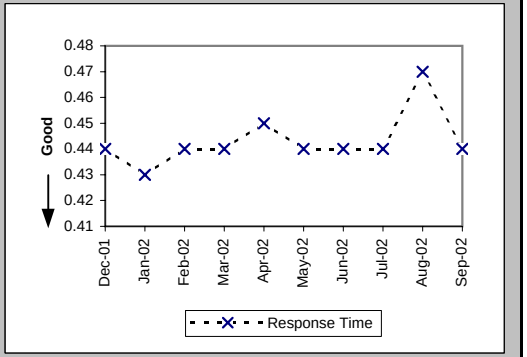
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Aggregate (PO-1A-8 Total) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1747.22 | 439 | 3.98 | | | |
| Jan-02 | 1638.94 | 454 | 3.61 | | | |
| Feb-02 | 1656.49 | 407 | 4.07 | | | |
| Mar-02 | 3347.04 | 456 | 7.34 | | | |
| Apr-02 | 2802.96 | 458 | 6.12 | | | |
| May-02 | 3114.89 | 467 | 6.67 | | | |
| Jun-02 | 2474.26 | 386 | 6.41 | | | |
| Jul-02 | 3308.12 | 433 | 7.64 | | | |
| Aug-02 | 2933 | 419 | 7.00 | | | |
| Sep-02 | 2374.02 | 363 | 6.54 | | | |



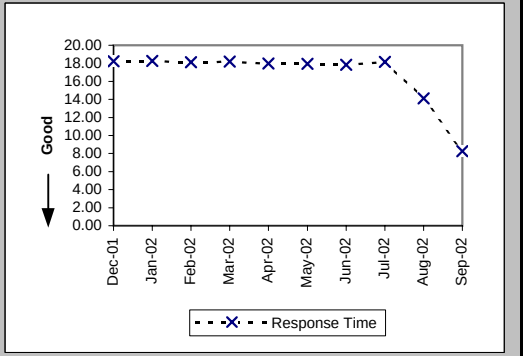

Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Request (PO-1A-9(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 779.61 | 1760 | 0.44 | | | 0.02 |
| Jan-02 | 999.98 | 2303 | 0.43 | | | 0.08 |
| Feb-02 | 912.04 | 2052 | 0.44 | | | 0.02 |
| Mar-02 | 1015.1 | 2286 | 0.44 | | | 0.02 |
| Apr-02 | 1039.54 | 2320 | 0.45 | | | 0.11 |
| May-02 | 1051.3 | 2367 | 0.44 | | | 0.04 |
| Jun-02 | 862.11 | 1941 | 0.44 | | | 0.17 |
| Jul-02 | 973.74 | 2206 | 0.44 | | | 0.13 |
| Aug-02 | 995.47 | 2135 | 0.47 | | | 0.30 |
| Sep-02 | 449.39 | 1018 | 0.44 | | | 0.08 |




Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Response (PO-1A-9(b)) (Diagnostic)

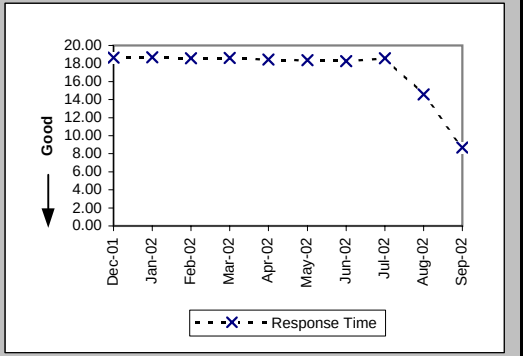
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 32078.54 | 1760 | 18.23 | | | 6.67 |
| Jan-02 | 42068.82 | 2303 | 18.27 | | | 6.36 |
| Feb-02 | 37187.13 | 2052 | 18.12 | | | 6.35 |
| Mar-02 | 41565.94 | 2286 | 18.18 | | | 6.29 |
| Apr-02 | 41713.65 | 2320 | 17.98 | | | 6.17 |
| May-02 | 42441.73 | 2367 | 17.93 | | | 6.15 |
| Jun-02 | 34614.51 | 1941 | 17.83 | | | 6.28 |
| Jul-02 | 40016.79 | 2206 | 18.14 | | | 6.27 |
| Aug-02 | 30096.43 | 2135 | 14.10 | | | 5.98 |
| Sep-02 | 8398.01 | 1018 | 8.25 | | | 3.04 |



## Checklist #2 - Preorder Response Times - IMA

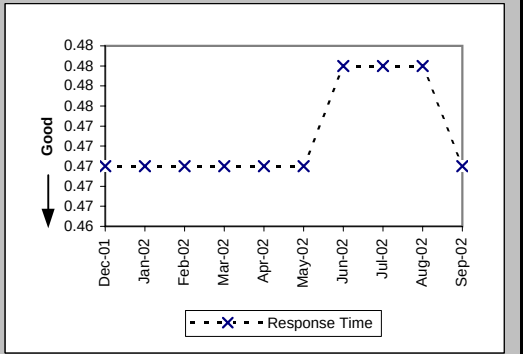
### Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Aggregate (PO-1A-9 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 32858.15 | 1760 | 18.67 | | | |
| Jan-02 | 43068.8 | 2303 | 18.70 | | | |
| Feb-02 | 38099.17 | 2052 | 18.57 | | | |
| Mar-02 | 42581.04 | 2286 | 18.63 | | | |
| Apr-02 | 42753.19 | 2320 | 18.43 | | | |
| May-02 | 43493.03 | 2367 | 18.37 | | | |
| Jun-02 | 35476.62 | 1941 | 18.28 | | | |
| Jul-02 | 40990.53 | 2206 | 18.58 | | | |
| Aug-02 | 31091.9 | 2135 | 14.56 | | | |
| Sep-02 | 8847.4 | 1018 | 8.69 | | | |



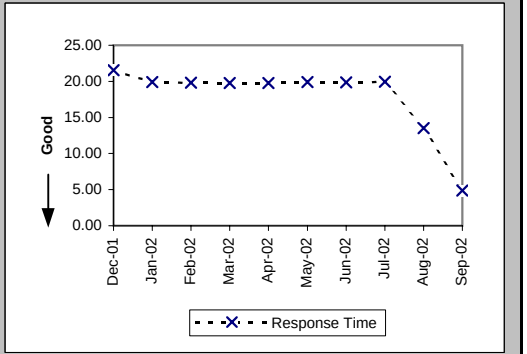

### Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Request (PO-1A-10(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 169.2 | 360 | 0.47 | | | 0.04 |
| Jan-02 | 165.44 | 352 | 0.47 | | | 0.03 |
| Feb-02 | 228.88 | 488 | 0.47 | | | 0.03 |
| Mar-02 | 241.26 | 514 | 0.47 | | | 0.03 |
| Apr-02 | 249.92 | 533 | 0.47 | | | 0.10 |
| May-02 | 254.02 | 540 | 0.47 | | | 0.04 |
| Jun-02 | 226.73 | 470 | 0.48 | | | 0.15 |
| Jul-02 | 248.17 | 522 | 0.48 | | | 0.14 |
| Aug-02 | 239.23 | 494 | 0.48 | | | 0.23 |
| Sep-02 | 158.81 | 340 | 0.47 | | | 0.08 |




### Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Response (PO-1A-10(b)) (Diagnostic)

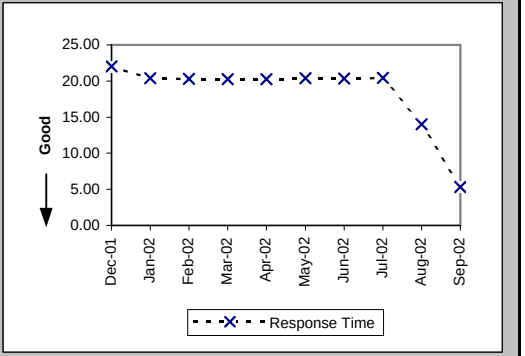
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7761.6 | 360 | 21.56 | | | 2.81 |
| Jan-02 | 7004.8 | 352 | 19.90 | | | 1.86 |
| Feb-02 | 9676.4 | 488 | 19.83 | | | 1.51 |
| Mar-02 | 10163.81 | 514 | 19.77 | | | 1.66 |
| Apr-02 | 10546.62 | 533 | 19.79 | | | 0.65 |
| May-02 | 10758.19 | 540 | 19.92 | | | 0.77 |
| Jun-02 | 9331.73 | 470 | 19.85 | | | 1.56 |
| Jul-02 | 10415.87 | 522 | 19.95 | | | 2.18 |
| Aug-02 | 6676.4 | 494 | 13.51 | | | 7.51 |
| Sep-02 | 1656.31 | 340 | 4.87 | | | 0.90 |



## Checklist #2 - Preorder Response Times - IMA

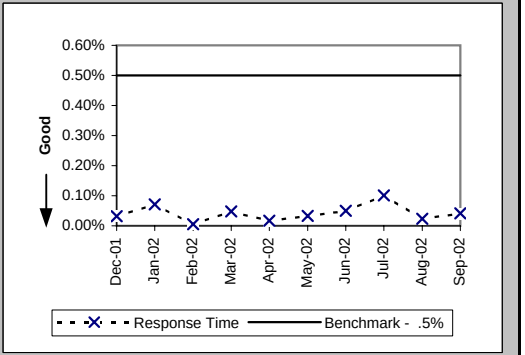
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Aggregate (PO-1A-10 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7930.8 | 360 | 22.03 | | | |
| Jan-02 | 7170.24 | 352 | 20.37 | | | |
| Feb-02 | 9905.28 | 488 | 20.30 | | | |
| Mar-02 | 10405.07 | 514 | 20.24 | | | |
| Apr-02 | 10796.54 | 533 | 20.26 | | | |
| May-02 | 11012.21 | 540 | 20.39 | | | |
| Jun-02 | 9558.46 | 470 | 20.34 | | | |
| Jul-02 | 10664.04 | 522 | 20.43 | | | |
| Aug-02 | 6915.63 | 494 | 14.00 | | | |
| Sep-02 | 1815.12 | 340 | 5.34 | | | |



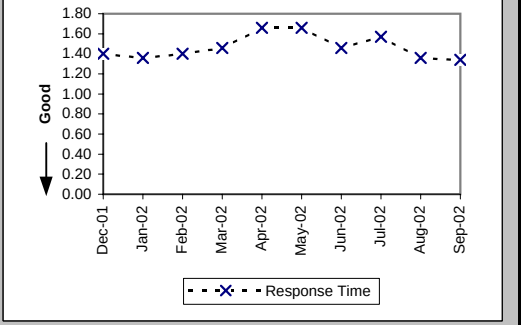

Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6 | 18503 | 0.03% | | | 1.80% |
| Jan-02 | 14 | 19746 | 0.07% | | | 2.66% |
| Feb-02 | 1 | 20605 | 0.01% | | | 0.70% |
| Mar-02 | 11 | 22991 | 0.05% | | | 2.19% |
| Apr-02 | 4 | 23526 | 0.02% | | | 1.30% |
| May-02 | 8 | 24184 | 0.03% | | | 1.82% |
| Jun-02 | 10 | 20178 | 0.05% | | | 2.23% |
| Jul-02 | 23 | 22717 | 0.10% | | | 3.18% |
| Aug-02 | 5 | 22018 | 0.02% | | | 1.51% |
| Sep-02 | 8 | 19020 | 0.04% | | | 2.05% |




Pre-Order Response Times (Rejected Query) (Avg Sec) IMA Total (PO-1D-1) (Diagnostic)

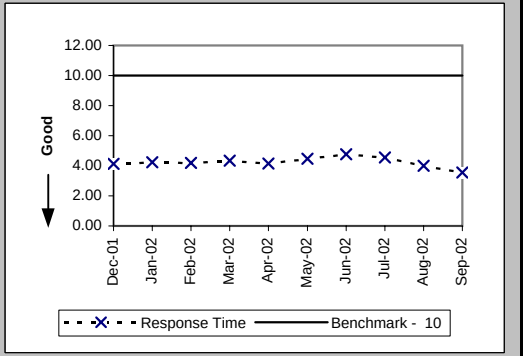
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 5394.2 | 3853 | 1.40 | | | 1.79 |
| Jan-02 | 5204.72 | 3827 | 1.36 | | | 1.74 |
| Feb-02 | 4648 | 3320 | 1.40 | | | 1.94 |
| Mar-02 | 4914.36 | 3366 | 1.46 | | | 1.98 |
| Apr-02 | 7425.18 | 4473 | 1.66 | | | 2.06 |
| May-02 | 8768.12 | 5282 | 1.66 | | | 1.82 |
| Jun-02 | 6521.82 | 4467 | 1.46 | | | 1.57 |
| Jul-02 | 7945.77 | 5061 | 1.57 | | | 2.25 |
| Aug-02 | 6321.28 | 4648 | 1.36 | | | 1.30 |
| Sep-02 | 10419.84 | 7776 | 1.34 | | | 1.36 |



## Checklist #2 - Preorder Response Times - EDI

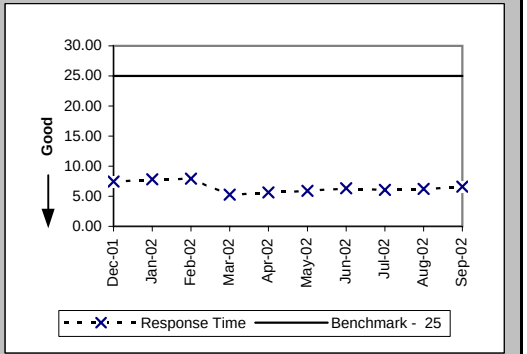
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 16990.88 | 4124 | 4.12 | | | 1.52 |
| Jan-02 | 18494.88 | 4362 | 4.24 | | | 1.30 |
| Feb-02 | 17011.4 | 4060 | 4.19 | | | 1.58 |
| Mar-02 | 22667.85 | 5211 | 4.35 | | | 2.58 |
| Apr-02 | 21322.7 | 5138 | 4.15 | | | 1.51 |
| May-02 | 23172.48 | 5184 | 4.47 | | | 1.47 |
| Jun-02 | 22271.13 | 4669 | 4.77 | | | 4.05 |
| Jul-02 | 22094.8 | 4856 | 4.55 | | | 1.21 |
| Aug-02 | 20899.62 | 5238 | 3.99 | | | 1.12 |
| Sep-02 | 17728.7 | 4994 | 3.55 | | | 1.89 |



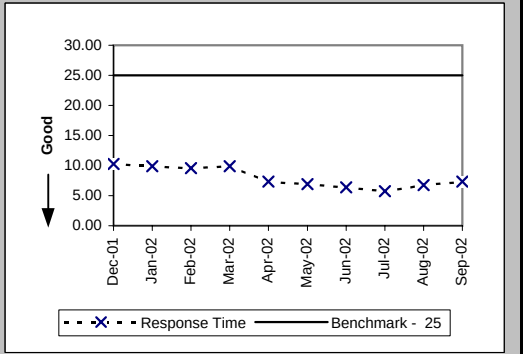

Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 38922.07 | 5212 | 7.47 | | | 4.24 |
| Jan-02 | 36076.53 | 4623 | 7.80 | | | 4.86 |
| Feb-02 | 32776.4 | 4124 | 7.95 | | | 5.67 |
| Mar-02 | 23836.81 | 4504 | 5.29 | | | 5.93 |
| Apr-02 | 25689.31 | 4541 | 5.66 | | | 6.04 |
| May-02 | 27098.65 | 4600 | 5.89 | | | 6.41 |
| Jun-02 | 27055.72 | 4278 | 6.32 | | | 7.24 |
| Jul-02 | 27961.91 | 4588 | 6.09 | | | 6.21 |
| Aug-02 | 30100.98 | 4831 | 6.23 | | | 6.87 |
| Sep-02 | 31861.23 | 4823 | 6.61 | | | 7.43 |




Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1B-3) (Benchmark)

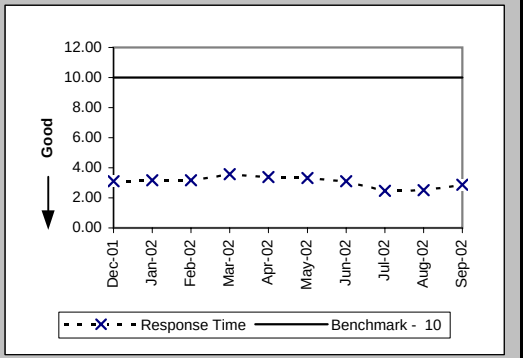
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 4517.31 | 439 | 10.29 | | | 4.12 |
| Jan-02 | 4360.4 | 440 | 9.91 | | | 2.62 |
| Feb-02 | 3747.52 | 392 | 9.56 | | | 3.02 |
| Mar-02 | 4890.6 | 495 | 9.88 | | | 5.35 |
| Apr-02 | 3325.02 | 453 | 7.34 | | | 3.29 |
| May-02 | 3042.9 | 441 | 6.90 | | | 3.02 |
| Jun-02 | 2698.74 | 423 | 6.38 | | | 2.44 |
| Jul-02 | 2532.66 | 442 | 5.73 | | | 2.05 |
| Aug-02 | 3192.75 | 473 | 6.75 | | | 5.74 |
| Sep-02 | 2785.4 | 380 | 7.33 | | | 3.90 |



## Checklist #2 - Preorder Response Times - EDI

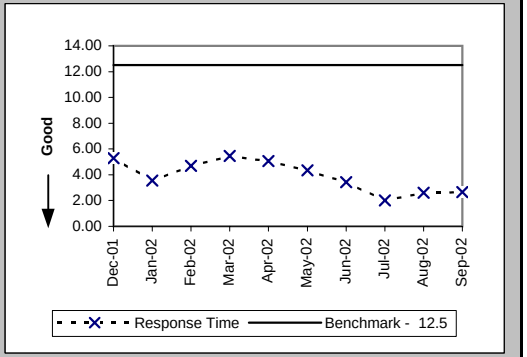
Pre-Order Response Times (Address Validation) (Avg Sec) EDI Request/Response (PO-1B-4) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 23380.89 | 7537 | 3.10 | | | 2.46 |
| Jan-02 | 25136.98 | 7932 | 3.17 | | | 2.52 |
| Feb-02 | 22779.7 | 7189 | 3.17 | | | 2.63 |
| Mar-02 | 27069.48 | 7562 | 3.58 | | | 3.48 |
| Apr-02 | 26030.52 | 7675 | 3.39 | | | 2.86 |
| May-02 | 25460.48 | 7668 | 3.32 | | | 2.71 |
| Jun-02 | 21294.18 | 6852 | 3.11 | | | 4.87 |
| Jul-02 | 17565.66 | 7122 | 2.47 | | | 0.95 |
| Aug-02 | 20098.54 | 7982 | 2.52 | | | 0.79 |
| Sep-02 | 24139.27 | 8391 | 2.88 | | | 3.60 |



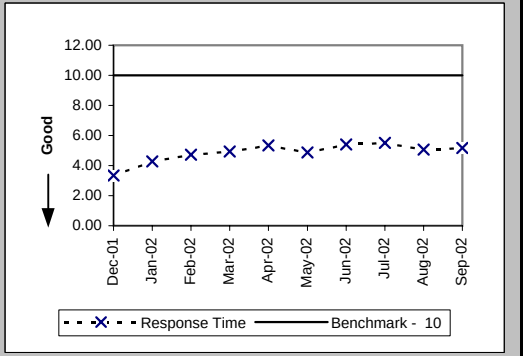

Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1B-5) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 3371.7 | 638 | 5.28 | | | 2.08 |
| Jan-02 | 2318.22 | 651 | 3.56 | | | 1.86 |
| Feb-02 | 2749.04 | 585 | 4.70 | | | 2.36 |
| Mar-02 | 3772.59 | 690 | 5.47 | | | 2.34 |
| Apr-02 | 3168.08 | 625 | 5.07 | | | 2.12 |
| May-02 | 2695.43 | 621 | 4.34 | | | 1.63 |
| Jun-02 | 1978.67 | 577 | 3.43 | | | 2.47 |
| Jul-02 | 1259.17 | 626 | 2.01 | | | 1.95 |
| Aug-02 | 2065.81 | 795 | 2.60 | | | 1.00 |
| Sep-02 | 2414.47 | 908 | 2.66 | | | 0.73 |




Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1B-6) (Benchmark)

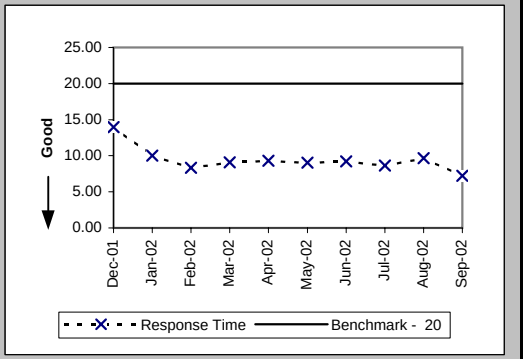
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7532.29 | 2264 | 3.33 | | | 1.97 |
| Jan-02 | 10182.28 | 2384 | 4.27 | | | 1.74 |
| Feb-02 | 10299.6 | 2183 | 4.72 | | | 1.63 |
| Mar-02 | 12154.79 | 2466 | 4.93 | | | 2.17 |
| Apr-02 | 13196.3 | 2471 | 5.34 | | | 2.47 |
| May-02 | 12137.38 | 2489 | 4.88 | | | 1.76 |
| Jun-02 | 12397.68 | 2293 | 5.41 | | | 3.20 |
| Jul-02 | 13561.71 | 2456 | 5.52 | | | 2.78 |
| Aug-02 | 13346.96 | 2639 | 5.06 | | | 1.80 |
| Sep-02 | 13634.9 | 2634 | 5.18 | | | 2.85 |



## Checklist #2 - Preorder Response Times - EDI

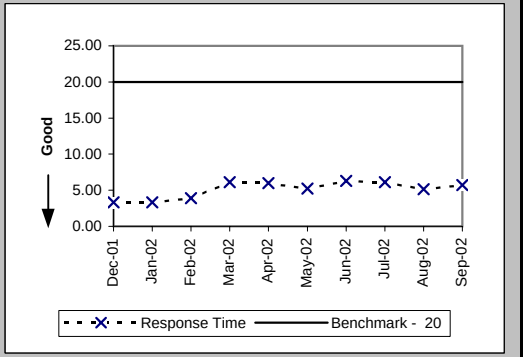
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) EDI Request/Response (PO-1B-7) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7814.31 | 559 | 13.98 | | | 11.95 |
| Jan-02 | 5880.49 | 588 | 10.00 | | | 10.20 |
| Feb-02 | 23849.97 | 2864 | 8.33 | | | 7.32 |
| Mar-02 | 28699.81 | 3157 | 9.09 | | | 8.13 |
| Apr-02 | 29511.93 | 3173 | 9.30 | | | 7.53 |
| May-02 | 28598.5 | 3167 | 9.03 | | | 7.46 |
| Jun-02 | 25996.86 | 2817 | 9.23 | | | 8.23 |
| Jul-02 | 25199.01 | 2917 | 8.64 | | | 7.35 |
| Aug-02 | 35118.5 | 3631 | 9.67 | | | 10.54 |
| Sep-02 | 20344.05 | 2809 | 7.24 | | | 15.05 |



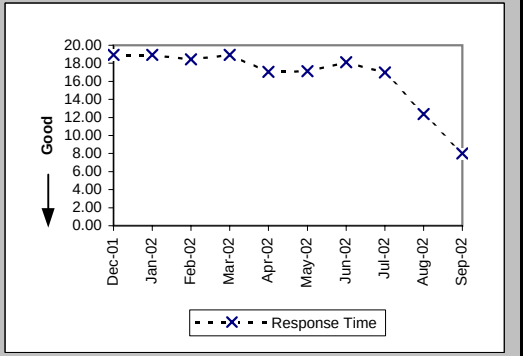

Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) EDI Request/Response (PO-1B-8) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 2114.84 | 637 | 3.32 | | | 4.02 |
| Jan-02 | 2287.71 | 687 | 3.33 | | | 2.61 |
| Feb-02 | 2386.8 | 612 | 3.90 | | | 4.56 |
| Mar-02 | 4228.12 | 692 | 6.11 | | | 12.17 |
| Apr-02 | 3990 | 665 | 6.00 | | | 7.12 |
| May-02 | 3436.11 | 657 | 5.23 | | | 5.49 |
| Jun-02 | 3836.48 | 608 | 6.31 | | | 9.12 |
| Jul-02 | 3995.94 | 654 | 6.11 | | | 10.86 |
| Aug-02 | 4236.36 | 821 | 5.16 | | | 4.57 |
| Sep-02 | 5263.58 | 917 | 5.74 | | | 7.12 |




Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) EDI Request/Response (PO-1B-9) (Diagnostic)

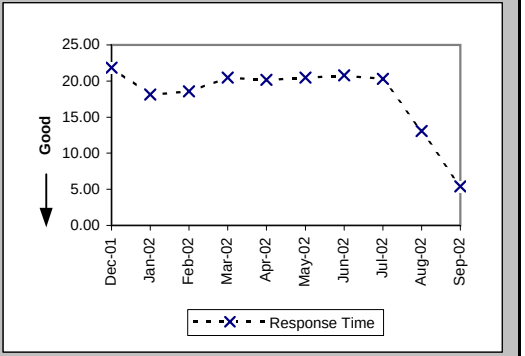
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 21378.63 | 1128 | 18.95 | | | 6.27 |
| Jan-02 | 21897.45 | 1156 | 18.94 | | | 6.47 |
| Feb-02 | 17347.68 | 941 | 18.44 | | | 6.00 |
| Mar-02 | 21872.31 | 1156 | 18.92 | | | 6.89 |
| Apr-02 | 18315.3 | 1075 | 17.04 | | | 6.22 |
| May-02 | 19607.49 | 1146 | 17.11 | | | 6.80 |
| Jun-02 | 20079.12 | 1108 | 18.12 | | | 6.81 |
| Jul-02 | 21682.05 | 1278 | 16.97 | | | 6.08 |
| Aug-02 | 17972.75 | 1453 | 12.37 | | | 5.41 |
| Sep-02 | 6666.9 | 830 | 8.03 | | | 1.87 |



## Checklist #2 - Preorder Response Times - EDI

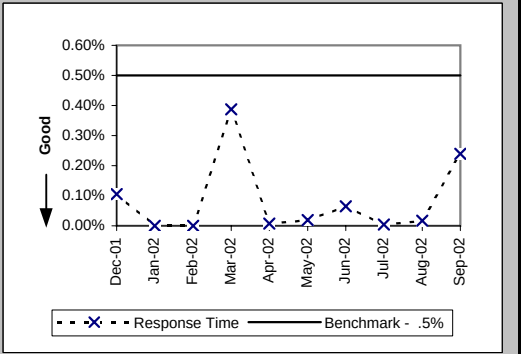
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) EDI Request/Response (PO-1B-10) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 8481.68 | 388 | 21.86 | | | 2.99 |
| Jan-02 | 8616.5 | 475 | 18.14 | | | 1.73 |
| Feb-02 | 16552.04 | 892 | 18.56 | | | 2.31 |
| Mar-02 | 16654.86 | 814 | 20.46 | | | 2.98 |
| Apr-02 | 19219.38 | 953 | 20.17 | | | 1.62 |
| May-02 | 20088.09 | 982 | 20.46 | | | 2.50 |
| Jun-02 | 18734.65 | 902 | 20.77 | | | 2.77 |
| Jul-02 | 19561.33 | 964 | 20.29 | | | 2.49 |
| Aug-02 | 11348.66 | 867 | 13.09 | | | 7.90 |
| Sep-02 | 2322.41 | 429 | 5.41 | | | 2.50 |



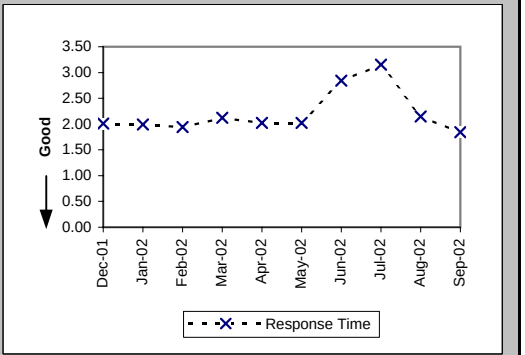

Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 24 | 22950 | 0.11% | | | 3.23% |
| Jan-02 | 0 | 23298 | 0.00% | | | 0.00% |
| Feb-02 | 0 | 23842 | 0.00% | | | 0.00% |
| Mar-02 | 104 | 26851 | 0.39% | | | 6.21% |
| Apr-02 | 2 | 26771 | 0.01% | | | 0.86% |
| May-02 | 5 | 26960 | 0.02% | | | 1.36% |
| Jun-02 | 16 | 24543 | 0.07% | | | 2.55% |
| Jul-02 | 1 | 25904 | 0.00% | | | 0.62% |
| Aug-02 | 5 | 28735 | 0.02% | | | 1.32% |
| Sep-02 | 65 | 27180 | 0.24% | | | 4.88% |




Pre-Order Response Times (Rejected Query) (Avg Sec) EDI Total (PO-1D-2) (Diagnostic)

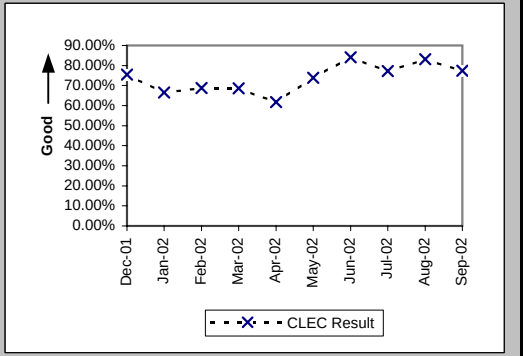
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 13778.55 | 6855 | 2.01 | | | 2.46 |
| Jan-02 | 14314.07 | 7193 | 1.99 | | | 2.06 |
| Feb-02 | 14515.08 | 7482 | 1.94 | | | 2.01 |
| Mar-02 | 17379.76 | 8198 | 2.12 | | | 2.51 |
| Apr-02 | 16594.3 | 8215 | 2.02 | | | 1.59 |
| May-02 | 16774.08 | 8304 | 2.02 | | | 1.44 |
| Jun-02 | 21572.64 | 7596 | 2.84 | | | 6.77 |
| Jul-02 | 25297.65 | 8031 | 3.15 | | | 8.83 |
| Aug-02 | 17804.15 | 8281 | 2.15 | | | 5.00 |
| Sep-02 | 14607.76 | 7939 | 1.84 | | | 2.09 |



## Checklist #2 - Electronic Flow-through - Resale

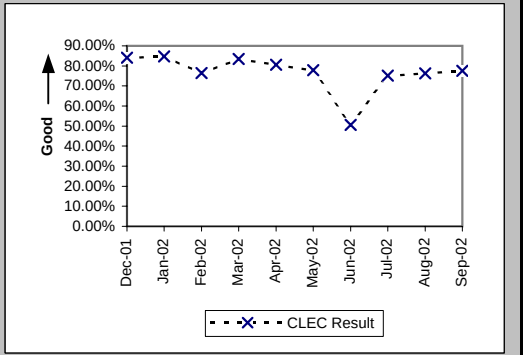
Electronic Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 462 | 612 | 75.49% | 96 | 0 | 43.01% |
| Jan-02 | 454 | 682 | 66.57% | 81 | 0 | 47.17% |
| Feb-02 | 375 | 545 | 68.81% | 65 | 0 | 46.33% |
| Mar-02 | 366 | 533 | 68.67% | 68 | 0 | 46.38% |
| Apr-02 | 411 | 665 | 61.80% | 77 | 0 | 48.59% |
| May-02 | 716 | 970 | 73.81% | 109 | 0 | 43.96% |
| Jun-02 | 1172 | 1394 | 84.07% | 135 | 0 | 36.59% |
| Jul-02 | 712 | 921 | 77.31% | 85 | 0 | 41.88% |
| Aug-02 | 981 | 1181 | 83.07% | 133 | 0 | 37.51% |
| Sep-02 | 733 | 947 | 77.40% | 85 | 0 | 41.82% |



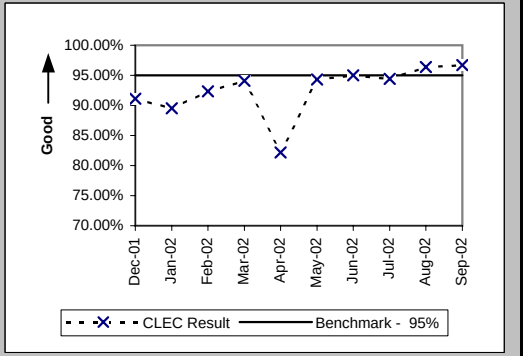

Electronic Flow-through for LSRs Received via EDI Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1065 | 1266 | 84.12% | 96 | 0 | 36.55% |
| Jan-02 | 1177 | 1389 | 84.74% | 81 | 0 | 35.96% |
| Feb-02 | 299 | 391 | 76.47% | 65 | 0 | 42.42% |
| Mar-02 | 307 | 368 | 83.42% | 68 | 0 | 37.19% |
| Apr-02 | 398 | 494 | 80.57% | 77 | 0 | 39.57% |
| May-02 | 172 | 221 | 77.83% | 109 | 0 | 41.54% |
| Jun-02 | 115 | 227 | 50.66% | 135 | 0 | 50.00% |
| Jul-02 | 242 | 322 | 75.16% | 85 | 0 | 43.21% |
| Aug-02 | 231 | 303 | 76.24% | 133 | 0 | 42.56% |
| Sep-02 | 180 | 232 | 77.59% | 85 | 0 | 41.70% |




Electronic Flow-through for All Eligible LSRs Received via IMA POTS Resale (Percent) (PO-2B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 462 | 507 | 91.12% | 93 | 0 | 28.44% |
| Jan-02 | 454 | 507 | 89.55% | 74 | 0 | 30.60% |
| Feb-02 | 375 | 406 | 92.36% | 63 | 0 | 26.56% |
| Mar-02 | 366 | 389 | 94.09% | 54 | 0 | 23.59% |
| Apr-02 | 411 | 500 | 82.20% | 71 | 0 | 38.25% |
| May-02 | 716 | 759 | 94.33% | 106 | 0 | 23.12% |
| Jun-02 | 1172 | 1234 | 94.98% | 133 | 0 | 21.84% |
| Jul-02 | 712 | 754 | 94.43% | 79 | 0 | 22.93% |
| Aug-02 | 981 | 1018 | 96.37% | 120 | 0 | 18.71% |
| Sep-02 | 733 | 758 | 96.70% | 77 | 0 | 17.86% |

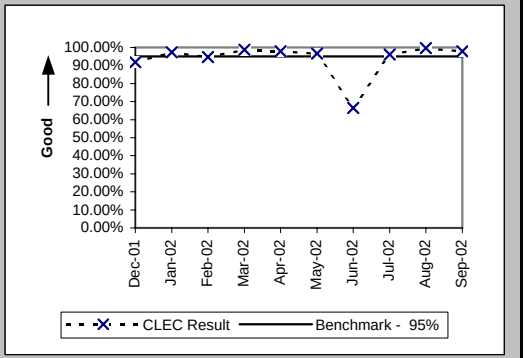



Previous PO-2B standard (Jan02 thru Jun02) Resale - 90%

## Checklist #2 - Electronic Flow-through - Resale

Electronic Flow-through for All Eligible LSRs Received via EDI POTS Resale (Percent) (PO-2B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1065 | 1160 | 91.81% | 93 | 0 | 27.42% |
| Jan-02 | 1177 | 1209 | 97.35% | 74 | 0 | 16.05% |
| Feb-02 | 299 | 316 | 94.62% | 63 | 0 | 22.56% |
| Mar-02 | 307 | 311 | 98.71% | 54 | 0 | 11.27% |
| Apr-02 | 398 | 407 | 97.79% | 71 | 0 | 14.71% |
| May-02 | 172 | 178 | 96.63% | 106 | 0 | 18.05% |
| Jun-02 | 115 | 173 | 66.47% | 133 | 0 | 47.21% |
| Jul-02 | 242 | 252 | 96.03% | 79 | 0 | 19.52% |
| Aug-02 | 231 | 232 | 99.57% | 120 | 0 | 6.55% |
| Sep-02 | 180 | 184 | 97.83% | 77 | 0 | 14.58% |

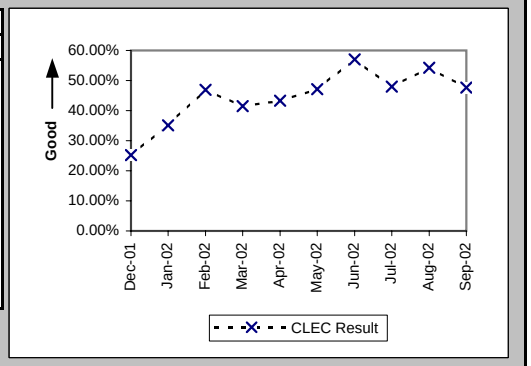



Previous PO-2B standard (Jan02 thru Jun02) Resale - 90%

## Checklist #2 - Electronic Flow-through - Unbundled Loops

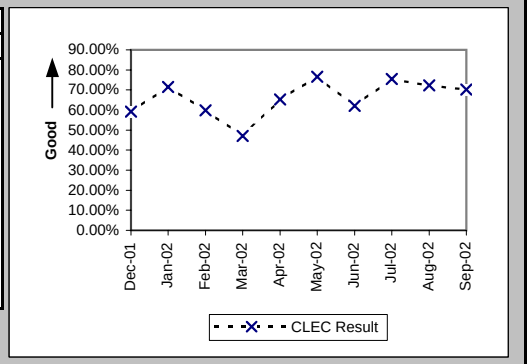
### Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 99 | 392 | 25.26% | 120 | 0 | 43.45% |
| Jan-02 | 144 | 410 | 35.12% | 220 | 0 | 47.74% |
| Feb-02 | 182 | 388 | 46.91% | 114 | 0 | 49.90% |
| Mar-02 | 160 | 386 | 41.45% | 51 | 0 | 49.26% |
| Apr-02 | 173 | 400 | 43.25% | 38 | 0 | 49.54% |
| May-02 | 190 | 403 | 47.15% | 34 | 0 | 49.92% |
| Jun-02 | 186 | 326 | 57.06% | 36 | 0 | 49.50% |
| Jul-02 | 187 | 390 | 47.95% | 55 | 0 | 49.96% |
| Aug-02 | 235 | 433 | 54.27% | 49 | 0 | 49.82% |
| Sep-02 | 190 | 399 | 47.62% | 34 | 0 | 49.94% |



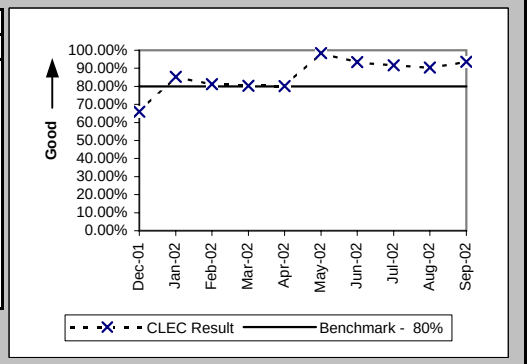

### Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 462 | 780 | 59.23% | 120 | 0 | 49.14% |
| Jan-02 | 1415 | 1981 | 71.43% | 220 | 0 | 45.18% |
| Feb-02 | 612 | 1023 | 59.82% | 114 | 0 | 49.03% |
| Mar-02 | 221 | 470 | 47.02% | 51 | 0 | 49.91% |
| Apr-02 | 237 | 363 | 65.29% | 38 | 0 | 47.61% |
| May-02 | 346 | 452 | 76.55% | 34 | 0 | 42.37% |
| Jun-02 | 240 | 387 | 62.02% | 36 | 0 | 48.53% |
| Jul-02 | 553 | 733 | 75.44% | 55 | 0 | 43.04% |
| Aug-02 | 524 | 725 | 72.28% | 49 | 0 | 44.76% |
| Sep-02 | 386 | 550 | 70.18% | 34 | 0 | 45.75% |




### Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 99 | 150 | 66.00% | 120 | 0 | 47.37% |
| Jan-02 | 144 | 169 | 85.21% | 220 | 0 | 35.50% |
| Feb-02 | 182 | 224 | 81.25% | 114 | 0 | 39.03% |
| Mar-02 | 160 | 199 | 80.40% | 51 | 0 | 39.70% |
| Apr-02 | 173 | 216 | 80.09% | 38 | 0 | 39.93% |
| May-02 | 190 | 193 | 98.45% | 34 | 0 | 12.37% |
| Jun-02 | 186 | 199 | 93.47% | 36 | 0 | 24.71% |
| Jul-02 | 187 | 204 | 91.67% | 55 | 0 | 27.64% |
| Aug-02 | 235 | 260 | 90.38% | 49 | 0 | 29.48% |
| Sep-02 | 190 | 203 | 93.60% | 34 | 0 | 24.48% |

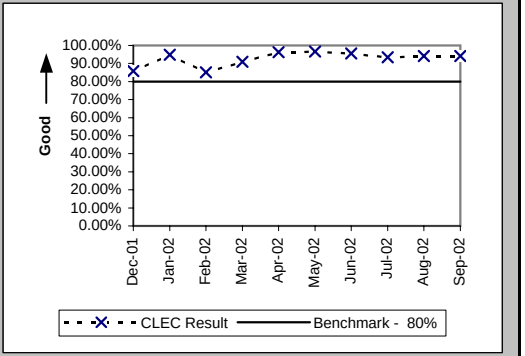



Previous PO-2B standard (Jan02 thru Jun02) UBL - 70%

## Checklist #2 - Electronic Flow-through - Unbundled Loops

Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 462 | 538 | 85.87% | 120 | 0 | 34.83% |
| Jan-02 | 1415 | 1492 | 94.84% | 220 | 0 | 22.12% |
| Feb-02 | 612 | 719 | 85.12% | 114 | 0 | 35.59% |
| Mar-02 | 221 | 243 | 90.95% | 51 | 0 | 28.69% |
| Apr-02 | 237 | 246 | 96.34% | 38 | 0 | 18.77% |
| May-02 | 346 | 358 | 96.65% | 34 | 0 | 18.00% |
| Jun-02 | 240 | 251 | 95.62% | 36 | 0 | 20.47% |
| Jul-02 | 554 | 593 | 93.42% | 55 | 0 | 24.79% |
| Aug-02 | 524 | 557 | 94.08% | 49 | 0 | 23.61% |
| Sep-02 | 386 | 410 | 94.15% | 34 | 0 | 23.48% |

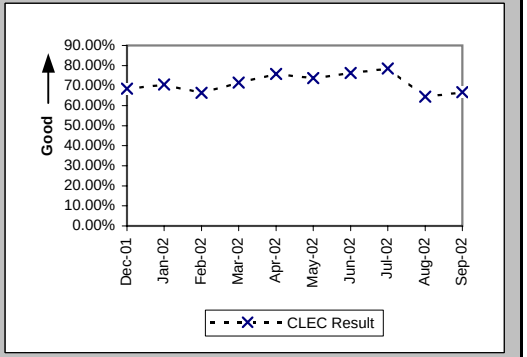



Previous PO-2B standard (Jan02 thru Jun02) UBL - 70%

## Checklist #2 - Electronic Flow-through - LNP

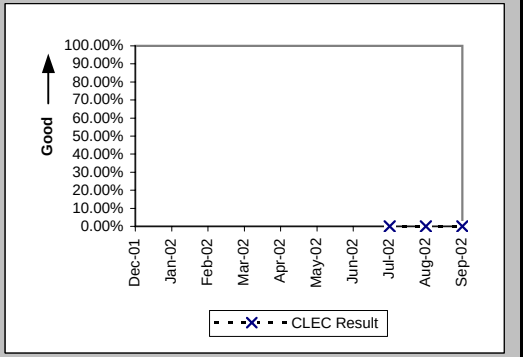
### Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1606 | 2344 | 68.52% | 66 | 0 | 46.45% |
| Jan-02 | 2163 | 3067 | 70.52% | 69 | 0 | 45.59% |
| Feb-02 | 1564 | 2357 | 66.36% | 28 | 0 | 47.25% |
| Mar-02 | 1485 | 2076 | 71.53% | 39 | 0 | 45.13% |
| Apr-02 | 1629 | 2147 | 75.87% | 26 | 0 | 42.79% |
| May-02 | 1394 | 1889 | 73.80% | 39 | 0 | 43.97% |
| Jun-02 | 1549 | 2031 | 76.27% | 41 | 0 | 42.54% |
| Jul-02 | 2518 | 3209 | 78.47% | 42 | 0 | 41.11% |
| Aug-02 | 1632 | 2534 | 64.40% | 60 | 0 | 47.88% |
| Sep-02 | 1330 | 1993 | 66.73% | 44 | 0 | 47.12% |



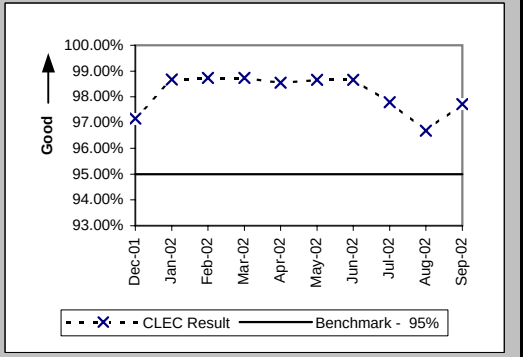

### Electronic Flow-through for LSRs Received via EDI LNP (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | 0 | 1 | 0.00% | 42 | 0 | 0.00% |
| Aug-02 | 0 | 5 | 0.00% | 60 | 0 | 0.00% |
| Sep-02 | 0 | 1 | 0.00% | 44 | 0 | 0.00% |




### Electronic Flow-through for All Eligible LSRs Received via IMA LNP (Percent) (PO-2B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1606 | 1653 | 97.16% | 66 | 0 | 16.62% |
| Jan-02 | 2163 | 2192 | 98.68% | 69 | 0 | 11.43% |
| Feb-02 | 1564 | 1584 | 98.74% | 28 | 0 | 11.17% |
| Mar-02 | 1485 | 1504 | 98.74% | 39 | 0 | 11.17% |
| Apr-02 | 1629 | 1653 | 98.55% | 26 | 0 | 11.96% |
| May-02 | 1394 | 1413 | 98.66% | 39 | 0 | 11.52% |
| Jun-02 | 1549 | 1570 | 98.66% | 41 | 0 | 11.49% |
| Jul-02 | 2518 | 2575 | 97.79% | 42 | 0 | 14.71% |
| Aug-02 | 1632 | 1688 | 96.68% | 60 | 0 | 17.91% |
| Sep-02 | 1330 | 1361 | 97.72% | 44 | 0 | 14.92% |

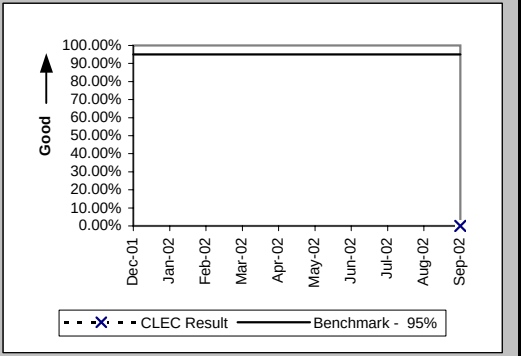



Previous PO-2B standard (Jan02 thru Jun02) LNP - 90%

## Checklist #2 - Electronic Flow-through - LNP

Electronic Flow-through for All Eligible LSRs Received via EDI LNP (Percent) (PO-2B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | 0 | 1 | 0.00% | 44 | 0 | 0.00% |

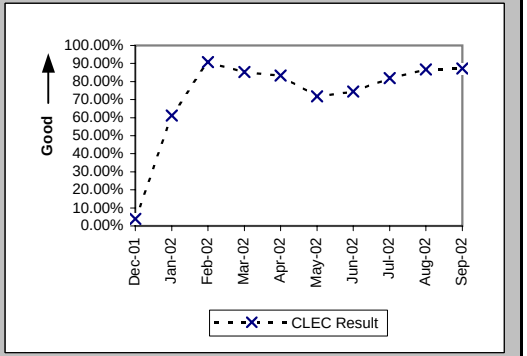



Previous PO-2B standard (Jan02 thru Jun02) LNP - 90%

## Checklist #2 - Electronic Flow-through - UNE-P-POTS

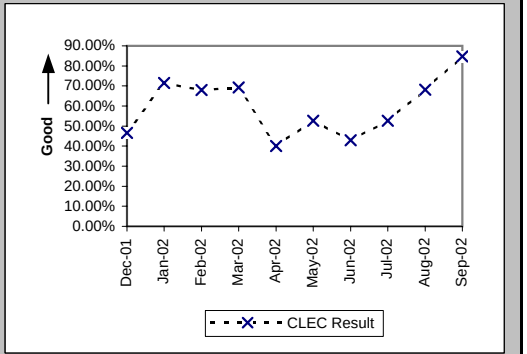
### Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 37 | 928 | 3.99% | 18 | 0 | 19.57% |
| Jan-02 | 52 | 85 | 61.18% | 5 | 0 | 48.73% |
| Feb-02 | 1209 | 1332 | 90.77% | 37 | 0 | 28.95% |
| Mar-02 | 369 | 433 | 85.22% | 25 | 0 | 35.49% |
| Apr-02 | 617 | 740 | 83.38% | 26 | 0 | 37.23% |
| May-02 | 196 | 273 | 71.79% | 14 | 0 | 45.00% |
| Jun-02 | 126 | 169 | 74.56% | 25 | 0 | 43.55% |
| Jul-02 | 497 | 607 | 81.88% | 11 | 0 | 38.52% |
| Aug-02 | 912 | 1051 | 86.77% | 29 | 0 | 33.88% |
| Sep-02 | 1089 | 1248 | 87.26% | 26 | 0 | 33.34% |



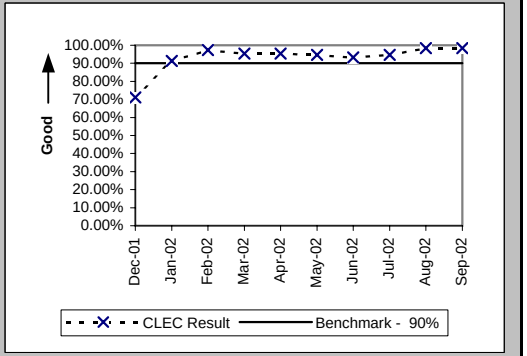

### Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7 | 15 | 46.67% | 18 | 0 | 49.89% |
| Jan-02 | 15 | 21 | 71.43% | 5 | 0 | 45.18% |
| Feb-02 | 17 | 25 | 68.00% | 37 | 0 | 46.65% |
| Mar-02 | 9 | 13 | 69.23% | 25 | 0 | 46.15% |
| Apr-02 | 12 | 30 | 40.00% | 26 | 0 | 48.99% |
| May-02 | 10 | 19 | 52.63% | 14 | 0 | 49.93% |
| Jun-02 | 6 | 14 | 42.86% | 25 | 0 | 49.49% |
| Jul-02 | 10 | 19 | 52.63% | 11 | 0 | 49.93% |
| Aug-02 | 15 | 22 | 68.18% | 29 | 0 | 46.58% |
| Sep-02 | 39 | 46 | 84.78% | 26 | 0 | 35.92% |




### Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 37 | 52 | 71.15% | 18 | 0 | 45.30% |
| Jan-02 | 52 | 57 | 91.23% | 5 | 0 | 28.29% |
| Feb-02 | 1209 | 1243 | 97.26% | 37 | 0 | 16.31% |
| Mar-02 | 369 | 387 | 95.35% | 25 | 0 | 21.06% |
| Apr-02 | 617 | 647 | 95.36% | 26 | 0 | 21.03% |
| May-02 | 196 | 207 | 94.69% | 14 | 0 | 22.43% |
| Jun-02 | 126 | 135 | 93.33% | 25 | 0 | 24.94% |
| Jul-02 | 497 | 525 | 94.67% | 11 | 0 | 22.47% |
| Aug-02 | 912 | 926 | 98.49% | 29 | 0 | 12.20% |
| Sep-02 | 1089 | 1106 | 98.46% | 26 | 0 | 12.30% |

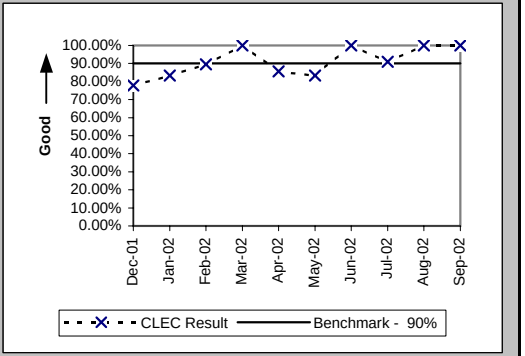



Previous PO-2B standard (Jan02 thru Jun02) UNE-P - 75%

## Checklist #2 - Electronic Flow-through - UNE-P-POTS

Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7 | 9 | 77.78% | 18 | 0 | 41.57% |
| Jan-02 | 15 | 18 | 83.33% | 5 | 0 | 37.27% |
| Feb-02 | 17 | 19 | 89.47% | 37 | 0 | 30.69% |
| Mar-02 | 9 | 9 | 100.00% | 25 | 0 | 0.00% |
| Apr-02 | 12 | 14 | 85.71% | 26 | 0 | 34.99% |
| May-02 | 10 | 12 | 83.33% | 14 | 0 | 37.27% |
| Jun-02 | 6 | 6 | 100.00% | 25 | 0 | 0.00% |
| Jul-02 | 10 | 11 | 90.91% | 11 | 0 | 28.75% |
| Aug-02 | 15 | 15 | 100.00% | 29 | 0 | 0.00% |
| Sep-02 | 39 | 39 | 100.00% | 26 | 0 | 0.00% |

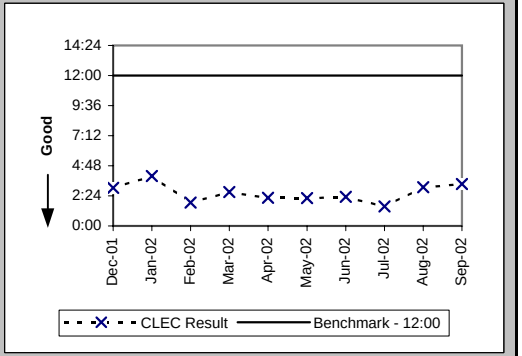



Previous PO-2B standard (Jan02 thru Jun02) UNE-P - 75%

## Checklist #2 - LSR Rejections

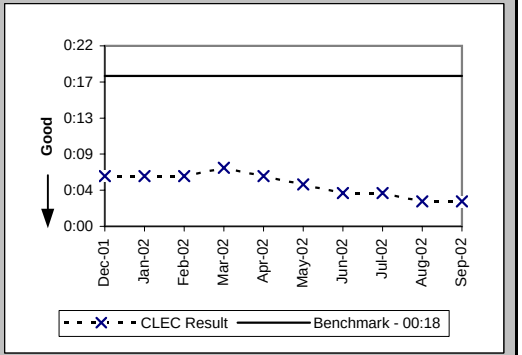
LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 361:35 | 119 | 3:02 | 0 | 0 |
| Jan-02 | 457:19 | 115 | 3:59 | 0 | 0 |
| Feb-02 | 172:26 | 92 | 1:52 | 0 | 0 |
| Mar-02 | 255:11 | 94 | 2:43 | 0 | 0 |
| Apr-02 | 244:43 | 109 | 2:15 | 0 | 0 |
| May-02 | 303:24 | 137 | 2:13 | 0 | 0 |
| Jun-02 | 429:10 | 185 | 2:19 | 0 | 0 |
| Jul-02 | 131:03 | 84 | 1:34 | 0 | 0 |
| Aug-02 | 359:04 | 116 | 3:06 | 0 | 0 |
| Sep-02 | 220:44 | 66 | 3:21 | 0 | 0 |



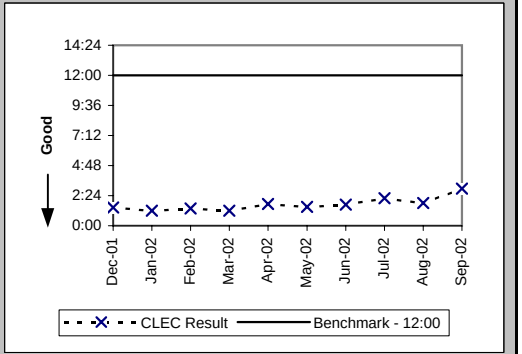

LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 2975:07 | 28208 | 0:06 | 0 | 21 |
| Jan-02 | 2952:50 | 29785 | 0:06 | 0 | 14 |
| Feb-02 | 2612:21 | 25067 | 0:06 | 0 | 29 |
| Mar-02 | 3208:27 | 28421 | 0:07 | 0 | 19 |
| Apr-02 | 2740:31 | 28078 | 0:06 | 0 | 23 |
| May-02 | 2415:14 | 29158 | 0:05 | 0 | 0 |
| Jun-02 | 1868:07 | 26953 | 0:04 | 0 | 8 |
| Jul-02 | 1903:15 | 30964 | 0:04 | 0 | 6 |
| Aug-02 | 1730:42 | 31140 | 0:03 | 0 | 260 |
| Sep-02 | 1381:49 | 28557 | 0:03 | 0 | 12 |




LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3B-1) (Benchmark)

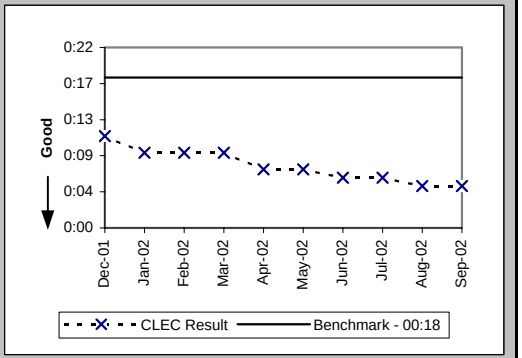
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 189:26 | 130 | 1:27 | 0 | 0 |
| Jan-02 | 288:33 | 242 | 1:12 | 0 | 0 |
| Feb-02 | 165:54 | 121 | 1:22 | 0 | 0 |
| Mar-02 | 65:44 | 55 | 1:12 | 0 | 0 |
| Apr-02 | 81:25 | 47 | 1:44 | 0 | 0 |
| May-02 | 57:15 | 38 | 1:30 | 0 | 0 |
| Jun-02 | 75:51 | 45 | 1:41 | 0 | 0 |
| Jul-02 | 63:29 | 29 | 2:11 | 0 | 0 |
| Aug-02 | 85:21 | 47 | 1:49 | 0 | 0 |
| Sep-02 | 74:13 | 25 | 2:58 | 0 | 0 |



## Checklist #2 - LSR Rejections

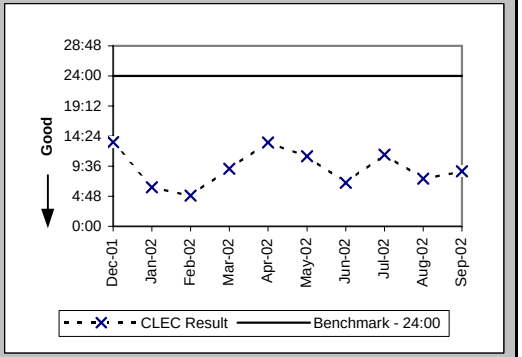
LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 2841:34 | 15289 | 0:11 | 0 | 21 |
| Jan-02 | 2863:00 | 20133 | 0:09 | 0 | 14 |
| Feb-02 | 2013:05 | 13400 | 0:09 | 0 | 29 |
| Mar-02 | 1994:26 | 13392 | 0:09 | 0 | 19 |
| Apr-02 | 2018:25 | 17647 | 0:07 | 0 | 23 |
| May-02 | 2013:47 | 16508 | 0:07 | 0 | 0 |
| Jun-02 | 1721:16 | 18081 | 0:06 | 0 | 8 |
| Jul-02 | 1760:17 | 18573 | 0:06 | 0 | 6 |
| Aug-02 | 1523:40 | 16788 | 0:05 | 0 | 260 |
| Sep-02 | 1358:38 | 15106 | 0:05 | 0 | 12 |



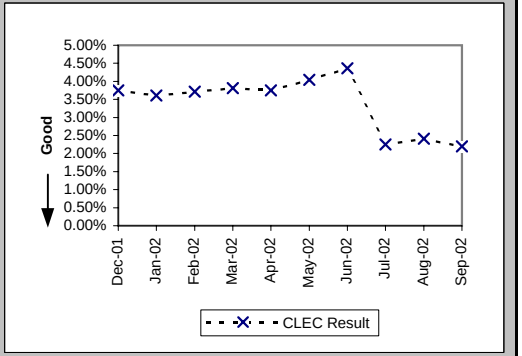

LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 619:00 | 46 | 13:27 | 0 | 0 |
| Jan-02 | 99:34 | 16 | 6:13 | 0 | 0 |
| Feb-02 | 93:32 | 19 | 4:55 | 0 | 0 |
| Mar-02 | 294:21 | 32 | 9:12 | 0 | 0 |
| Apr-02 | 174:07 | 13 | 13:24 | 0 | 0 |
| May-02 | 223:21 | 20 | 11:10 | 0 | 0 |
| Jun-02 | 76:15 | 11 | 6:56 | 0 | 0 |
| Jul-02 | 183:15 | 16 | 11:27 | 0 | 0 |
| Aug-02 | 243:11 | 32 | 7:36 | 0 | 0 |
| Sep-02 | 404:14 | 46 | 8:47 | 0 | 0 |




LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1) (Diagnostic)

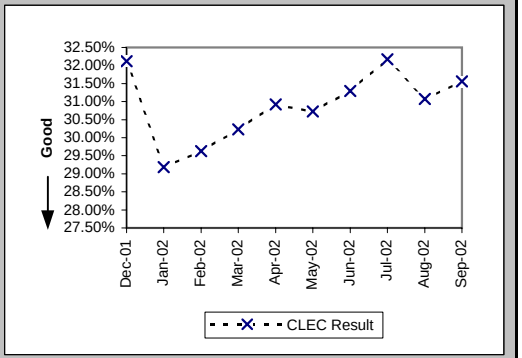
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 3296 | 87829 | 3.75% | 0 | 21 |
| Jan-02 | 3681 | 102045 | 3.61% | 0 | 14 |
| Feb-02 | 3142 | 84615 | 3.71% | 0 | 29 |
| Mar-02 | 3582 | 94010 | 3.81% | 0 | 19 |
| Apr-02 | 3402 | 90804 | 3.75% | 0 | 23 |
| May-02 | 3840 | 94906 | 4.05% | 0 | 0 |
| Jun-02 | 3754 | 86121 | 4.36% | 0 | 8 |
| Jul-02 | 2169 | 96249 | 2.25% | 0 | 6 |
| Aug-02 | 2415 | 100214 | 2.41% | 0 | 260 |
| Sep-02 | 1988 | 90491 | 2.20% | 0 | 12 |



## Checklist #2 - LSR Rejections

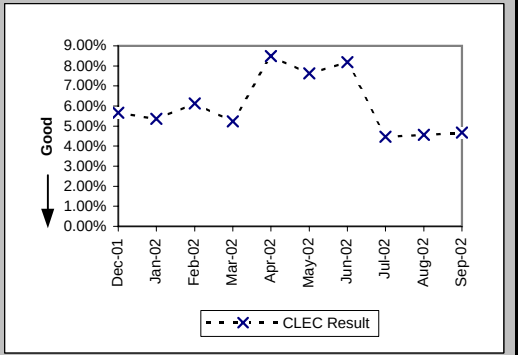
LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 28208 | 87829 | 32.12% | 0 | 21 |
| Jan-02 | 29785 | 102045 | 29.19% | 0 | 14 |
| Feb-02 | 25067 | 84615 | 29.62% | 0 | 29 |
| Mar-02 | 28421 | 94010 | 30.23% | 0 | 19 |
| Apr-02 | 28078 | 90804 | 30.92% | 0 | 23 |
| May-02 | 29158 | 94906 | 30.72% | 0 | 0 |
| Jun-02 | 26953 | 86121 | 31.30% | 0 | 8 |
| Jul-02 | 30964 | 96249 | 32.17% | 0 | 6 |
| Aug-02 | 31140 | 100214 | 31.07% | 0 | 260 |
| Sep-02 | 28557 | 90491 | 31.56% | 0 | 12 |



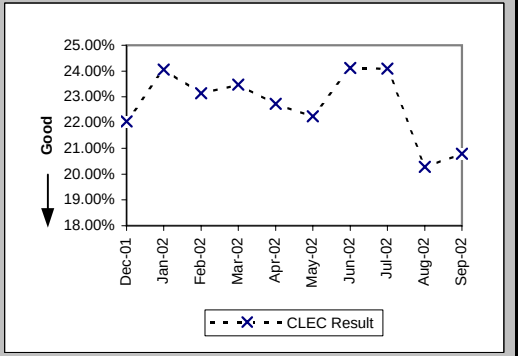

LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 3927 | 69357 | 5.66% | 0 | 21 |
| Jan-02 | 4492 | 83678 | 5.37% | 0 | 14 |
| Feb-02 | 3544 | 57897 | 6.12% | 0 | 29 |
| Mar-02 | 2989 | 57060 | 5.24% | 0 | 19 |
| Apr-02 | 6587 | 77654 | 8.48% | 0 | 23 |
| May-02 | 5659 | 74231 | 7.62% | 0 | 0 |
| Jun-02 | 6144 | 74983 | 8.19% | 0 | 8 |
| Jul-02 | 3439 | 77071 | 4.46% | 0 | 6 |
| Aug-02 | 3784 | 82784 | 4.57% | 0 | 260 |
| Sep-02 | 3393 | 72657 | 4.67% | 0 | 12 |




LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2) (Diagnostic)

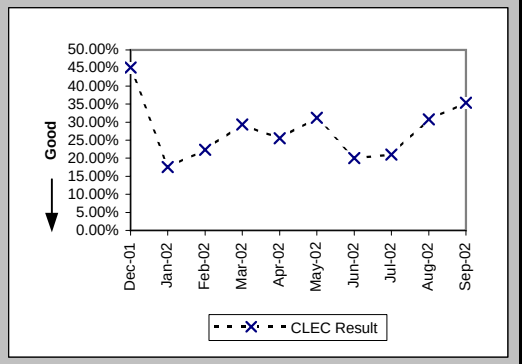
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 15289 | 69357 | 22.04% | 0 | 21 |
| Jan-02 | 20133 | 83678 | 24.06% | 0 | 14 |
| Feb-02 | 13400 | 57897 | 23.14% | 0 | 29 |
| Mar-02 | 13392 | 57060 | 23.47% | 0 | 19 |
| Apr-02 | 17647 | 77654 | 22.73% | 0 | 23 |
| May-02 | 16508 | 74231 | 22.24% | 0 | 0 |
| Jun-02 | 18081 | 74983 | 24.11% | 0 | 8 |
| Jul-02 | 18573 | 77071 | 24.10% | 0 | 6 |
| Aug-02 | 16788 | 82784 | 20.28% | 0 | 260 |
| Sep-02 | 15106 | 72657 | 20.79% | 0 | 12 |



## Checklist #2 - LSR Rejections

LSRs Received via Facsimile (Percent) (PO-4C) (Diagnostic)

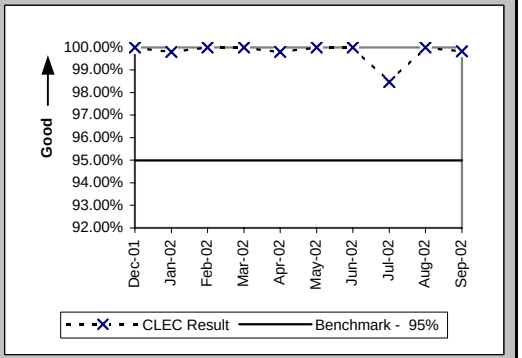
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 46 | 102 | 45.10% | 0 | 0 |
| Jan-02 | 16 | 91 | 17.58% | 0 | 0 |
| Feb-02 | 19 | 85 | 22.35% | 0 | 0 |
| Mar-02 | 32 | 109 | 29.36% | 0 | 0 |
| Apr-02 | 13 | 51 | 25.49% | 0 | 0 |
| May-02 | 20 | 64 | 31.25% | 0 | 0 |
| Jun-02 | 11 | 55 | 20.00% | 0 | 0 |
| Jul-02 | 16 | 76 | 21.05% | 0 | 0 |
| Aug-02 | 32 | 104 | 30.77% | 0 | 0 |
| Sep-02 | 46 | 130 | 35.38% | 0 | 0 |



## Checklist #2 - Firm Order Confirmations - Resale

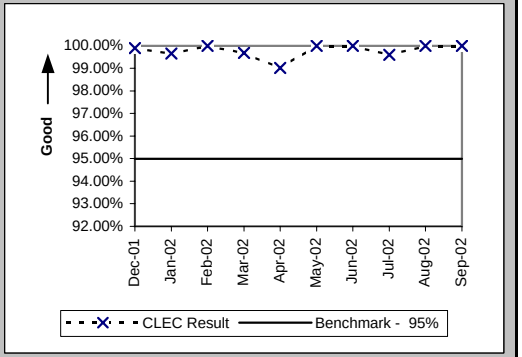
(Percent) (PO-5A-1(a)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 499 | 499 | 100.00% | 0 | 0 |
| Jan-02 | 504 | 505 | 99.80% | 0 | 0 |
| Feb-02 | 1475 | 1475 | 100.00% | 0 | 0 |
| Mar-02 | 717 | 717 | 100.00% | 0 | 0 |
| Apr-02 | 994 | 996 | 99.80% | 0 | 0 |
| May-02 | 878 | 878 | 100.00% | 1 | 0 |
| Jun-02 | 1244 | 1244 | 100.00% | 0 | 0 |
| Jul-02 | 1152 | 1170 | 98.46% | 0 | 0 |
| Aug-02 | 1831 | 1831 | 100.00% | 1 | 0 |
| Sep-02 | 1768 | 1771 | 99.83% | 2 | 0 |



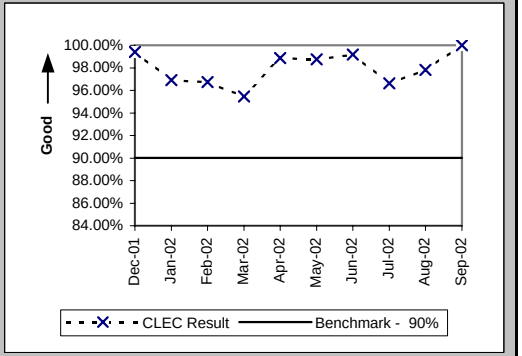

(Percent) (PO-5A-2(a)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 1066 | 1067 | 99.91% | 0 | 0 |
| Jan-02 | 1181 | 1185 | 99.66% | 0 | 0 |
| Feb-02 | 313 | 313 | 100.00% | 0 | 0 |
| Mar-02 | 314 | 315 | 99.68% | 0 | 0 |
| Apr-02 | 403 | 407 | 99.02% | 0 | 0 |
| May-02 | 181 | 181 | 100.00% | 1 | 0 |
| Jun-02 | 119 | 119 | 100.00% | 0 | 0 |
| Jul-02 | 251 | 252 | 99.60% | 0 | 0 |
| Aug-02 | 243 | 243 | 100.00% | 1 | 0 |
| Sep-02 | 219 | 219 | 100.00% | 2 | 0 |




(Percent) (PO-5B-1(a)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via IMA

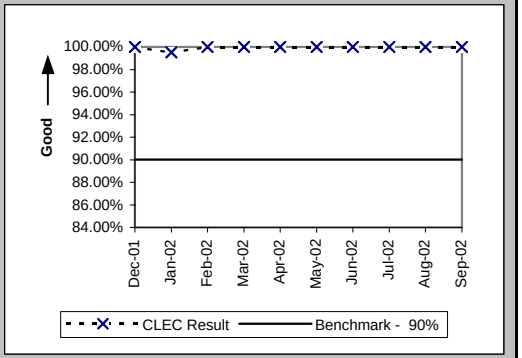
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 1013 | 1019 | 99.41% | 0 | 0 |
| Jan-02 | 250 | 258 | 96.90% | 0 | 0 |
| Feb-02 | 267 | 276 | 96.74% | 0 | 0 |
| Mar-02 | 210 | 220 | 95.45% | 0 | 0 |
| Apr-02 | 347 | 351 | 98.86% | 0 | 0 |
| May-02 | 320 | 324 | 98.77% | 1 | 0 |
| Jun-02 | 237 | 239 | 99.16% | 0 | 0 |
| Jul-02 | 285 | 295 | 96.61% | 0 | 0 |
| Aug-02 | 314 | 321 | 97.82% | 1 | 0 |
| Sep-02 | 354 | 354 | 100.00% | 2 | 0 |



## Checklist #2 - Firm Order Confirmations - Resale

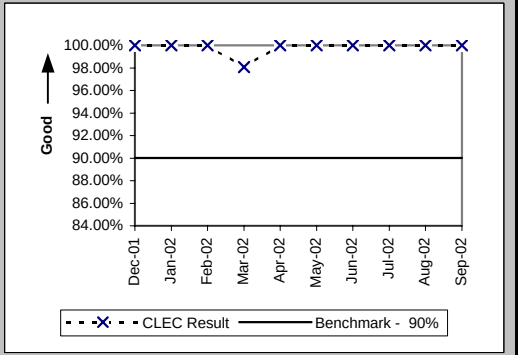
(Percent) (PO-5B-2(a)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 203 | 203 | 100.00% | 0 | 0 |
| Jan-02 | 210 | 211 | 99.53% | 0 | 0 |
| Feb-02 | 97 | 97 | 100.00% | 0 | 0 |
| Mar-02 | 61 | 61 | 100.00% | 0 | 0 |
| Apr-02 | 110 | 110 | 100.00% | 0 | 0 |
| May-02 | 54 | 54 | 100.00% | 1 | 0 |
| Jun-02 | 116 | 116 | 100.00% | 0 | 0 |
| Jul-02 | 84 | 84 | 100.00% | 0 | 0 |
| Aug-02 | 74 | 74 | 100.00% | 1 | 0 |
| Sep-02 | 52 | 52 | 100.00% | 2 | 0 |




(Percent) (PO-5C-(a)) (Benchmark) FOCs on Time for Manual

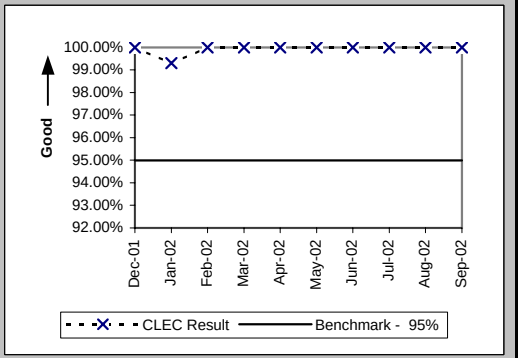
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 26 | 26 | 100.00% | 0 | 0 |
| Jan-02 | 43 | 43 | 100.00% | 0 | 0 |
| Feb-02 | 49 | 49 | 100.00% | 0 | 0 |
| Mar-02 | 51 | 52 | 98.08% | 0 | 0 |
| Apr-02 | 29 | 29 | 100.00% | 0 | 0 |
| May-02 | 24 | 24 | 100.00% | 1 | 0 |
| Jun-02 | 19 | 19 | 100.00% | 0 | 0 |
| Jul-02 | 21 | 21 | 100.00% | 0 | 0 |
| Aug-02 | 14 | 14 | 100.00% | 1 | 0 |
| Sep-02 | 38 | 38 | 100.00% | 2 | 0 |



## Checklist #2 - Firm Order Confirmations - Unbundled Loops

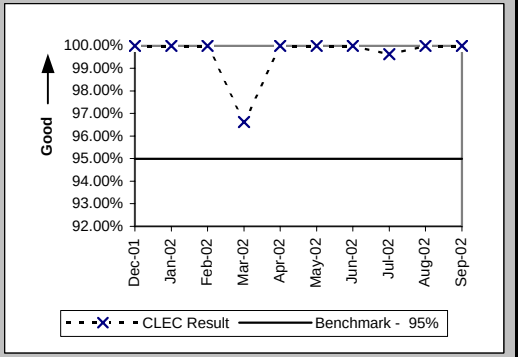
(Percent) (PO-5A-1(b)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 99 | 99 | 100.00% | 1 | 0 |
| Jan-02 | 142 | 143 | 99.30% | 0 | 0 |
| Feb-02 | 181 | 181 | 100.00% | 0 | 0 |
| Mar-02 | 143 | 143 | 100.00% | 0 | 0 |
| Apr-02 | 142 | 142 | 100.00% | 0 | 0 |
| May-02 | 160 | 160 | 100.00% | 1 | 0 |
| Jun-02 | 161 | 161 | 100.00% | 0 | 0 |
| Jul-02 | 163 | 163 | 100.00% | 0 | 0 |
| Aug-02 | 204 | 204 | 100.00% | 0 | 0 |
| Sep-02 | 167 | 167 | 100.00% | 0 | 0 |



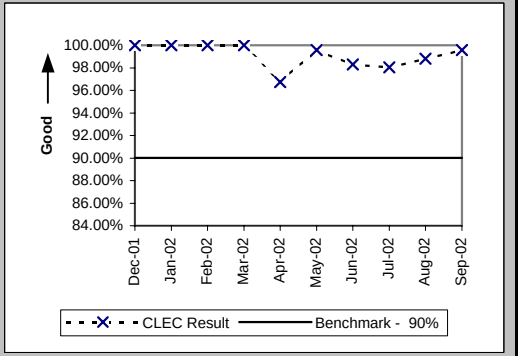

(Percent) (PO-5A-2(b)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 435 | 435 | 100.00% | 1 | 0 |
| Jan-02 | 1375 | 1375 | 100.00% | 0 | 0 |
| Feb-02 | 553 | 553 | 100.00% | 0 | 0 |
| Mar-02 | 200 | 207 | 96.62% | 0 | 0 |
| Apr-02 | 226 | 226 | 100.00% | 0 | 0 |
| May-02 | 343 | 343 | 100.00% | 1 | 0 |
| Jun-02 | 232 | 232 | 100.00% | 0 | 0 |
| Jul-02 | 538 | 540 | 99.63% | 0 | 0 |
| Aug-02 | 505 | 505 | 100.00% | 0 | 0 |
| Sep-02 | 375 | 375 | 100.00% | 0 | 0 |




(Percent) (PO-5B-1(b)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via IMA

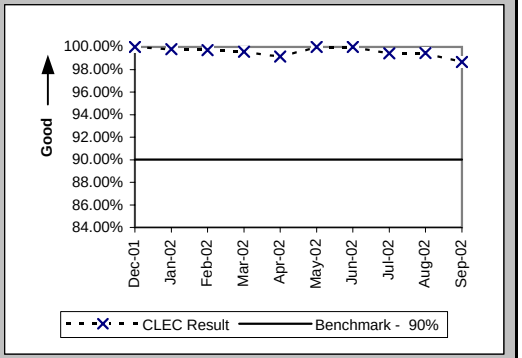
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 275 | 275 | 100.00% | 1 | 0 |
| Jan-02 | 244 | 244 | 100.00% | 0 | 0 |
| Feb-02 | 192 | 192 | 100.00% | 0 | 0 |
| Mar-02 | 227 | 227 | 100.00% | 0 | 0 |
| Apr-02 | 238 | 246 | 96.75% | 0 | 0 |
| May-02 | 231 | 232 | 99.57% | 1 | 0 |
| Jun-02 | 172 | 175 | 98.29% | 0 | 0 |
| Jul-02 | 251 | 256 | 98.05% | 0 | 0 |
| Aug-02 | 247 | 250 | 98.80% | 0 | 0 |
| Sep-02 | 241 | 242 | 99.59% | 0 | 0 |



## Checklist #2 - Firm Order Confirmations - Unbundled Loops

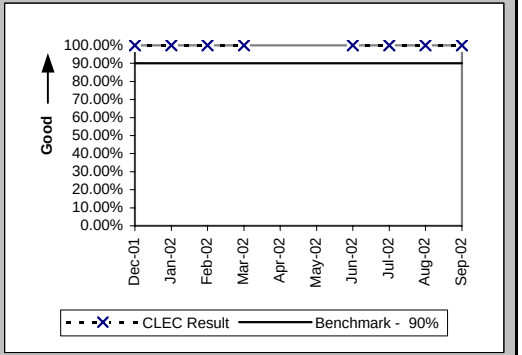
(Percent) (PO-5B-2(b)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 278 | 278 | 100.00% | 1 | 0 |
| Jan-02 | 508 | 509 | 99.80% | 0 | 0 |
| Feb-02 | 358 | 359 | 99.72% | 0 | 0 |
| Mar-02 | 232 | 233 | 99.57% | 0 | 0 |
| Apr-02 | 116 | 117 | 99.15% | 0 | 0 |
| May-02 | 104 | 104 | 100.00% | 1 | 0 |
| Jun-02 | 141 | 141 | 100.00% | 0 | 0 |
| Jul-02 | 175 | 176 | 99.43% | 0 | 0 |
| Aug-02 | 183 | 184 | 99.46% | 0 | 0 |
| Sep-02 | 147 | 149 | 98.66% | 0 | 0 |




(Percent) (PO-5C-(b)) (Benchmark) FOCs on Time for Manual

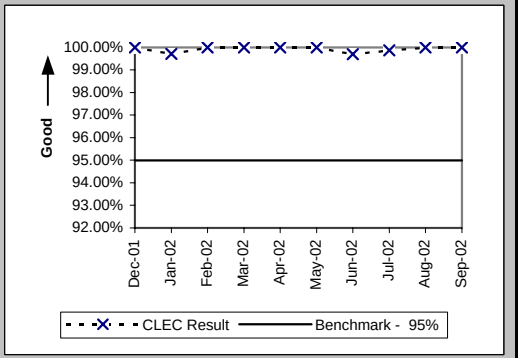
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 9 | 9 | 100.00% | 1 | 0 |
| Jan-02 | 16 | 16 | 100.00% | 0 | 0 |
| Feb-02 | 4 | 4 | 100.00% | 0 | 0 |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | 3 | 3 | 100.00% | 0 | 0 |
| Jul-02 | 11 | 11 | 100.00% | 0 | 0 |
| Aug-02 | 7 | 7 | 100.00% | 0 | 0 |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 |



## Checklist #2 - Firm Order Confirmations - LNP

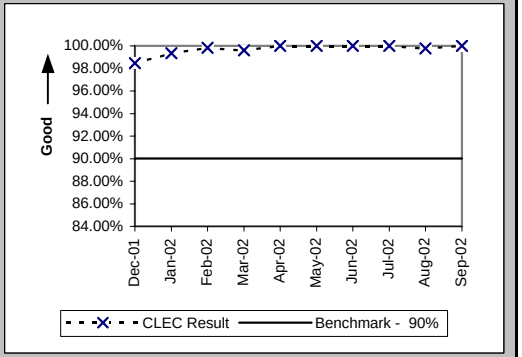
(Percent) (PO-5A-1(c)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 1579 | 1579 | 100.00% | 5 | 0 |
| Jan-02 | 2127 | 2133 | 99.72% | 24 | 0 |
| Feb-02 | 1553 | 1553 | 100.00% | 3 | 0 |
| Mar-02 | 1361 | 1361 | 100.00% | 8 | 0 |
| Apr-02 | 1461 | 1461 | 100.00% | 5 | 0 |
| May-02 | 1241 | 1241 | 100.00% | 13 | 0 |
| Jun-02 | 1354 | 1358 | 99.71% | 4 | 0 |
| Jul-02 | 2278 | 2281 | 99.87% | 11 | 0 |
| Aug-02 | 1371 | 1371 | 100.00% | 9 | 0 |
| Sep-02 | 1144 | 1144 | 100.00% | 16 | 0 |



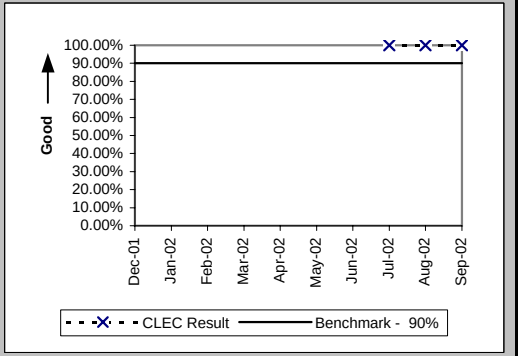

(Percent) (PO-5B-1(c)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 514 | 522 | 98.47% | 5 | 0 |
| Jan-02 | 613 | 617 | 99.35% | 24 | 0 |
| Feb-02 | 554 | 555 | 99.82% | 3 | 0 |
| Mar-02 | 500 | 502 | 99.60% | 8 | 0 |
| Apr-02 | 461 | 461 | 100.00% | 5 | 0 |
| May-02 | 449 | 449 | 100.00% | 13 | 0 |
| Jun-02 | 447 | 447 | 100.00% | 4 | 0 |
| Jul-02 | 639 | 639 | 100.00% | 11 | 0 |
| Aug-02 | 853 | 855 | 99.77% | 9 | 0 |
| Sep-02 | 616 | 616 | 100.00% | 16 | 0 |




(Percent) (PO-5B-2(c)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI

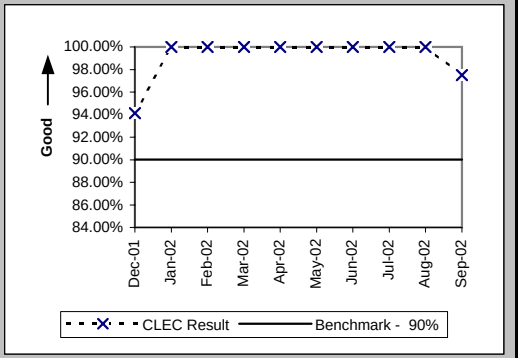
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | | | | | |
| Jan-02 | | | | | |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | | | | | |
| Jul-02 | 1 | 1 | 100.00% | 11 | 0 |
| Aug-02 | 5 | 5 | 100.00% | 9 | 0 |
| Sep-02 | 1 | 1 | 100.00% | 16 | 0 |



## Checklist #2 - Firm Order Confirmations - LNP

(Percent) (PO-5C-(c)) (Benchmark) FOCs on Time for Manual

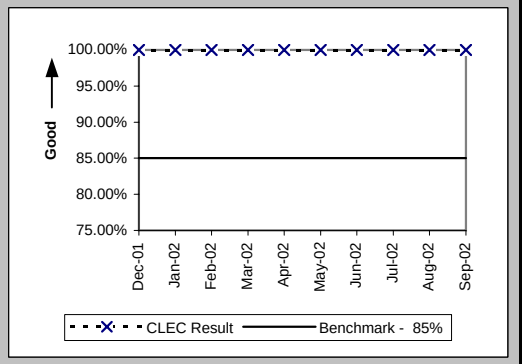
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 16 | 17 | 94.12% | 5 | 0 |
| Jan-02 | 15 | 15 | 100.00% | 24 | 0 |
| Feb-02 | 9 | 9 | 100.00% | 3 | 0 |
| Mar-02 | 21 | 21 | 100.00% | 8 | 0 |
| Apr-02 | 7 | 7 | 100.00% | 5 | 0 |
| May-02 | 14 | 14 | 100.00% | 13 | 0 |
| Jun-02 | 20 | 20 | 100.00% | 4 | 0 |
| Jul-02 | 25 | 25 | 100.00% | 11 | 0 |
| Aug-02 | 47 | 47 | 100.00% | 9 | 0 |
| Sep-02 | 39 | 40 | 97.50% | 16 | 0 |



## Checklist #2 - Firm Order Confirmations - LIS

(Percent) (PO-5D) (Benchmark) Firm Order Confirmations (FOCs) On Time

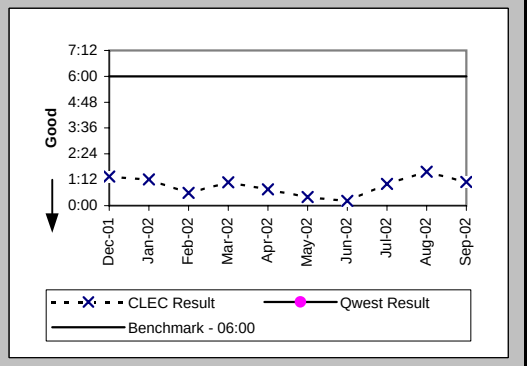
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 6 | 0 |
| Jan-02 | 8 | 8 | 100.00% | 0 | 0 |
| Feb-02 | 20 | 20 | 100.00% | 0 | 0 |
| Mar-02 | 27 | 27 | 100.00% | 0 | 0 |
| Apr-02 | 13 | 13 | 100.00% | 1 | 0 |
| May-02 | 7 | 7 | 100.00% | 0 | 0 |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 |
| Jul-02 | 4 | 4 | 100.00% | 15 | 0 |
| Aug-02 | 6 | 6 | 100.00% | 12 | 0 |
| Sep-02 | 21 | 21 | 100.00% | 12 | 0 |



## Checklist #2 - Completion Notifications

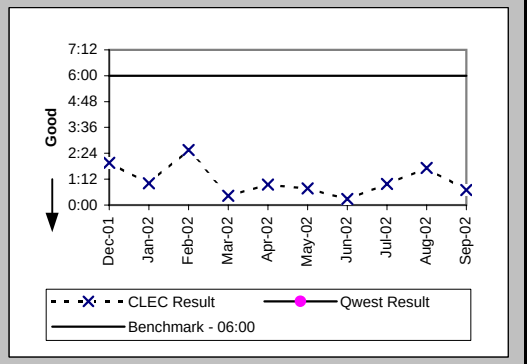
Notices Made Available via IMA - GUI (Hours:Minutes) (PO-6A) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5236:55 | 3900 | 1:21 | 0 | 20 | | | | | | | No |
| Jan-02 | 3849:36 | 3151 | 1:13 | 0 | 21 | | | | | | | No |
| Feb-02 | 1844:00 | 3038 | 0:36 | 0 | 90 | | | | | | | No |
| Mar-02 | 3883:18 | 3565 | 1:05 | 0 | 13 | | | | | | | No |
| Apr-02 | 2313:39 | 3094 | 0:45 | 0 | 11 | | | | | | | No |
| May-02 | 1153:48 | 2886 | 0:24 | 0 | 9 | | | | | | | No |
| Jun-02 | 608:36 | 2835 | 0:13 | 0 | 6 | | | | | | | No |
| Jul-02 | 3776:04 | 3728 | 1:01 | 0 | 101 | | | | | | | No |
| Aug-02 | 6729:52 | 4315 | 1:34 | 0 | 134 | | | | | | | No |
| Sep-02 | 4321:32 | 3921 | 1:06 | 0 | 26 | | | | | | | No |



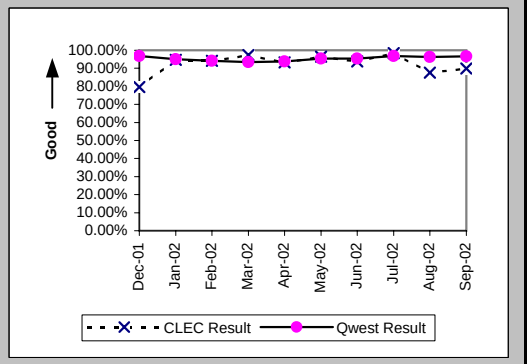

Notices Transmitted via IMA - EDI (Hours:Minutes) (PO-6B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3347:37 | 1703 | 1:58 | 0 | 20 | | | | | | | No |
| Jan-02 | 2771:31 | 2720 | 1:01 | 0 | 21 | | | | | | | No |
| Feb-02 | 3224:17 | 1268 | 2:33 | 0 | 90 | | | | | | | No |
| Mar-02 | 290:54 | 660 | 0:26 | 0 | 13 | | | | | | | No |
| Apr-02 | 737:12 | 781 | 0:57 | 0 | 11 | | | | | | | No |
| May-02 | 446:09 | 584 | 0:46 | 0 | 9 | | | | | | | No |
| Jun-02 | 159:57 | 583 | 0:17 | 0 | 6 | | | | | | | No |
| Jul-02 | 597:11 | 604 | 0:59 | 0 | 101 | | | | | | | No |
| Aug-02 | 1801:56 | 1050 | 1:43 | 0 | 134 | | | | | | | No |
| Sep-02 | 484:46 | 689 | 0:42 | 0 | 26 | | | | | | | No |




Notices Made Available via IMA - GUI / Billing System Posting Completions (Percent) (PO-7A,C) (Parity)

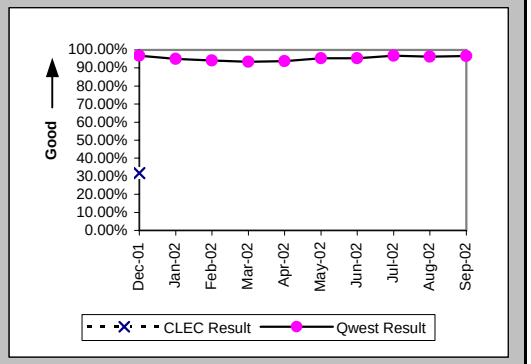
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1812 | 2276 | 79.61% | 0 | 94 | 48187 | 49808 | 96.75% | 17.74% | 45.04 | 26.38 | Yes |
| Jan-02 | 1206 | 1274 | 94.66% | 0 | 38 | 64281 | 67614 | 95.07% | 21.65% | 0.67 | -0.59 | No |
| Feb-02 | 970 | 1031 | 94.08% | 0 | 59 | 51551 | 54786 | 94.10% | 23.57% | 0.02 | -0.99 | No |
| Mar-02 | 2099 | 2157 | 97.31% | 0 | 54 | 50065 | 53558 | 93.48% | 24.69% | -7.07 | -5.3 | No |
| Apr-02 | 1197 | 1284 | 93.22% | 0 | 125 | 51546 | 54986 | 93.74% | 24.22% | 0.76 | -0.54 | No |
| May-02 | 1705 | 1768 | 96.44% | 0 | 126 | 52654 | 55228 | 95.34% | 21.08% | -2.15 | -2.31 | No |
| Jun-02 | 1345 | 1435 | 93.73% | 0 | 122 | 49405 | 51830 | 95.32% | 21.12% | 2.82 | 0.71 | Yes |
| Jul-02 | 2033 | 2066 | 98.40% | 0 | 134 | 57280 | 59168 | 96.81% | 17.58% | -4.05 | -3.46 | No |
| Aug-02 | 2228 | 2544 | 87.58% | 0 | 156 | 52732 | 54736 | 96.34% | 18.78% | 23 | 12.98 | Yes |
| Sep-02 | 2029 | 2257 | 89.90% | 0 | 70 | 45382 | 46978 | 96.60% | 18.12% | 17.17 | 9.44 | Yes |



## Checklist #2 - Completion Notifications

Notices Transmitted via IMA - EDI / Billing System Posting Completions (Percent) (PO-7B,C) (Parity)

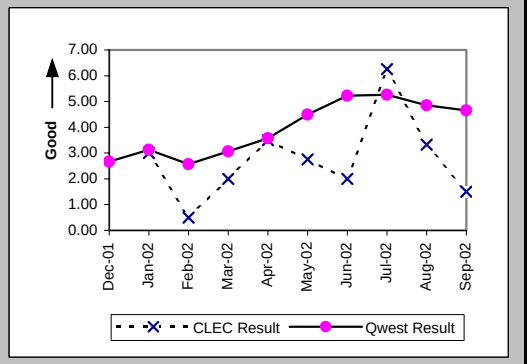
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1763 | 5549 | 31.77% | 0 | 94 | 48187 | 49808 | 96.75% | 17.74% | 258.73 | 156.3 | Yes |
| Jan-02 | | | | | | 64281 | 67614 | 95.07% | 21.65% | | | |
| Feb-02 | | | | | | 51551 | 54786 | 94.10% | 23.57% | | | |
| Mar-02 | | | | | | 50065 | 53558 | 93.48% | 24.69% | | | |
| Apr-02 | | | | | | 51546 | 54986 | 93.74% | 24.22% | | | |
| May-02 | | | | | | 52654 | 55228 | 95.34% | 21.08% | | | |
| Jun-02 | | | | | | 49405 | 51830 | 95.32% | 21.12% | | | |
| Jul-02 | | | | | | 57280 | 59168 | 96.81% | 17.58% | | | |
| Aug-02 | | | | | | 52732 | 54736 | 96.34% | 18.78% | | | |
| Sep-02 | | | | | | 45382 | 46978 | 96.60% | 18.12% | | | |



## Checklist #2 - Jeopardy Notifications - Non-Designed Services

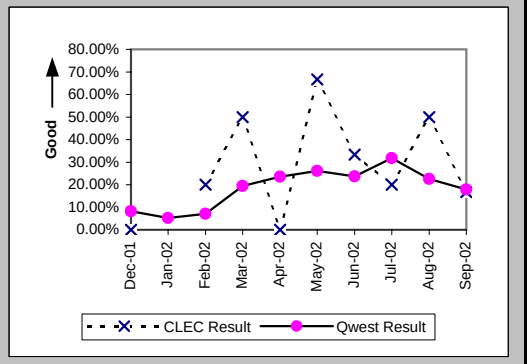
Jeopardy Notice Interval (Average Days) (PO-8A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 144 | 54 | 2.67 | 4.52 | | | |
| Jan-02 | 3 | 1 | 3.00 | 0 | 0 | 169 | 54 | 3.13 | 4.65 | -0.8 | -1.49 | No |
| Feb-02 | 1 | 2 | 0.50 | 0 | 0 | 172 | 67 | 2.57 | 4.85 | 0.67 | -0.59 | No |
| Mar-02 | 2 | 1 | 2.00 | 0 | 0 | 393 | 128 | 3.07 | 3.44 | -0.28 | -1.17 | No |
| Apr-02 | 14 | 4 | 3.50 | 0 | 0 | 379 | 106 | 3.58 | 4.00 | -0.23 | -1.14 | No |
| May-02 | 11 | 4 | 2.75 | 0 | 0 | 651 | 145 | 4.49 | 6.43 | 0.26 | -0.84 | No |
| Jun-02 | 2 | 1 | 2.00 | 0 | 0 | 679 | 130 | 5.22 | 7.06 | 0.31 | -0.81 | No |
| Jul-02 | 25 | 4 | 6.25 | 0 | 0 | 705 | 134 | 5.26 | 6.77 | -0.29 | -1.17 | No |
| Aug-02 | 10 | 3 | 3.33 | 0 | 0 | 602 | 124 | 4.85 | 5.52 | 0.13 | -0.92 | No |
| Sep-02 | 3 | 2 | 1.50 | 0 | 0 | 521 | 112 | 4.65 | 5.65 | 0.79 | -0.52 | No |




Timely Jeopardy Notices (Percent) (PO-9A) (Parity)

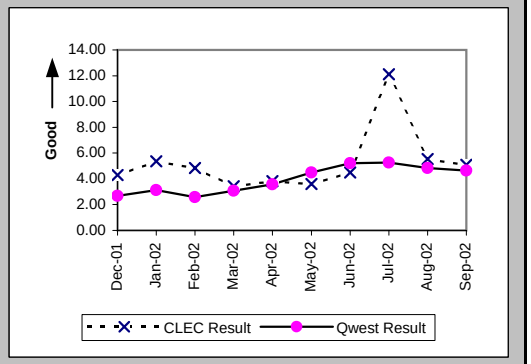
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 17 | 0.00% | 7 | 0 | 12 | 146 | 8.22% | 27.47% | 1.24 | -0.24 | No |
| Jan-02 | | | | | | 12 | 227 | 5.29% | 22.38% | | | |
| Feb-02 | 1 | 5 | 20.00% | 2 | 0 | 13 | 184 | 7.07% | 25.62% | -1.11 | -1.68 | No |
| Mar-02 | 1 | 2 | 50.00% | 4 | 0 | 33 | 170 | 19.41% | 39.55% | -1.09 | -1.66 | No |
| Apr-02 | 0 | 4 | 0.00% | 4 | 0 | 28 | 119 | 23.53% | 42.42% | 0.98 | -0.4 | No |
| May-02 | 2 | 3 | 66.67% | 12 | 0 | 42 | 161 | 26.09% | 43.91% | -1.59 | -1.96 | No |
| Jun-02 | 1 | 3 | 33.33% | 7 | 0 | 32 | 135 | 23.70% | 42.53% | -0.39 | -1.24 | No |
| Jul-02 | 1 | 5 | 20.00% | 16 | 0 | 47 | 148 | 31.76% | 46.55% | 0.46 | -0.72 | No |
| Aug-02 | 1 | 2 | 50.00% | 6 | 0 | 40 | 177 | 22.60% | 41.82% | -0.92 | -1.56 | No |
| Sep-02 | 1 | 6 | 16.67% | 8 | 0 | 32 | 179 | 17.88% | 38.32% | -0.05 | -1.03 | No |



## Checklist #2 - Jeopardy Notifications - Unbundled Loops

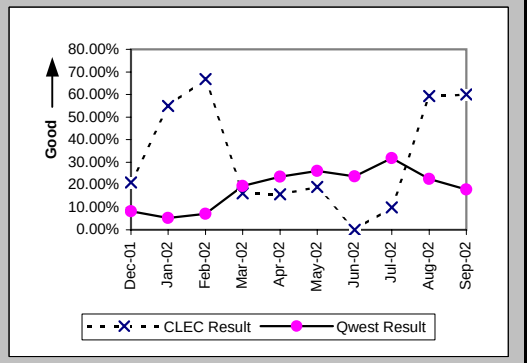
Jeopardy Notice Interval (Average Days) (PO-8B) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 198 | 46 | 4.30 | 0 | 1 | 144 | 54 | 2.67 | 4.52 | -1.8 | -2.1 | No |
| Jan-02 | 1353 | 253 | 5.35 | 0 | 1 | 169 | 54 | 3.13 | 4.65 | -3.18 | -2.93 | No |
| Feb-02 | 784 | 162 | 4.84 | 0 | 2 | 172 | 67 | 2.57 | 4.85 | -3.22 | -2.96 | No |
| Mar-02 | 24 | 7 | 3.43 | 0 | 0 | 393 | 128 | 3.07 | 3.44 | -0.27 | -1.16 | No |
| Apr-02 | 46 | 12 | 3.83 | 0 | 0 | 379 | 106 | 3.58 | 4.00 | -0.21 | -1.13 | No |
| May-02 | 36 | 10 | 3.60 | 0 | 0 | 651 | 145 | 4.49 | 6.43 | 0.3 | -0.82 | No |
| Jun-02 | 9 | 2 | 4.50 | 0 | 0 | 679 | 130 | 5.22 | 7.06 | -0.38 | -1.23 | No |
| Jul-02 | 109 | 9 | 12.11 | 0 | 0 | 705 | 134 | 5.26 | 6.77 | -2.94 | -2.79 | No |
| Aug-02 | 199 | 36 | 5.53 | 0 | 0 | 602 | 124 | 4.85 | 5.52 | -0.64 | -1.39 | No |
| Sep-02 | 122 | 24 | 5.08 | 0 | 0 | 521 | 112 | 4.65 | 5.65 | -0.34 | -1.21 | No |




Timely Jeopardy Notices (Percent) (PO-9B) (Parity)

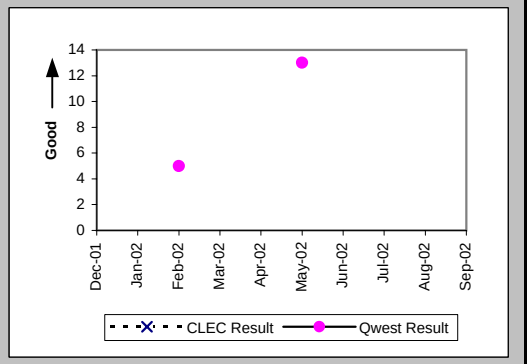
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 24 | 114 | 21.05% | 10 | 1 | 12 | 146 | 8.22% | 27.47% | -3.74 | -3.27 | No |
| Jan-02 | 151 | 275 | 54.91% | 20 | 1 | 12 | 227 | 5.29% | 22.38% | -24.73 | -16.03 | No |
| Feb-02 | 113 | 169 | 66.86% | 18 | 2 | 13 | 184 | 7.07% | 25.62% | -21.9 | -14.32 | No |
| Mar-02 | 5 | 31 | 16.13% | 3 | 0 | 33 | 170 | 19.41% | 39.55% | 0.38 | -0.77 | No |
| Apr-02 | 3 | 19 | 15.79% | 2 | 0 | 28 | 119 | 23.53% | 42.42% | 0.7 | -0.57 | No |
| May-02 | 4 | 21 | 19.05% | 2 | 0 | 42 | 161 | 26.09% | 43.91% | 0.66 | -0.6 | No |
| Jun-02 | 0 | 17 | 0.00% | 21 | 0 | 32 | 135 | 23.70% | 42.53% | 2.54 | 0.54 | Yes |
| Jul-02 | 1 | 10 | 10.00% | 13 | 0 | 47 | 148 | 31.76% | 46.55% | 1.46 | -0.11 | No |
| Aug-02 | 16 | 27 | 59.26% | 45 | 0 | 40 | 177 | 22.60% | 41.82% | -4.24 | -3.58 | No |
| Sep-02 | 3 | 5 | 60.00% | 17 | 0 | 32 | 179 | 17.88% | 38.32% | -2.42 | -2.47 | No |



## Checklist #2 - Jeopardy Notifications - LIS

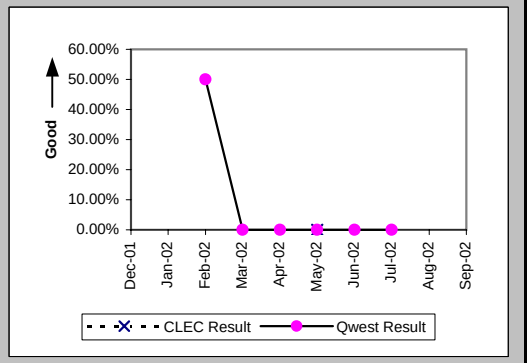
### Jeopardy Notice Interval (Average Days) (PO-8C) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 13 | 1 | 13.00 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Timely Jeopardy Notices (Percent) (PO-9C) (Parity)

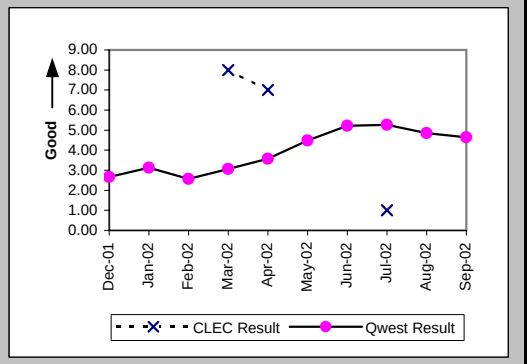
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | 0 | 1 | 0.00% | 2 | 0 | 0 | 5 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #2 - Jeopardy Notifications - UNE-P-POTS

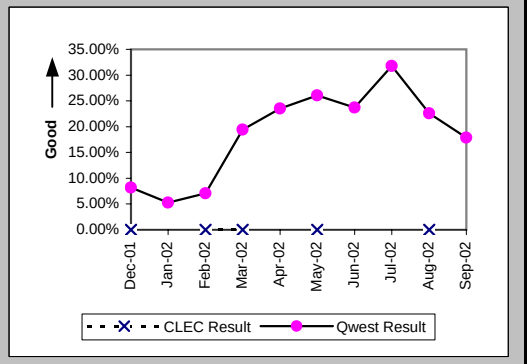
Jeopardy Notice Interval (Average Days) (PO-8D) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 144 | 54 | 2.67 | 4.52 | | | |
| Jan-02 | | | | | | 169 | 54 | 3.13 | 4.65 | | | |
| Feb-02 | | | | | | 172 | 67 | 2.57 | 4.85 | | | |
| Mar-02 | 8 | 1 | 8.00 | 0 | 0 | 393 | 128 | 3.07 | 3.44 | -1.43 | -1.87 | No |
| Apr-02 | 7 | 1 | 7.00 | 0 | 0 | 379 | 106 | 3.58 | 4.00 | -0.85 | -1.52 | No |
| May-02 | | | | | | 651 | 145 | 4.49 | 6.43 | | | |
| Jun-02 | | | | | | 679 | 130 | 5.22 | 7.06 | | | |
| Jul-02 | 1 | 1 | 1.00 | 0 | 0 | 705 | 134 | 5.26 | 6.77 | 0.94 | -0.43 | No |
| Aug-02 | | | | | | 602 | 124 | 4.85 | 5.52 | | | |
| Sep-02 | | | | | | 521 | 112 | 4.65 | 5.65 | | | |




Timely Jeopardy Notices (Percent) (PO-9D) (Parity)

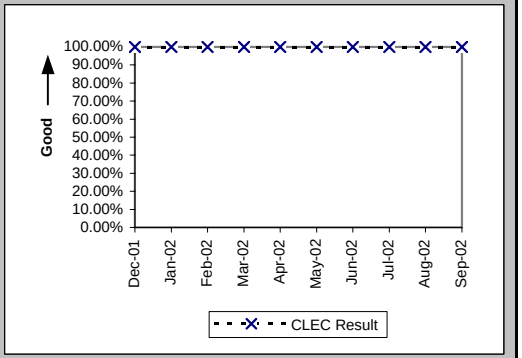
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 2 | 0 | 12 | 146 | 8.22% | 27.47% | 0.15 | -0.91 | No |
| Jan-02 | | | | | | 12 | 227 | 5.29% | 22.38% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 184 | 7.07% | 25.62% | 0.01 | -0.99 | No |
| Mar-02 | 0 | 1 | 0.00% | 2 | 0 | 33 | 170 | 19.41% | 39.55% | 0.21 | -0.87 | No |
| Apr-02 | | | | | | 28 | 119 | 23.53% | 42.42% | | | |
| May-02 | 0 | 1 | 0.00% | 3 | 0 | 42 | 161 | 26.09% | 43.91% | 0.31 | -0.81 | No |
| Jun-02 | | | | | | 32 | 135 | 23.70% | 42.53% | | | |
| Jul-02 | | | | | | 47 | 148 | 31.76% | 46.55% | | | |
| Aug-02 | 0 | 2 | 0.00% | 1 | 0 | 40 | 177 | 22.60% | 41.82% | 0.53 | -0.68 | No |
| Sep-02 | | | | | | 32 | 179 | 17.88% | 38.32% | | | |



## Checklist #2 - LSR Accountability

LSR Accountability (Percent) (PO-10) (Diagnostic)

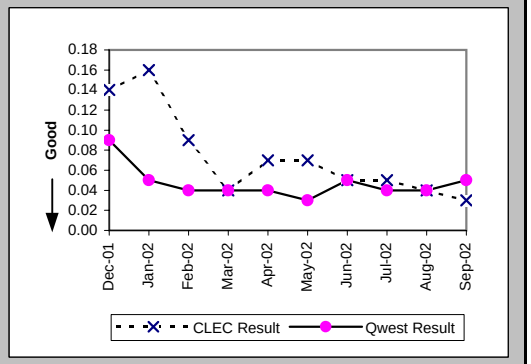
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 83868 | 83868 | 100.00% | | |
| Jan-02 | 96534 | 96534 | 100.00% | | |
| Feb-02 | 75655 | 75655 | 100.00% | | |
| Mar-02 | 82525 | 82525 | 100.00% | | |
| Apr-02 | 86473 | 86473 | 100.00% | | |
| May-02 | 91474 | 91474 | 100.00% | | |
| Jun-02 | 80035 | 80035 | 100.00% | | |
| Jul-02 | 90991 | 90991 | 100.00% | | |
| Aug-02 | 99240 | 99240 | 100.00% | | |
| Sep-02 | 76079 | 76079 | 100.00% | | |



## Checklist #2 - Due Date Changes

Number of Due Date Changes per Order (PO-15) (Diagnostic)

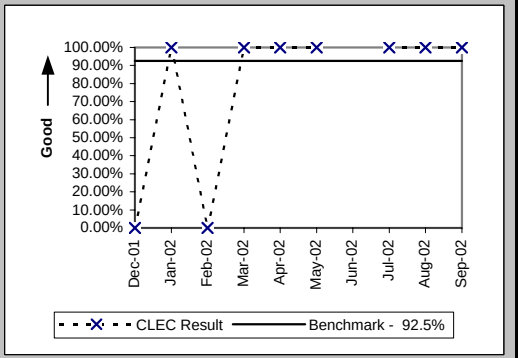
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 458 | 3301 | 0.14 | 0 | 3 | 727 | 7884 | 0.09 | 0.43 | 5.21 | 2.17 | Yes |
| Jan-02 | 520 | 3227 | 0.16 | 0 | 3 | 433 | 8173 | 0.05 | 0.28 | 18.89 | 10.48 | Yes |
| Feb-02 | 142 | 1548 | 0.09 | 0 | 2 | 325 | 7549 | 0.04 | 0.24 | 7.17 | 3.36 | Yes |
| Mar-02 | 87 | 2003 | 0.04 | 0 | 0 | 322 | 8242 | 0.04 | 0.24 | 0.73 | -0.56 | No |
| Apr-02 | 92 | 1350 | 0.07 | 0 | 1 | 302 | 7924 | 0.04 | 0.24 | 4.27 | 1.6 | Yes |
| May-02 | 79 | 1184 | 0.07 | 0 | 0 | 286 | 8182 | 0.03 | 0.22 | 4.69 | 1.85 | Yes |
| Jun-02 | 71 | 1556 | 0.05 | 0 | 1 | 378 | 7452 | 0.05 | 0.28 | -0.64 | -1.39 | No |
| Jul-02 | 98 | 1884 | 0.05 | 0 | 1 | 349 | 8021 | 0.04 | 0.26 | 1.29 | -0.22 | No |
| Aug-02 | 105 | 2593 | 0.04 | 0 | 5 | 330 | 8554 | 0.04 | 0.22 | 0.38 | -0.77 | No |
| Sep-02 | 77 | 2204 | 0.03 | 0 | 0 | 341 | 7219 | 0.05 | 0.24 | -2.11 | -2.28 | No |



## Checklist #2 - Timely Release Notifications

(PO-16) Timely Release Notifications (Percent) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | | |
| Jan-02 | 1 | 1 | 100.00% | | |
| Feb-02 | 0 | 2 | 0.00% | | |
| Mar-02 | 1 | 1 | 100.00% | | |
| Apr-02 | 5 | 5 | 100.00% | | |
| May-02 | 5 | 5 | 100.00% | | |
| Jun-02 | 0 | 0 | | | |
| Jul-02 | 2 | 2 | 100.00% | | |
| Aug-02 | 1 | 1 | 100.00% | | |
| Sep-02 | 2 | 2 | 100.00% | | |

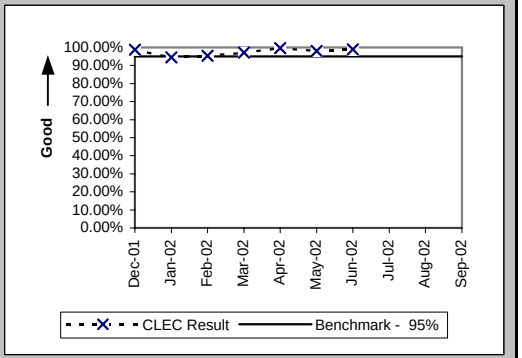



If the release notifications are less than 10 in the reporting month, the standard is 1 miss

## Checklist #2 - Stand-Alone Test Environment (SATE) Accuracy

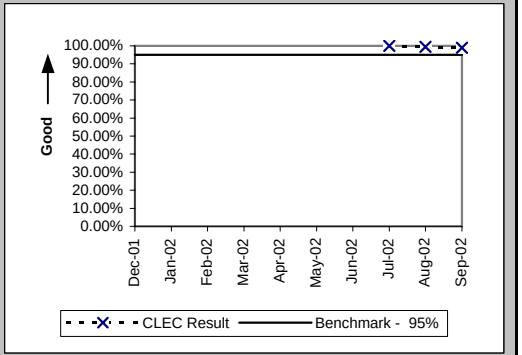
### Stand-Alone Test Environment (SATE) Accuracy (PO-19) (Percent) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 390 | 395 | 98.73% | | |
| Jan-02 | 749 | 792 | 94.57% | | |
| Feb-02 | 619 | 649 | 95.38% | | |
| Mar-02 | 637 | 656 | 97.10% | | |
| Apr-02 | 654 | 656 | 99.70% | | |
| May-02 | 646 | 659 | 98.03% | | |
| Jun-02 | 659 | 666 | 98.95% | | |
| Jul-02 | | | | | |
| Aug-02 | | | | | |
| Sep-02 | | | | | |



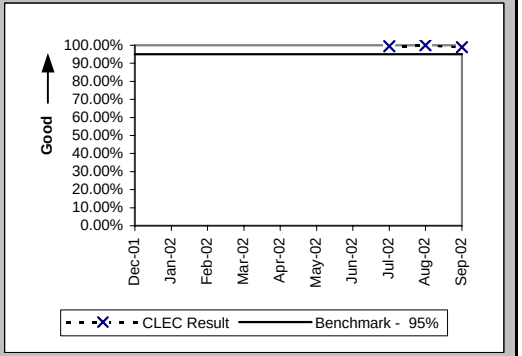

### Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. 8.0 (Percent) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | | | | | |
| Jan-02 | | | | | |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | | | | | |
| Jul-02 | 188 | 188 | 100.00% | | |
| Aug-02 | 187 | 188 | 99.47% | | |
| Sep-02 | 186 | 188 | 98.94% | | |




### Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. 9.0 (Percent) (Benchmark)

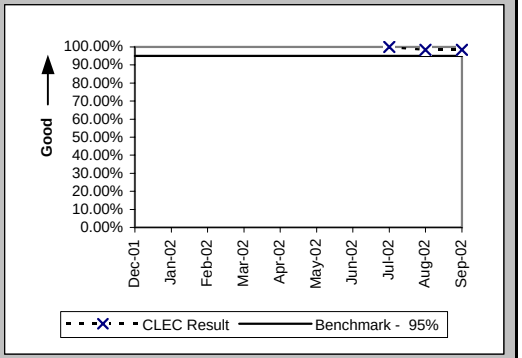
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | | | | | |
| Jan-02 | | | | | |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | | | | | |
| Jul-02 | 188 | 189 | 99.47% | | |
| Aug-02 | 189 | 189 | 100.00% | | |
| Sep-02 | 187 | 189 | 98.94% | | |



## Checklist #2 - Stand-Alone Test Environment (SATE) Accuracy

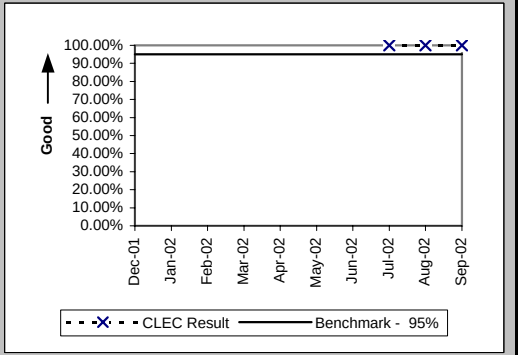
Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. 10.0 (Percent) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | | | | | |
| Jan-02 | | | | | |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | | | | | |
| Jul-02 | 189 | 189 | 100.00% | | |
| Aug-02 | 191 | 194 | 98.45% | | |
| Sep-02 | 190 | 193 | 98.45% | | |



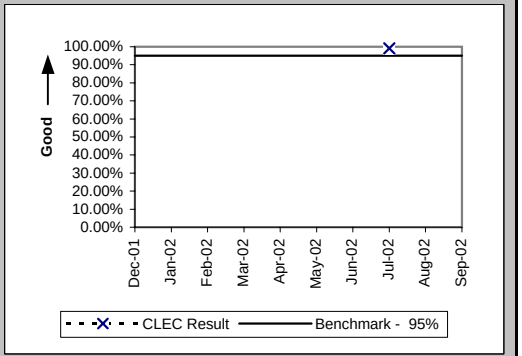

Stand-Alone Test Environment (SATE) Accuracy (PO-19A) Rel. VICKI (Percent) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | | | | | |
| Jan-02 | | | | | |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | | | | | |
| Jul-02 | 58 | 58 | 100.00% | | |
| Aug-02 | 61 | 61 | 100.00% | | |
| Sep-02 | 61 | 61 | 100.00% | | |



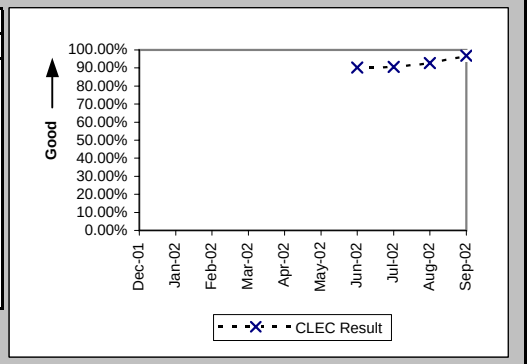

Stand-Alone Test Environment (SATE) Accuracy (PO-19B) (Percent) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | | | | | |
| Jan-02 | | | | | |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | | | | | |
| Jul-02 | 118 | 119 | 99.16% | | |
| Aug-02 | | | | | |
| Sep-02 | | | | | |

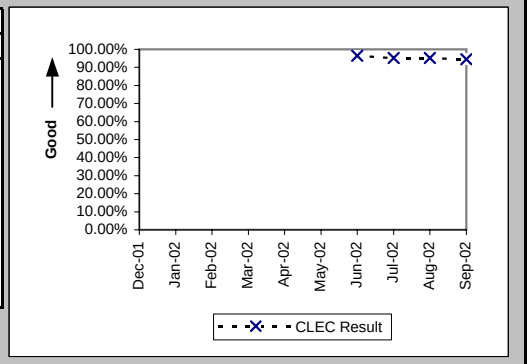


## Checklist #2 - Manual Service Order Accuracy

| Manual Service Order Accuracy POTS Resale (Percent) (PO-20) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |
| Jun-02 | 398 | 441 | 90.25% |
| Jul-02 | 471 | 520 | 90.58% |
| Aug-02 | 501 | 540 | 92.78% |
| Sep-02 | 465 | 480 | 96.88% |

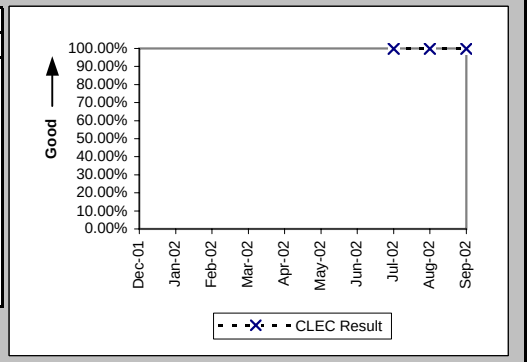



| Manual Service Order Accuracy Unbundled Loop Aggregate (Percent) (PO-20) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |
| Jun-02 | 382 | 396 | 96.46% |
| Jul-02 | 397 | 417 | 95.20% |
| Aug-02 | 413 | 434 | 95.16% |
| Sep-02 | 372 | 394 | 94.42% |



## Checklist #2 - Order Accuracy

| (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |
| Jun-02 | | | |
| Jul-02 | 1654 | 1657 | 99.82% |
| Aug-02 | 2224 | 2228 | 99.82% |
| Sep-02 | 2459 | 2465 | 99.76% |

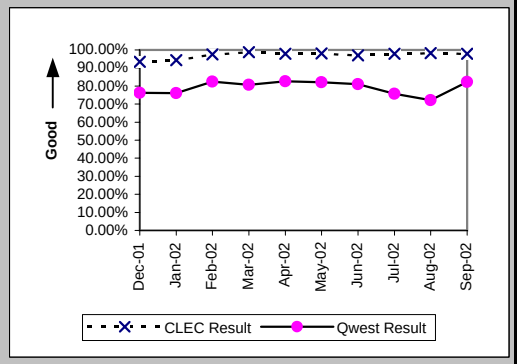



Additional information related to OP-5 new service installation quality - order accuracy

## Checklist #2 - Access To Centers

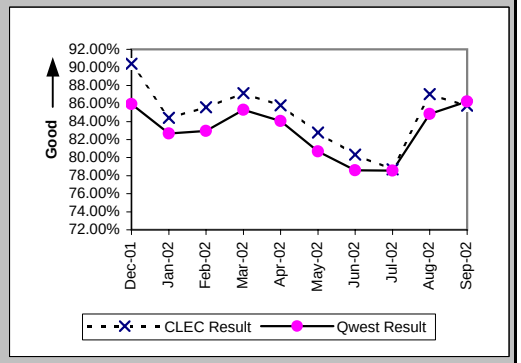
Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|---|---|
| Dec-01 | 25774 | 27582 | 93.45% | | | 2529350 | 3315622 | 76.29% |
| Jan-02 | 33426 | 35459 | 94.27% | | | 3156401 | 4152609 | 76.01% |
| Feb-02 | 28640 | 29376 | 97.49% | | | 2593071 | 3147543 | 82.38% |
| Mar-02 | 29431 | 29788 | 98.80% | | | 2638255 | 3273774 | 80.59% |
| Apr-02 | 29632 | 30270 | 97.89% | | | 2829976 | 3423085 | 82.67% |
| May-02 | 28738 | 29322 | 98.01% | | | 2890939 | 3519539 | 82.14% |
| Jun-02 | 26320 | 27152 | 96.94% | | | 2606063 | 3218568 | 80.97% |
| Jul-02 | 28597 | 29219 | 97.87% | | | 2774843 | 3669243 | 75.62% |
| Aug-02 | 30142 | 30673 | 98.27% | | | 2654557 | 3682542 | 72.08% |
| Sep-02 | 29029 | 29677 | 97.82% | | | 2747435 | 3340161 | 82.25% |




Calls Answered within 20 seconds - Interconnect Repair Center (Percent) (MR-2) (Parity)

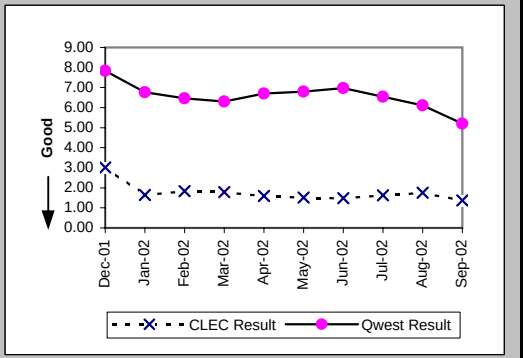
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|---|---|
| Dec-01 | 18034 | 19952 | 90.39% | | | 440835 | 512988 | 85.93% |
| Jan-02 | 17097 | 20252 | 84.42% | | | 426971 | 516511 | 82.66% |
| Feb-02 | 16056 | 18761 | 85.58% | | | 356562 | 429847 | 82.95% |
| Mar-02 | 17341 | 19901 | 87.14% | | | 395295 | 463412 | 85.30% |
| Apr-02 | 17296 | 20156 | 85.81% | | | 386034 | 459220 | 84.06% |
| May-02 | 18953 | 22897 | 82.78% | | | 378179 | 468753 | 80.68% |
| Jun-02 | 17950 | 22347 | 80.32% | | | 389434 | 495518 | 78.59% |
| Jul-02 | 19079 | 24241 | 78.71% | | | 451076 | 574101 | 78.57% |
| Aug-02 | 20752 | 23847 | 87.02% | | | 449184 | 529360 | 84.85% |
| Sep-02 | 18155 | 21172 | 85.75% | | | 415020 | 481264 | 86.24% |



## Checklist #2 - Billing

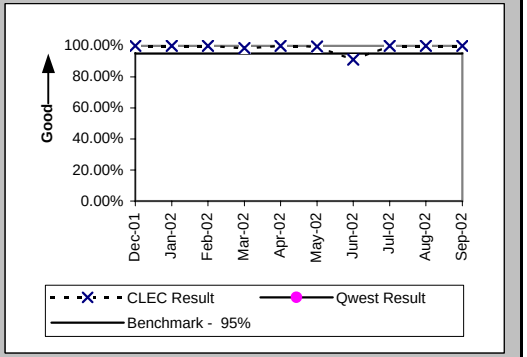
### Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 830928 | 275977 | 3.01 | 0 | 0 | 13469110 | 1718866 | 7.84 | 10.45 | -225.21 | -137.92 | No |
| Jan-02 | 715854 | 434892 | 1.65 | 0 | 0 | 11679770 | 1725733 | 6.77 | 8.15 | -370.54 | -226.27 | No |
| Feb-02 | 708244 | 387312 | 1.83 | 0 | 0 | 9301893 | 1437828 | 6.47 | 8.55 | -299.73 | -183.22 | No |
| Mar-02 | 1973364 | 1103227 | 1.79 | 0 | 0 | 9100573 | 1443740 | 6.30 | 8.96 | -398.39 | -243.2 | No |
| Apr-02 | 1838333 | 1158861 | 1.59 | 0 | 0 | 10487893 | 1566172 | 6.70 | 8.23 | -506.98 | -309.22 | No |
| May-02 | 1914712 | 1256599 | 1.52 | 0 | 0 | 10526508 | 1549723 | 6.79 | 9.26 | -473.75 | -289.02 | No |
| Jun-02 | 1412132 | 950929 | 1.49 | 0 | 0 | 8273450 | 1187073 | 6.97 | 9.62 | -414.19 | -252.81 | No |
| Jul-02 | 1740032 | 1076838 | 1.62 | 0 | 0 | 9407480 | 1437651 | 6.54 | 8.37 | -462.1 | -281.94 | No |
| Aug-02 | 2240522 | 1281546 | 1.75 | 0 | 0 | 8688885 | 1422905 | 6.11 | 8.42 | -424.79 | -259.25 | No |
| Sep-02 | 1922784 | 1389925 | 1.38 | 0 | 0 | 6787656 | 1304952 | 5.20 | 7.56 | -414.24 | -252.84 | No |



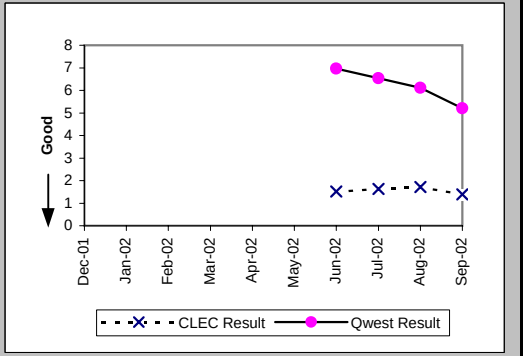

### Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1660216 | 1660237 | 100.00% | 0 | 0 | | | | | | | No |
| Jan-02 | 1675677 | 1675677 | 100.00% | 0 | 0 | | | | | | | No |
| Feb-02 | 1541152 | 1541152 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | 1429188 | 1450132 | 98.56% | 0 | 0 | | | | | | | No |
| Apr-02 | 914637 | 914644 | 100.00% | 0 | 0 | | | | | | | No |
| May-02 | 838333 | 842048 | 99.56% | 0 | 0 | | | | | | | No |
| Jun-02 | 710518 | 779459 | 91.16% | 0 | 0 | | | | | | | Yes |
| Jul-02 | 1418117 | 1418125 | 100.00% | 0 | 0 | | | | | | | No |
| Aug-02 | 1171945 | 1171956 | 100.00% | 0 | 0 | | | | | | | No |
| Sep-02 | 1160510 | 1160525 | 100.00% | 0 | 0 | | | | | | | No |




### Time to Provide Usage Records [CAT11] (Average Days) UNEs and Resale Aggregate (BI-1C-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | 789055 | 518375 | 1.52 | 0 | 0 | 8273450 | 1187073 | 6.97 | 9.62 | -340.08 | -207.75 | No |
| Jul-02 | 907238 | 557052 | 1.63 | 0 | 0 | 9407480 | 1437651 | 6.54 | 8.37 | -372.19 | -227.28 | No |
| Aug-02 | 1128903 | 659520 | 1.71 | 0 | 0 | 8688885 | 1422905 | 6.11 | 8.42 | -350.19 | -213.9 | No |
| Sep-02 | 982357 | 708642 | 1.39 | 0 | 0 | 6787656 | 1304952 | 5.20 | 7.56 | -341.92 | -208.87 | No |

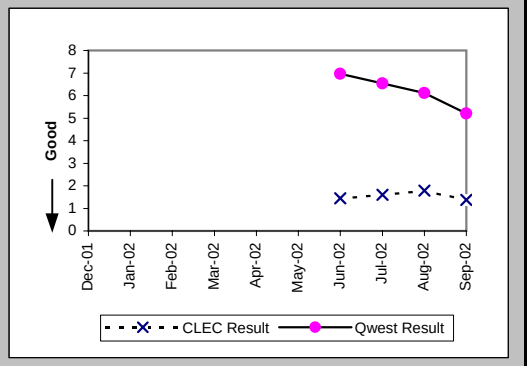



Per the PID, the Retail analog for BI-1C-1 is the same as BI-1A which contains only Category 10 records

## Checklist #2 - Billing

Time to Provide Usage Records [CAT10] (Average Days) UNEs and Resale Aggregate (BI-1C-2) (Diagnostic)

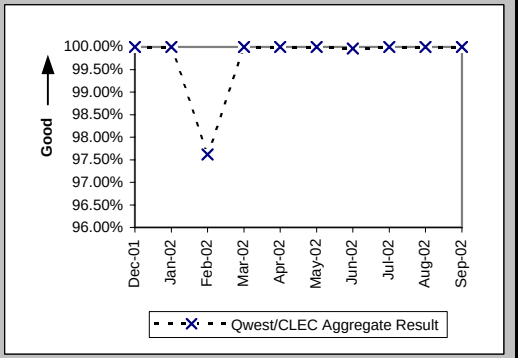
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | 623077 | 432554 | 1.44 | 0 | 0 | 8273450 | 1187073 | 6.97 | 9.62 | -323.56 | -197.71 | No |
| Jul-02 | 832794 | 519786 | 1.60 | 0 | 0 | 9407480 | 1437651 | 6.54 | 8.37 | -364.89 | -222.83 | No |
| Aug-02 | 1111619 | 622026 | 1.79 | 0 | 0 | 8688885 | 1422905 | 6.11 | 8.42 | -337.31 | -206.07 | No |
| Sep-02 | 940427 | 681283 | 1.38 | 0 | 0 | 6787656 | 1304952 | 5.20 | 7.56 | -338.08 | -206.54 | No |




Per the PID, the Retail analog for BI-1C-1 is the same as BI-1A which contains only Category 10 records

## Checklist #2 - Billing

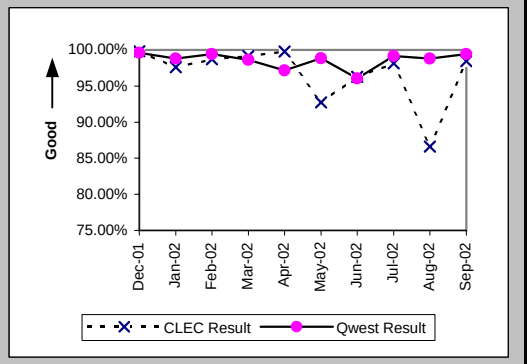
| Invoices Delivered within 10 Days (Percent) All (BI-2) (Parity) | | | | | |
|---|---|---|---|---|---|
| Date | Qwest/CLEC Aggregate Num | Qwest/CLEC Aggregate Denor | Qwest/CLEC Aggregate Result | PID Exc | Data Exc |
| Dec-01 | 2765 | 2765 | 100.00% | 0 | 0 |
| Jan-02 | 2962 | 2962 | 100.00% | 0 | 0 |
| Feb-02 | 2870 | 2940 | 97.62% | 0 | 0 |
| Mar-02 | 3000 | 3000 | 100.00% | 0 | 0 |
| Apr-02 | 3115 | 3115 | 100.00% | 0 | 0 |
| May-02 | 3020 | 3020 | 100.00% | 0 | 0 |
| Jun-02 | 2770 | 2771 | 99.96% | 0 | 0 |
| Jul-02 | 3132 | 3132 | 100.00% | 0 | 0 |
| Aug-02 | 3101 | 3101 | 100.00% | 0 | 0 |
| Sep-02 | 3213 | 3213 | 100.00% | 0 | 0 |



## Checklist #2 - Billing

Billing Accuracy - Adjustments for Errors (Percent) UNEs and Resale Aggregate (BI-3A) (Parity)

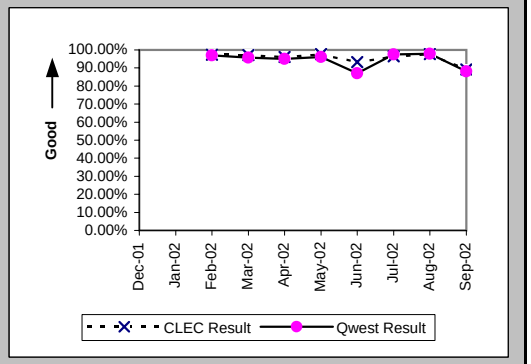
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1156129.35 | 1158170.88 | 99.82% | 0 | 116 | 19300535.64 | 19381458.18 | 99.58% | 6.45% | -39.11 | -24.78 | No |
| Jan-02 | 904588.13 | 926642.58 | 97.62% | 0 | 134 | 20689861.53 | 20940876.72 | 98.80% | 10.88% | 102.26 | 61.17 | Yes |
| Feb-02 | 1030120.4 | 1043353.59 | 98.73% | 0 | 222 | 21041670.64 | 21159747.7 | 99.44% | 7.45% | 95.08 | 56.81 | Yes |
| Mar-02 | 982886.06 | 991303.57 | 99.15% | 0 | 190 | 20634907.72 | 20921612.55 | 98.63% | 11.63% | -43.62 | -27.52 | No |
| Apr-02 | 846301.7 | 848042.44 | 99.79% | 0 | 259 | 20388106.69 | 20988054.3 | 97.14% | 16.66% | -143.75 | -88.39 | No |
| May-02 | 789338.75 | 851317.09 | 92.72% | 0 | 156 | 20291954.13 | 20532175.25 | 98.83% | 10.75% | 513.75 | 311.34 | Yes |
| Jun-02 | 909536.24 | 944832.01 | 96.26% | 0 | 197 | 19993782.94 | 20815598.94 | 96.05% | 19.47% | -10.37 | -7.3 | No |
| Jul-02 | 1067488.48 | 1087597.21 | 98.15% | 0 | 223 | 20700317.46 | 20878666.94 | 99.15% | 9.20% | 109.89 | 65.81 | Yes |
| Aug-02 | 754189.06 | 870546.02 | 86.63% | 0 | 256 | 17771583.26 | 17983423.35 | 98.82% | 10.79% | 1029.36 | 624.81 | Yes |
| Sep-02 | 977133.58 | 992420.73 | 98.46% | 0 | 271 | 19296636.31 | 19412799.31 | 99.40% | 7.71% | 118.68 | 71.15 | Yes |



## Checklist #2 - Billing

Billing Completeness (Percent) UNEs and Resale Aggregate (BI-4A) (Parity)

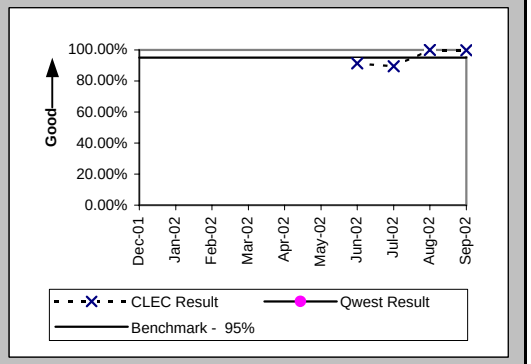
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 4824 | 4952 | 97.42% | 0 | 1 | 66732 | 68749 | 97.07% | 16.88% | -1.41 | -1.85 | No |
| Mar-02 | 4320 | 4447 | 97.14% | 0 | 0 | 53359 | 55722 | 95.76% | 20.15% | -4.41 | -3.68 | No |
| Apr-02 | 3402 | 3538 | 96.16% | 0 | 0 | 53384 | 56130 | 95.11% | 21.57% | -2.8 | -2.7 | No |
| May-02 | 2359 | 2413 | 97.76% | 0 | 0 | 52375 | 54511 | 96.08% | 19.40% | -4.16 | -3.53 | No |
| Jun-02 | 2636 | 2828 | 93.21% | 0 | 0 | 47107 | 54060 | 87.14% | 33.48% | -9.4 | -6.72 | No |
| Jul-02 | 3385 | 3512 | 96.38% | 0 | 0 | 52537 | 53900 | 97.47% | 15.70% | 3.98 | 1.42 | Yes |
| Aug-02 | 4837 | 4949 | 97.74% | 0 | 0 | 56791 | 58063 | 97.81% | 14.64% | 0.33 | -0.8 | No |
| Sep-02 | 4752 | 5323 | 89.27% | 0 | 0 | 45964 | 52115 | 88.20% | 32.26% | -2.32 | -2.41 | No |



## Checklist #2 - Billing

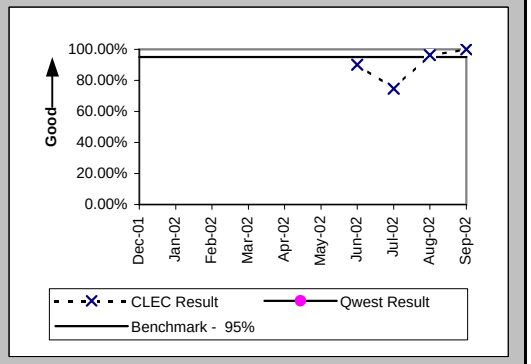
### Billing Accuracy & Claims Processing - Acknowledgment (Percent) All (BI-5A ) (Benchmark)

| Date | CLEC Numer | CLEC Denom | CLEC Result | CLEC PID Ex | CLEC Data E | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff signif |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | 42 | 46 | 91.30% | 0 | 0 | | | | | | | Yes |
| Jul-02 | 111 | 124 | 89.52% | 0 | 0 | | | | | | | Yes |
| Aug-02 | 233 | 233 | 100.00% | 0 | 0 | | | | | | | No |
| Sep-02 | 330 | 331 | 99.70% | 0 | 0 | | | | | | | No |




### Billing Accuracy & Claims Processing - Resolution (Percent) All (BI-5B ) (Benchmark)

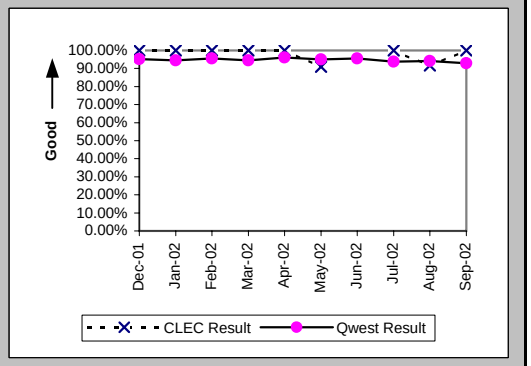
| Date | CLEC Numer | CLEC Denom | CLEC Result | CLEC PID Ex | CLEC Data E | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff signif |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | 101 | 112 | 90.18% | 0 | 0 | | | | | | | Yes |
| Jul-02 | 109 | 146 | 74.66% | 0 | 0 | | | | | | | Yes |
| Aug-02 | 213 | 221 | 96.38% | 0 | 0 | | | | | | | No |
| Sep-02 | 164 | 164 | 100.00% | 0 | 0 | | | | | | | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

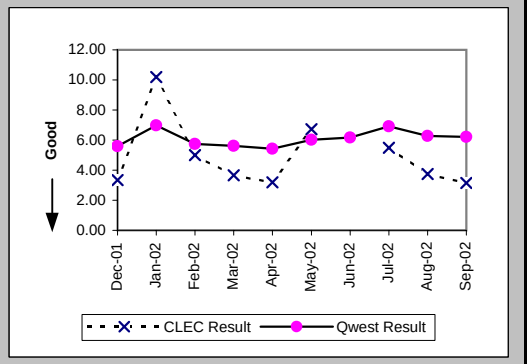
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 0 | 0 | 1156 | 1215 | 95.14% | 21.49% | -0.55 | -1.34 | No |
| Jan-02 | 5 | 5 | 100.00% | 0 | 0 | 1308 | 1385 | 94.44% | 22.91% | -0.54 | -1.33 | No |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 1069 | 1119 | 95.53% | 20.66% | -0.31 | -1.19 | No |
| Mar-02 | 101 | 101 | 100.00% | 1 | 0 | 1185 | 1253 | 94.57% | 22.65% | -2.32 | -2.41 | No |
| Apr-02 | 5 | 5 | 100.00% | 0 | 0 | 1108 | 1153 | 96.10% | 19.37% | -0.45 | -1.27 | No |
| May-02 | 10 | 11 | 90.91% | 0 | 0 | 1102 | 1160 | 95.00% | 21.79% | 0.61 | -0.63 | No |
| Jun-02 | | | | | | 1050 | 1098 | 95.63% | 20.45% | | | |
| Jul-02 | 4 | 4 | 100.00% | 0 | 0 | 1021 | 1088 | 93.84% | 24.04% | -0.51 | -1.31 | No |
| Aug-02 | 11 | 12 | 91.67% | 0 | 1 | 1078 | 1146 | 94.07% | 23.63% | 0.4 | -0.76 | No |
| Sep-02 | 7 | 7 | 100.00% | 0 | 0 | 839 | 903 | 92.91% | 25.66% | -0.73 | -1.44 | No |



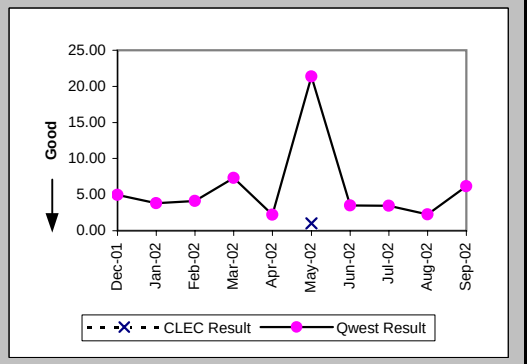

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 6 | 3.33 | 0 | 0 | 6889 | 1233 | 5.59 | 6.16 | -0.89 | -1.54 | No |
| Jan-02 | 51 | 5 | 10.20 | 0 | 0 | 9752 | 1400 | 6.97 | 7.97 | 1.03 | -0.37 | No |
| Feb-02 | 10 | 2 | 5.00 | 0 | 0 | 6460 | 1125 | 5.74 | 5.36 | -0.2 | -1.12 | No |
| Mar-02 | 374 | 102 | 3.67 | 0 | 0 | 7072 | 1261 | 5.61 | 5.39 | -3.5 | -3.13 | No |
| Apr-02 | 16 | 5 | 3.20 | 0 | 0 | 6279 | 1157 | 5.43 | 5.50 | -0.9 | -1.55 | No |
| May-02 | 74 | 11 | 6.73 | 0 | 0 | 7052 | 1170 | 6.03 | 6.10 | 0.54 | -0.67 | No |
| Jun-02 | | | | | | 6812 | 1104 | 6.17 | 6.11 | | | |
| Jul-02 | 22 | 4 | 5.50 | 0 | 0 | 7561 | 1093 | 6.92 | 6.75 | -0.42 | -1.25 | No |
| Aug-02 | 45 | 12 | 3.75 | 0 | 1 | 7211 | 1149 | 6.28 | 7.49 | -1.16 | -1.71 | No |
| Sep-02 | 22 | 7 | 3.14 | 0 | 0 | 5673 | 914 | 6.21 | 6.22 | -1.3 | -1.79 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

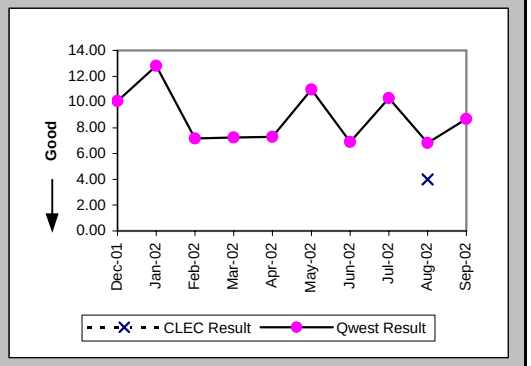
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 179 | 36 | 4.97 | 11.09 | | | |
| Jan-02 | | | | | | 179 | 47 | 3.81 | 4.87 | | | |
| Feb-02 | | | | | | 120 | 29 | 4.14 | 4.56 | | | |
| Mar-02 | | | | | | 278 | 38 | 7.32 | 11.13 | | | |
| Apr-02 | | | | | | 53 | 24 | 2.21 | 2.34 | | | |
| May-02 | 1 | 1 | 1.00 | 0 | 0 | 641 | 30 | 21.37 | 92.46 | -0.22 | -1.13 | No |
| Jun-02 | | | | | | 73 | 21 | 3.48 | 4.61 | | | |
| Jul-02 | | | | | | 117 | 34 | 3.44 | 4.59 | | | |
| Aug-02 | | | | | | 79 | 35 | 2.26 | 1.85 | | | |
| Sep-02 | | | | | | 222 | 36 | 6.17 | 8.27 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

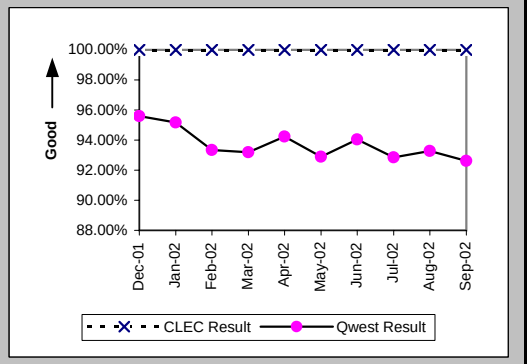
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282 | 28 | 10.07 | 10.71 | | | |
| Jan-02 | | | | | | 384 | 30 | 12.80 | 25.12 | | | |
| Feb-02 | | | | | | 158 | 22 | 7.18 | 5.28 | | | |
| Mar-02 | | | | | | 225 | 31 | 7.26 | 5.48 | | | |
| Apr-02 | | | | | | 146 | 20 | 7.30 | 10.12 | | | |
| May-02 | | | | | | 307 | 28 | 10.96 | 11.04 | | | |
| Jun-02 | | | | | | 186 | 27 | 6.89 | 5.85 | | | |
| Jul-02 | | | | | | 361 | 35 | 10.31 | 12.08 | | | |
| Aug-02 | 4 | 1 | 4.00 | 0 | 0 | 225 | 33 | 6.82 | 7.42 | -0.37 | -1.23 | No |
| Sep-02 | | | | | | 313 | 36 | 8.69 | 8.39 | | | |



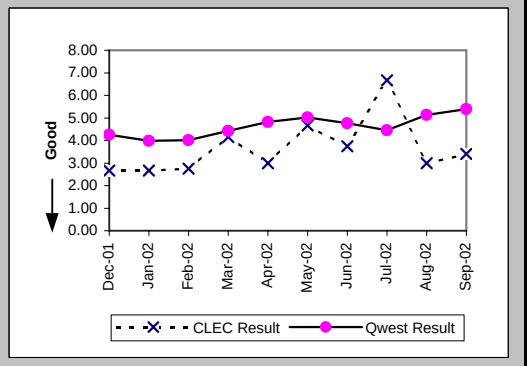

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 717 | 750 | 95.60% | 20.51% | -0.37 | -1.23 | No |
| Jan-02 | 6 | 6 | 100.00% | 0 | 0 | 749 | 787 | 95.17% | 21.44% | -0.55 | -1.33 | No |
| Feb-02 | 4 | 4 | 100.00% | 0 | 1 | 631 | 676 | 93.34% | 24.93% | -0.53 | -1.32 | No |
| Mar-02 | 76 | 76 | 100.00% | 0 | 0 | 752 | 807 | 93.18% | 25.20% | -2.25 | -2.37 | No |
| Apr-02 | 4 | 4 | 100.00% | 0 | 0 | 620 | 658 | 94.22% | 23.33% | -0.49 | -1.3 | No |
| May-02 | 6 | 6 | 100.00% | 0 | 0 | 692 | 745 | 92.89% | 25.71% | -0.68 | -1.41 | No |
| Jun-02 | 4 | 4 | 100.00% | 0 | 0 | 616 | 655 | 94.05% | 23.66% | -0.5 | -1.31 | No |
| Jul-02 | 6 | 6 | 100.00% | 0 | 0 | 702 | 756 | 92.86% | 25.75% | -0.68 | -1.41 | No |
| Aug-02 | 6 | 6 | 100.00% | 0 | 0 | 679 | 728 | 93.27% | 25.06% | -0.66 | -1.4 | No |
| Sep-02 | 5 | 5 | 100.00% | 0 | 0 | 628 | 678 | 92.63% | 26.14% | -0.63 | -1.38 | No |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

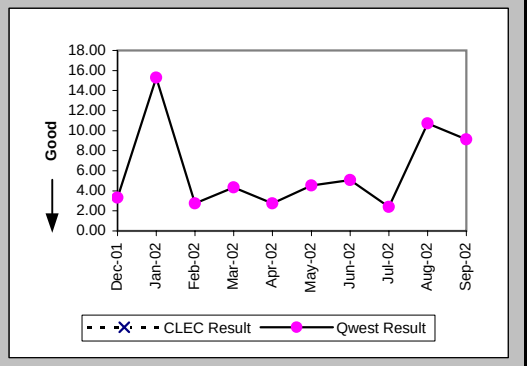
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 3 | 2.67 | 0 | 0 | 3207 | 754 | 4.25 | 4.67 | -0.59 | -1.36 | No |
| Jan-02 | 16 | 6 | 2.67 | 0 | 0 | 3172 | 795 | 3.99 | 4.49 | -0.72 | -1.44 | No |
| Feb-02 | 11 | 4 | 2.75 | 0 | 1 | 2736 | 682 | 4.01 | 3.51 | -0.72 | -1.44 | No |
| Mar-02 | 316 | 76 | 4.16 | 0 | 0 | 3586 | 811 | 4.42 | 5.26 | -0.42 | -1.25 | No |
| Apr-02 | 12 | 4 | 3.00 | 0 | 0 | 3181 | 660 | 4.82 | 5.16 | -0.7 | -1.43 | No |
| May-02 | 28 | 6 | 4.67 | 0 | 0 | 3752 | 747 | 5.02 | 6.62 | -0.13 | -1.08 | No |
| Jun-02 | 15 | 4 | 3.75 | 0 | 0 | 3142 | 659 | 4.77 | 6.40 | -0.32 | -1.19 | No |
| Jul-02 | 40 | 6 | 6.67 | 0 | 0 | 3380 | 758 | 4.46 | 5.03 | 1.42 | -0.14 | No |
| Aug-02 | 18 | 6 | 3.00 | 0 | 0 | 3746 | 730 | 5.13 | 6.29 | -0.83 | -1.5 | No |
| Sep-02 | 17 | 5 | 3.40 | 0 | 0 | 3665 | 680 | 5.39 | 8.40 | -0.53 | -1.32 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

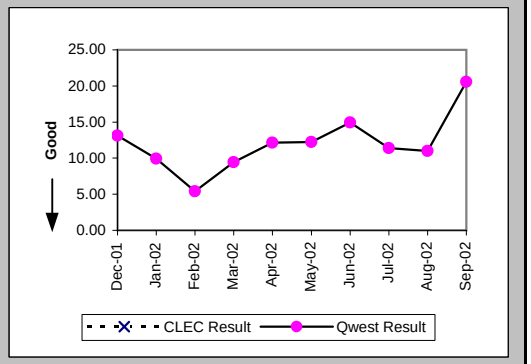
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 43 | 13 | 3.31 | 2.98 | | | |
| Jan-02 | | | | | | 352 | 23 | 15.30 | 52.92 | | | |
| Feb-02 | | | | | | 74 | 27 | 2.74 | 1.93 | | | |
| Mar-02 | | | | | | 100 | 23 | 4.35 | 5.08 | | | |
| Apr-02 | | | | | | 47 | 17 | 2.76 | 2.08 | | | |
| May-02 | | | | | | 77 | 17 | 4.53 | 6.36 | | | |
| Jun-02 | | | | | | 76 | 15 | 5.07 | 7.45 | | | |
| Jul-02 | | | | | | 50 | 21 | 2.38 | 1.88 | | | |
| Aug-02 | | | | | | 161 | 15 | 10.73 | 21.88 | | | |
| Sep-02 | | | | | | 228 | 25 | 9.12 | 20.63 | | | |



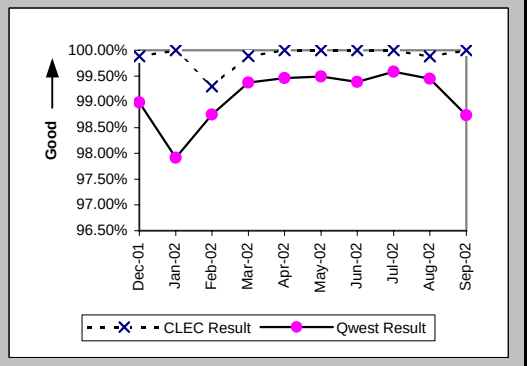

### Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 262 | 20 | 13.10 | 11.65 | | | |
| Jan-02 | | | | | | 159 | 16 | 9.94 | 11.05 | | | |
| Feb-02 | | | | | | 97 | 18 | 5.39 | 6.12 | | | |
| Mar-02 | | | | | | 302 | 32 | 9.44 | 15.62 | | | |
| Apr-02 | | | | | | 255 | 21 | 12.14 | 12.74 | | | |
| May-02 | | | | | | 441 | 36 | 12.25 | 14.57 | | | |
| Jun-02 | | | | | | 358 | 24 | 14.92 | 19.63 | | | |
| Jul-02 | | | | | | 388 | 34 | 11.41 | 15.83 | | | |
| Aug-02 | | | | | | 363 | 33 | 11.00 | 9.63 | | | |
| Sep-02 | | | | | | 535 | 26 | 20.58 | 22.68 | | | |




### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

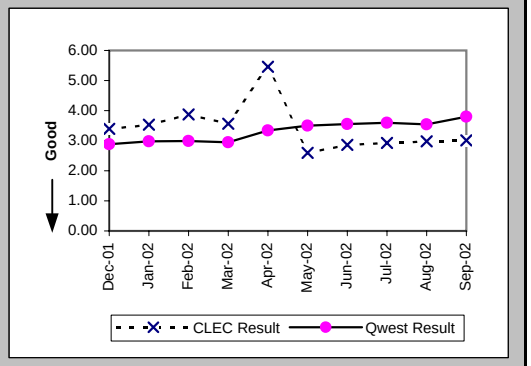
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 849 | 850 | 99.88% | 0 | 1 | 3328 | 3362 | 98.99% | 10.01% | -2.33 | -2.41 | No |
| Jan-02 | 38 | 38 | 100.00% | 0 | 3 | 3620 | 3697 | 97.92% | 14.28% | -0.89 | -1.54 | No |
| Feb-02 | 141 | 142 | 99.30% | 0 | 0 | 3647 | 3693 | 98.75% | 11.09% | -0.57 | -1.35 | No |
| Mar-02 | 908 | 909 | 99.89% | 0 | 0 | 4135 | 4161 | 99.38% | 7.88% | -1.78 | -2.08 | No |
| Apr-02 | 492 | 492 | 100.00% | 0 | 0 | 3863 | 3884 | 99.46% | 7.33% | -1.54 | -1.94 | No |
| May-02 | 37 | 37 | 100.00% | 0 | 0 | 4296 | 4318 | 99.49% | 7.12% | -0.43 | -1.26 | No |
| Jun-02 | 44 | 44 | 100.00% | 0 | 0 | 3863 | 3887 | 99.38% | 7.83% | -0.52 | -1.32 | No |
| Jul-02 | 352 | 352 | 100.00% | 0 | 0 | 4101 | 4118 | 99.59% | 6.41% | -1.16 | -1.7 | No |
| Aug-02 | 860 | 861 | 99.88% | 0 | 0 | 4839 | 4866 | 99.45% | 7.43% | -1.6 | -1.97 | No |
| Sep-02 | 985 | 985 | 100.00% | 0 | 1 | 3766 | 3814 | 98.74% | 11.15% | -3.16 | -2.92 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

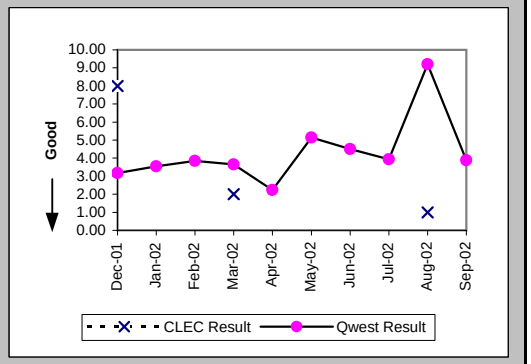
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2830 | 834 | 3.39 | 16 | 1 | 7911 | 2747 | 2.88 | 1.16 | 11.18 | 5.8 | Yes |
| Jan-02 | 113 | 32 | 3.53 | 6 | 3 | 9309 | 3124 | 2.98 | 1.49 | 1.71 | 0.04 | Yes |
| Feb-02 | 542 | 140 | 3.87 | 2 | 0 | 8975 | 3001 | 2.99 | 1.23 | 8.31 | 4.05 | Yes |
| Mar-02 | 709 | 199 | 3.56 | 710 | 0 | 9076 | 3075 | 2.95 | 1.14 | 7.31 | 3.44 | Yes |
| Apr-02 | 929 | 170 | 5.46 | 322 | 0 | 9617 | 2883 | 3.34 | 1.32 | 20.47 | 11.45 | Yes |
| May-02 | 52 | 20 | 2.60 | 17 | 0 | 11170 | 3190 | 3.50 | 1.28 | -3.13 | -2.91 | No |
| Jun-02 | 103 | 36 | 2.86 | 8 | 0 | 10390 | 2927 | 3.55 | 1.35 | -3.04 | -2.85 | No |
| Jul-02 | 1000 | 341 | 2.93 | 11 | 0 | 10983 | 3053 | 3.60 | 1.08 | -10.78 | -7.55 | No |
| Aug-02 | 2538 | 851 | 2.98 | 10 | 0 | 13439 | 3796 | 3.54 | 2.37 | -6.21 | -4.77 | No |
| Sep-02 | 2858 | 949 | 3.01 | 36 | 1 | 11548 | 3037 | 3.80 | 1.88 | -11.32 | -7.88 | No |



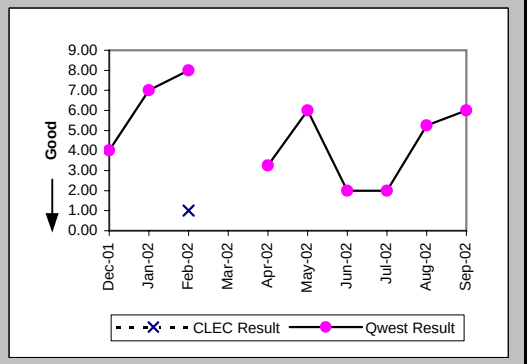

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 1 | 8.00 | 0 | 0 | 108 | 34 | 3.18 | 3.17 | 1.33 | -0.19 | No |
| Jan-02 | | | | | | 294 | 83 | 3.54 | 6.90 | | | |
| Feb-02 | | | | | | 165 | 43 | 3.84 | 4.24 | | | |
| Mar-02 | 2 | 1 | 2.00 | 0 | 0 | 95 | 26 | 3.65 | 5.73 | -0.28 | -1.17 | No |
| Apr-02 | | | | | | 38 | 17 | 2.24 | 1.86 | | | |
| May-02 | | | | | | 108 | 21 | 5.14 | 6.07 | | | |
| Jun-02 | | | | | | 99 | 22 | 4.50 | 6.34 | | | |
| Jul-02 | | | | | | 59 | 15 | 3.93 | 4.17 | | | |
| Aug-02 | 1 | 1 | 1.00 | 0 | 0 | 175 | 19 | 9.21 | 26.59 | -0.3 | -1.18 | No |
| Sep-02 | | | | | | 175 | 45 | 3.89 | 3.39 | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

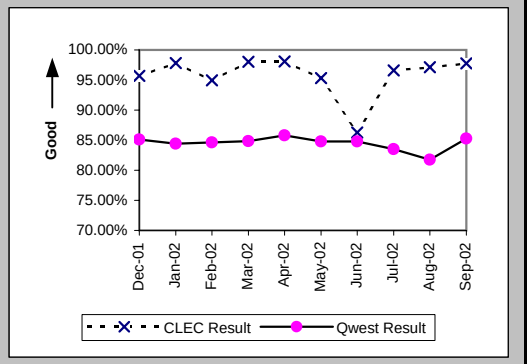
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 1 | 4.00 | | | | |
| Jan-02 | | | | | | 14 | 2 | 7.00 | 7.07 | | | |
| Feb-02 | 1 | 1 | 1.00 | 0 | 0 | 24 | 3 | 8.00 | 2.65 | -2.29 | -2.39 | No |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 13 | 4 | 3.25 | 2.22 | | | |
| May-02 | | | | | | 6 | 1 | 6.00 | | | | |
| Jun-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Jul-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Aug-02 | | | | | | 42 | 8 | 5.25 | 4.23 | | | |
| Sep-02 | | | | | | 18 | 3 | 6.00 | 5.29 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

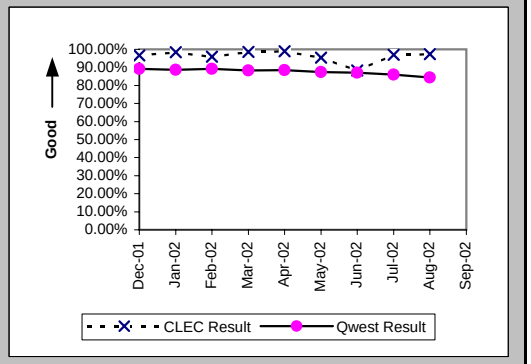
### New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 420 | 439 | 95.67% | 0 | 0 | 4928 | 5791 | 85.10% | 35.61% | -6 | -4.65 | No |
| Jan-02 | 444 | 454 | 97.80% | 0 | 0 | 4752 | 5628 | 84.44% | 36.25% | -7.55 | -5.59 | No |
| Feb-02 | 94 | 99 | 94.95% | 0 | 0 | 4826 | 5703 | 84.62% | 36.07% | -2.82 | -2.72 | No |
| Mar-02 | 606 | 618 | 98.06% | 0 | 0 | 4980 | 5870 | 84.84% | 35.87% | -8.72 | -6.3 | No |
| Apr-02 | 779 | 794 | 98.11% | 0 | 0 | 5123 | 5971 | 85.80% | 34.91% | -9.34 | -6.68 | No |
| May-02 | 265 | 278 | 95.32% | 0 | 0 | 5062 | 5971 | 84.78% | 35.92% | -4.79 | -3.91 | No |
| Jun-02 | 44 | 51 | 86.27% | 0 | 0 | 5042 | 5945 | 84.81% | 35.89% | -0.29 | -1.18 | No |
| Jul-02 | 198 | 205 | 96.59% | 0 | 0 | 4853 | 5811 | 83.51% | 37.11% | -4.96 | -4.01 | No |
| Aug-02 | 603 | 621 | 97.10% | 0 | 0 | 5201 | 6361 | 81.76% | 38.61% | -9.45 | -6.74 | No |
| Sep-02 | 917 | 938 | 97.76% | 0 | 0 | 5184 | 6080 | 85.26% | 35.45% | -10.05 | -7.11 | No |



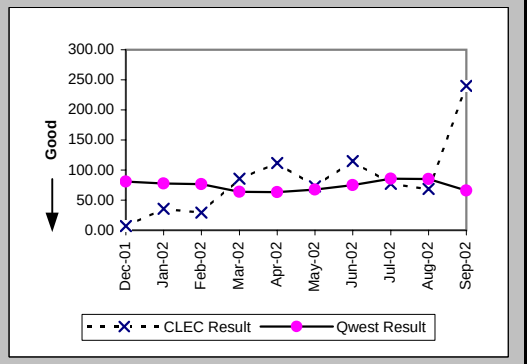

### New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 424 | 439 | 96.58% | 0 | 0 | 5166 | 5791 | 89.21% | 31.03% | -4.8 | -3.92 | No |
| Jan-02 | 447 | 454 | 98.46% | 0 | 0 | 4994 | 5628 | 88.73% | 31.62% | -6.3 | -4.83 | No |
| Feb-02 | 95 | 99 | 95.96% | 0 | 0 | 5090 | 5703 | 89.25% | 30.97% | -2.14 | -2.3 | No |
| Mar-02 | 609 | 618 | 98.54% | 0 | 0 | 5188 | 5870 | 88.38% | 32.04% | -7.5 | -5.56 | No |
| Apr-02 | 785 | 794 | 98.87% | 0 | 0 | 5285 | 5971 | 88.51% | 31.89% | -8.6 | -6.23 | No |
| May-02 | 265 | 278 | 95.32% | 0 | 0 | 5215 | 5971 | 87.34% | 33.25% | -3.91 | -3.38 | No |
| Jun-02 | 45 | 51 | 88.24% | 0 | 0 | 5180 | 5945 | 87.13% | 33.48% | -0.23 | -1.14 | No |
| Jul-02 | 199 | 205 | 97.07% | 0 | 0 | 5000 | 5811 | 86.04% | 34.65% | -4.48 | -3.72 | No |
| Aug-02 | 604 | 621 | 97.26% | 0 | 0 | 5374 | 6361 | 84.48% | 36.21% | -8.4 | -6.1 | No |
| Sep-02 | | | | | | | | | | | | |




### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

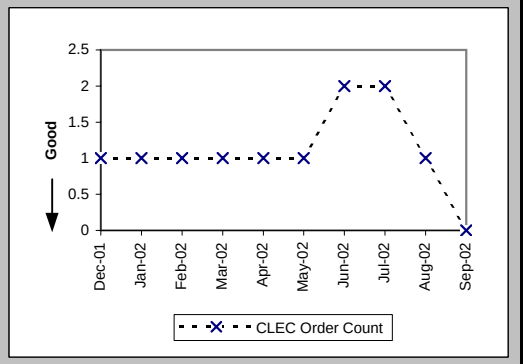
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 21 | 3 | 7.00 | 0 | 0 | 14558 | 180 | 80.88 | 108.90 | -1.17 | -1.71 | No |
| Jan-02 | 71 | 2 | 35.50 | 0 | 0 | 14000 | 180 | 77.78 | 88.05 | -0.68 | -1.41 | No |
| Feb-02 | 146 | 5 | 29.20 | 0 | 0 | 16090 | 210 | 76.62 | 88.90 | -1.18 | -1.72 | No |
| Mar-02 | 171 | 2 | 85.50 | 0 | 0 | 14998 | 234 | 64.09 | 72.49 | 0.5 | -0.69 | No |
| Apr-02 | 223 | 2 | 111.50 | 0 | 0 | 15945 | 252 | 63.27 | 65.66 | 0.97 | -0.41 | No |
| May-02 | 291 | 4 | 72.75 | 0 | 0 | 17438 | 259 | 67.33 | 73.57 | 0.3 | -0.82 | No |
| Jun-02 | 344 | 3 | 114.67 | 0 | 0 | 19836 | 265 | 74.85 | 81.31 | 0.78 | -0.53 | No |
| Jul-02 | 385 | 5 | 77.00 | 0 | 0 | 22437 | 262 | 85.64 | 88.26 | -0.22 | -1.13 | No |
| Aug-02 | 275 | 4 | 68.75 | 0 | 0 | 26453 | 310 | 85.33 | 93.70 | -0.35 | -1.21 | No |
| Sep-02 | 240 | 1 | 240.00 | 0 | 0 | 27813 | 422 | 65.91 | 94.99 | 1.37 | -0.17 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS) (OP-15B) (Diagnostic)

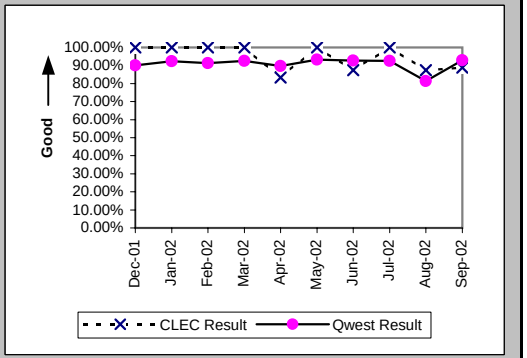
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 1 |
| Jan-02 | 1 |
| Feb-02 | 1 |
| Mar-02 | 1 |
| Apr-02 | 1 |
| May-02 | 1 |
| Jun-02 | 2 |
| Jul-02 | 2 |
| Aug-02 | 1 |
| Sep-02 | 0 |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

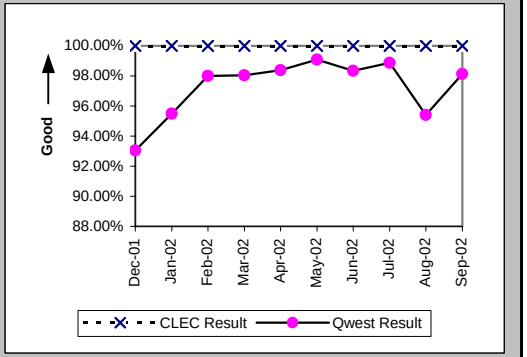
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 7 | 100.00% | 8 | 0 | 1131 | 1256 | 90.05% | 29.94% | -0.88 | -1.53 | No |
| Jan-02 | 4 | 4 | 100.00% | 4 | 0 | 1278 | 1384 | 92.34% | 26.59% | -0.58 | -1.35 | No |
| Feb-02 | 3 | 3 | 100.00% | 6 | 0 | 1116 | 1223 | 91.25% | 28.26% | -0.54 | -1.33 | No |
| Mar-02 | 7 | 7 | 100.00% | 8 | 0 | 1105 | 1194 | 92.55% | 26.26% | -0.75 | -1.46 | No |
| Apr-02 | 5 | 6 | 83.33% | 4 | 0 | 1479 | 1650 | 89.64% | 30.48% | 0.51 | -0.69 | No |
| May-02 | 18 | 18 | 100.00% | 10 | 0 | 1729 | 1853 | 93.31% | 24.99% | -1.13 | -1.69 | No |
| Jun-02 | 7 | 8 | 87.50% | 7 | 0 | 1833 | 1976 | 92.76% | 25.91% | 0.57 | -0.65 | No |
| Jul-02 | 8 | 8 | 100.00% | 3 | 0 | 2079 | 2247 | 92.52% | 26.30% | -0.8 | -1.49 | No |
| Aug-02 | 14 | 16 | 87.50% | 8 | 0 | 2095 | 2575 | 81.36% | 38.94% | -0.63 | -1.38 | No |
| Sep-02 | 8 | 9 | 88.89% | 5 | 0 | 1717 | 1849 | 92.86% | 25.75% | 0.49 | -0.7 | No |



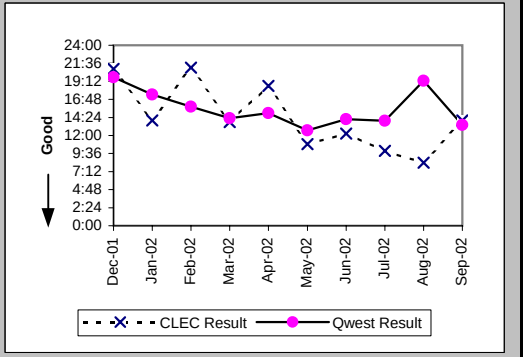

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 10 | 100.00% | 8 | 0 | 1617 | 1738 | 93.04% | 25.45% | -0.86 | -1.52 | No |
| Jan-02 | 8 | 8 | 100.00% | 4 | 0 | 1694 | 1774 | 95.49% | 20.75% | -0.61 | -1.37 | No |
| Feb-02 | 4 | 4 | 100.00% | 6 | 0 | 1576 | 1608 | 98.01% | 13.97% | -0.28 | -1.17 | No |
| Mar-02 | 9 | 9 | 100.00% | 8 | 0 | 1560 | 1591 | 98.05% | 13.82% | -0.42 | -1.26 | No |
| Apr-02 | 7 | 7 | 100.00% | 4 | 0 | 2134 | 2169 | 98.39% | 12.60% | -0.34 | -1.21 | No |
| May-02 | 22 | 22 | 100.00% | 10 | 0 | 2368 | 2390 | 99.08% | 9.55% | -0.45 | -1.27 | No |
| Jun-02 | 10 | 10 | 100.00% | 7 | 0 | 2492 | 2534 | 98.34% | 12.77% | -0.41 | -1.25 | No |
| Jul-02 | 10 | 10 | 100.00% | 3 | 0 | 2717 | 2748 | 98.87% | 10.56% | -0.34 | -1.2 | No |
| Aug-02 | 16 | 16 | 100.00% | 8 | 0 | 3059 | 3206 | 95.41% | 20.92% | -0.87 | -1.53 | No |
| Sep-02 | 9 | 9 | 100.00% | 5 | 0 | 2204 | 2246 | 98.13% | 13.55% | -0.41 | -1.25 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

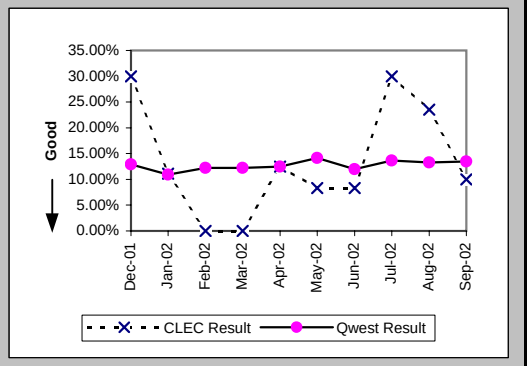
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 208:24 | 10 | 20:50 | 8 | 0 | 34295:20 | 1738 | 19:44 | 18:00 | 0.3 | -0.82 | No |
| Jan-02 | 112:08 | 8 | 14:01 | 3 | 0 | 30948:23 | 1774 | 17:27 | 16:12 | -0.6 | -1.36 | No |
| Feb-02 | 84:03 | 4 | 21:01 | 5 | 0 | 25495:42 | 1608 | 15:51 | 13:04 | 0.86 | -0.48 | No |
| Mar-02 | 124:11 | 9 | 13:48 | 8 | 0 | 22734:38 | 1591 | 14:17 | 12:34 | -0.12 | -1.07 | No |
| Apr-02 | 130:11 | 7 | 18:36 | 3 | 0 | 32480:06 | 2169 | 14:58 | 12:08 | 0.82 | -0.5 | No |
| May-02 | 238:24 | 22 | 10:50 | 8 | 0 | 30343:26 | 2390 | 12:42 | 10:07 | -0.86 | -1.52 | No |
| Jun-02 | 122:43 | 10 | 12:16 | 5 | 0 | 35874:17 | 2534 | 14:09 | 13:24 | -0.44 | -1.27 | No |
| Jul-02 | 99:29 | 10 | 9:57 | 3 | 0 | 38313:15 | 2748 | 13:57 | 11:06 | -1.14 | -1.69 | No |
| Aug-02 | 133:59 | 16 | 8:22 | 7 | 0 | 61811:46 | 3206 | 19:17 | 15:13 | -2.86 | -2.74 | No |
| Sep-02 | 126:02 | 9 | 14:00 | 4 | 0 | 30081:30 | 2246 | 13:24 | 13:00 | 0.32 | -0.8 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

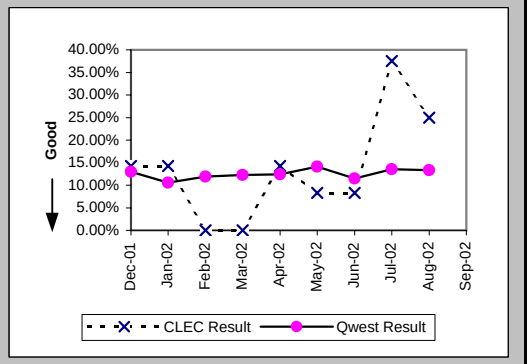
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 10 | 30.00% | 8 | 0 | 237 | 1837 | 12.90% | 33.52% | 1.42 | -0.14 | No |
| Jan-02 | 1 | 9 | 11.11% | 3 | 0 | 202 | 1846 | 10.94% | 31.22% | 0.1 | -0.94 | No |
| Feb-02 | 0 | 5 | 0.00% | 5 | 0 | 204 | 1671 | 12.21% | 32.74% | -0.83 | -1.51 | No |
| Mar-02 | 0 | 9 | 0.00% | 8 | 0 | 204 | 1667 | 12.24% | 32.77% | -1.12 | -1.68 | No |
| Apr-02 | 1 | 8 | 12.50% | 3 | 0 | 282 | 2265 | 12.45% | 33.02% | 0.09 | -0.95 | No |
| May-02 | 2 | 24 | 8.33% | 8 | 0 | 352 | 2486 | 14.16% | 34.86% | -0.81 | -1.5 | No |
| Jun-02 | 1 | 12 | 8.33% | 5 | 0 | 317 | 2645 | 11.98% | 32.48% | -0.39 | -1.24 | No |
| Jul-02 | 3 | 10 | 30.00% | 3 | 0 | 387 | 2839 | 13.63% | 34.31% | 1.34 | -0.18 | No |
| Aug-02 | 4 | 17 | 23.53% | 7 | 0 | 442 | 3322 | 13.31% | 33.96% | 1.16 | -0.29 | No |
| Sep-02 | 1 | 10 | 10.00% | 4 | 0 | 314 | 2337 | 13.44% | 34.10% | -0.32 | -1.19 | No |



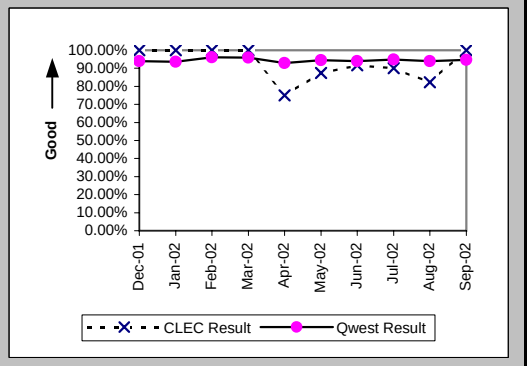

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 7 | 14.29% | 8 | 0 | 211 | 1630 | 12.94% | 33.57% | 0.18 | -0.89 | No |
| Jan-02 | 1 | 7 | 14.29% | 3 | 0 | 170 | 1604 | 10.60% | 30.78% | 0.36 | -0.78 | No |
| Feb-02 | 0 | 4 | 0.00% | 5 | 0 | 177 | 1487 | 11.90% | 32.38% | -0.73 | -1.45 | No |
| Mar-02 | 0 | 7 | 0.00% | 8 | 0 | 181 | 1478 | 12.25% | 32.78% | -0.99 | -1.6 | No |
| Apr-02 | 1 | 7 | 14.29% | 3 | 0 | 261 | 2101 | 12.42% | 32.98% | 0.22 | -0.87 | No |
| May-02 | 2 | 24 | 8.33% | 8 | 0 | 331 | 2348 | 14.10% | 34.80% | -0.81 | -1.49 | No |
| Jun-02 | 1 | 12 | 8.33% | 5 | 0 | 286 | 2490 | 11.49% | 31.89% | -0.34 | -1.21 | No |
| Jul-02 | 3 | 8 | 37.50% | 3 | 0 | 364 | 2681 | 13.58% | 34.25% | 1.67 | 0.01 | Yes |
| Aug-02 | 4 | 16 | 25.00% | 7 | 0 | 414 | 3113 | 13.30% | 33.96% | 1.27 | -0.23 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

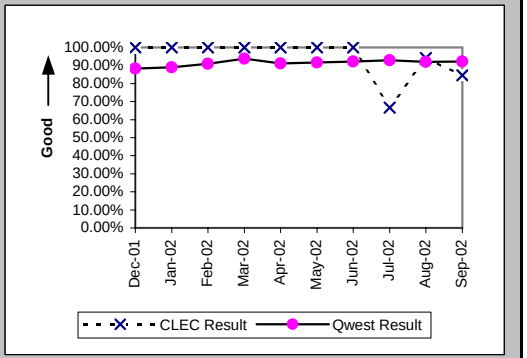
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 10 | 100.00% | 8 | 0 | 1727 | 1837 | 94.01% | 23.73% | -0.8 | -1.48 | No |
| Jan-02 | 9 | 9 | 100.00% | 3 | 0 | 1728 | 1846 | 93.61% | 24.46% | -0.78 | -1.48 | No |
| Feb-02 | 5 | 5 | 100.00% | 5 | 0 | 1606 | 1671 | 96.11% | 19.34% | -0.45 | -1.27 | No |
| Mar-02 | 9 | 9 | 100.00% | 8 | 0 | 1600 | 1667 | 95.98% | 19.64% | -0.61 | -1.37 | No |
| Apr-02 | 6 | 8 | 75.00% | 3 | 0 | 2103 | 2265 | 92.85% | 25.77% | 1.55 | -0.06 | No |
| May-02 | 21 | 24 | 87.50% | 8 | 0 | 2349 | 2486 | 94.49% | 22.82% | 1.34 | -0.19 | No |
| Jun-02 | 11 | 12 | 91.67% | 5 | 0 | 2486 | 2645 | 93.99% | 23.77% | 0.39 | -0.76 | No |
| Jul-02 | 9 | 10 | 90.00% | 3 | 0 | 2693 | 2839 | 94.86% | 22.09% | 0.67 | -0.6 | No |
| Aug-02 | 14 | 17 | 82.35% | 7 | 0 | 3121 | 3322 | 93.95% | 23.84% | 1.67 | 0.02 | Yes |
| Sep-02 | 10 | 10 | 100.00% | 4 | 0 | 2213 | 2337 | 94.69% | 22.42% | -0.75 | -1.45 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

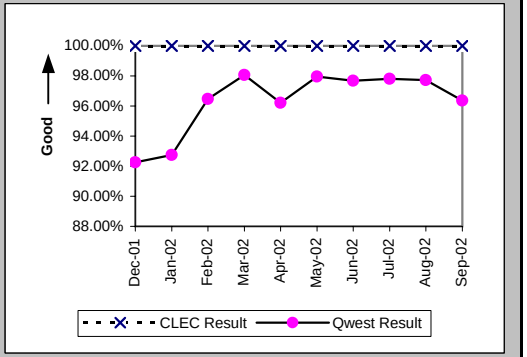
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 4 | 100.00% | 3 | 0 | 629 | 712 | 88.34% | 32.09% | -0.72 | -1.44 | No |
| Jan-02 | 4 | 4 | 100.00% | 5 | 0 | 498 | 560 | 88.93% | 31.38% | -0.7 | -1.43 | No |
| Feb-02 | 9 | 9 | 100.00% | 4 | 0 | 525 | 577 | 90.99% | 28.64% | -0.94 | -1.57 | No |
| Mar-02 | 5 | 5 | 100.00% | 4 | 0 | 617 | 658 | 93.77% | 24.17% | -0.57 | -1.35 | No |
| Apr-02 | 12 | 12 | 100.00% | 1 | 0 | 801 | 879 | 91.13% | 28.44% | -1.07 | -1.65 | No |
| May-02 | 12 | 12 | 100.00% | 4 | 0 | 847 | 924 | 91.67% | 27.64% | -1.04 | -1.63 | No |
| Jun-02 | 5 | 5 | 100.00% | 6 | 0 | 933 | 1011 | 92.28% | 26.68% | -0.64 | -1.39 | No |
| Jul-02 | 6 | 9 | 66.67% | 1 | 0 | 1147 | 1234 | 92.95% | 25.60% | 2.28 | 0.39 | Yes |
| Aug-02 | 32 | 34 | 94.12% | 14 | 0 | 1182 | 1285 | 91.98% | 27.15% | -0.45 | -1.27 | No |
| Sep-02 | 11 | 13 | 84.62% | 6 | 0 | 908 | 985 | 92.18% | 26.84% | 0.94 | -0.43 | No |



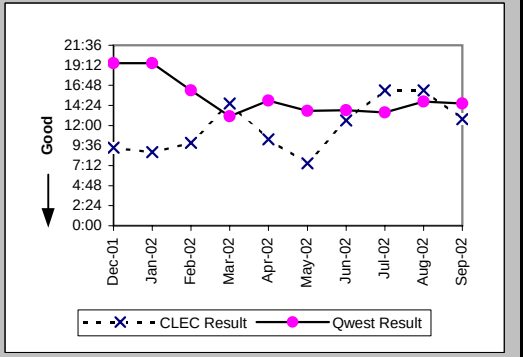

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 5 | 100.00% | 3 | 0 | 965 | 1046 | 92.26% | 26.73% | -0.65 | -1.39 | No |
| Jan-02 | 4 | 4 | 100.00% | 5 | 0 | 792 | 854 | 92.74% | 25.95% | -0.56 | -1.34 | No |
| Feb-02 | 9 | 9 | 100.00% | 4 | 0 | 818 | 848 | 96.46% | 18.47% | -0.57 | -1.35 | No |
| Mar-02 | 5 | 5 | 100.00% | 4 | 0 | 907 | 925 | 98.05% | 13.81% | -0.31 | -1.19 | No |
| Apr-02 | 15 | 15 | 100.00% | 1 | 0 | 1217 | 1265 | 96.21% | 19.11% | -0.76 | -1.46 | No |
| May-02 | 15 | 15 | 100.00% | 4 | 0 | 1296 | 1323 | 97.96% | 14.14% | -0.56 | -1.34 | No |
| Jun-02 | 9 | 9 | 100.00% | 6 | 0 | 1393 | 1426 | 97.69% | 15.04% | -0.46 | -1.28 | No |
| Jul-02 | 12 | 12 | 100.00% | 1 | 0 | 1566 | 1601 | 97.81% | 14.62% | -0.52 | -1.31 | No |
| Aug-02 | 36 | 36 | 100.00% | 14 | 0 | 1672 | 1711 | 97.72% | 14.92% | -0.91 | -1.55 | No |
| Sep-02 | 16 | 16 | 100.00% | 6 | 0 | 1353 | 1404 | 96.37% | 18.71% | -0.77 | -1.47 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

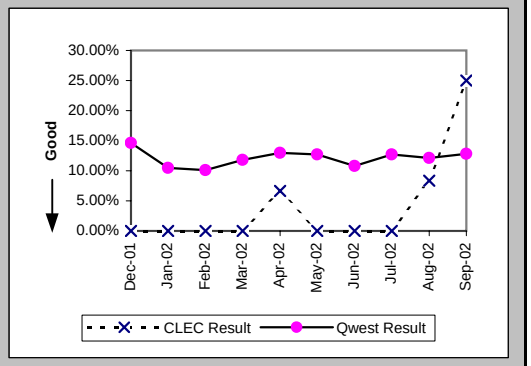
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 46:38 | 5 | 9:20 | 3 | 0 | 20342:04 | 1046 | 19:27 | 19:41 | -1.15 | -1.7 | No |
| Jan-02 | 35:16 | 4 | 8:49 | 5 | 0 | 16627:31 | 854 | 19:28 | 19:19 | -1.1 | -1.67 | No |
| Feb-02 | 89:26 | 9 | 9:56 | 3 | 0 | 13745:50 | 848 | 16:13 | 15:14 | -1.23 | -1.75 | No |
| Mar-02 | 73:12 | 5 | 14:38 | 4 | 0 | 12137:27 | 925 | 13:07 | 14:32 | 0.52 | -0.68 | No |
| Apr-02 | 155:20 | 15 | 10:21 | 1 | 0 | 18931:53 | 1265 | 14:58 | 14:17 | -1.24 | -1.76 | No |
| May-02 | 112:05 | 15 | 7:28 | 4 | 0 | 18174:01 | 1323 | 13:44 | 12:02 | -2 | -2.22 | No |
| Jun-02 | 113:17 | 9 | 12:35 | 6 | 0 | 19736:57 | 1426 | 13:50 | 12:20 | -0.3 | -1.18 | No |
| Jul-02 | 194:10 | 12 | 16:11 | 1 | 0 | 21682:25 | 1601 | 13:33 | 13:17 | 0.8 | -0.51 | No |
| Aug-02 | 582:30 | 36 | 16:11 | 14 | 0 | 25441:26 | 1711 | 14:52 | 13:16 | 0.67 | -0.59 | No |
| Sep-02 | 204:02 | 16 | 12:45 | 6 | 0 | 20538:03 | 1404 | 14:38 | 13:50 | -0.54 | -1.33 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

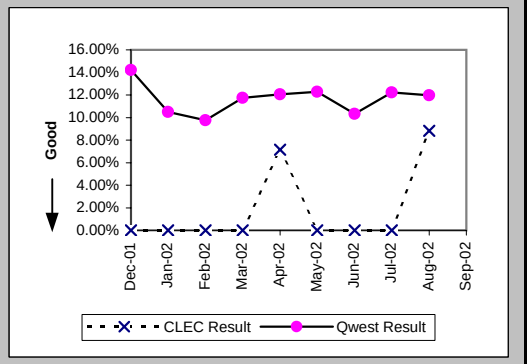
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 3 | 0 | 156 | 1066 | 14.63% | 35.34% | -0.92 | -1.56 | No |
| Jan-02 | 0 | 4 | 0.00% | 5 | 0 | 91 | 869 | 10.47% | 30.62% | -0.68 | -1.41 | No |
| Feb-02 | 0 | 10 | 0.00% | 3 | 0 | 87 | 862 | 10.09% | 30.12% | -1.05 | -1.64 | No |
| Mar-02 | 0 | 5 | 0.00% | 4 | 0 | 111 | 942 | 11.78% | 32.24% | -0.82 | -1.5 | No |
| Apr-02 | 1 | 15 | 6.67% | 1 | 0 | 166 | 1281 | 12.96% | 33.58% | -0.72 | -1.44 | No |
| May-02 | 0 | 15 | 0.00% | 4 | 0 | 171 | 1347 | 12.69% | 33.29% | -1.47 | -1.89 | No |
| Jun-02 | 0 | 9 | 0.00% | 6 | 0 | 157 | 1451 | 10.82% | 31.06% | -1.04 | -1.63 | No |
| Jul-02 | 0 | 12 | 0.00% | 1 | 0 | 209 | 1642 | 12.73% | 33.33% | -1.32 | -1.8 | No |
| Aug-02 | 3 | 36 | 8.33% | 14 | 0 | 210 | 1732 | 12.12% | 32.64% | -0.69 | -1.42 | No |
| Sep-02 | 4 | 16 | 25.00% | 6 | 0 | 183 | 1428 | 12.82% | 33.43% | 1.34 | -0.19 | No |



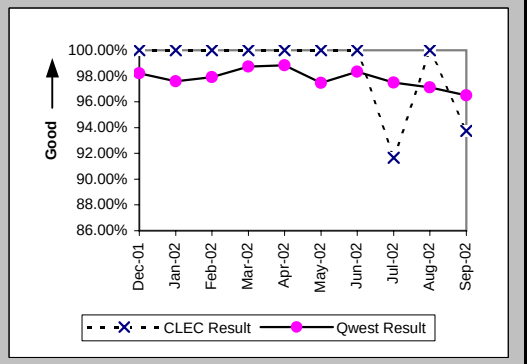

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 3 | 0 | 138 | 970 | 14.23% | 34.93% | -0.81 | -1.49 | No |
| Jan-02 | 0 | 4 | 0.00% | 5 | 0 | 79 | 753 | 10.49% | 30.64% | -0.68 | -1.42 | No |
| Feb-02 | 0 | 10 | 0.00% | 3 | 0 | 73 | 747 | 9.77% | 29.69% | -1.03 | -1.63 | No |
| Mar-02 | 0 | 5 | 0.00% | 4 | 0 | 99 | 843 | 11.74% | 32.19% | -0.81 | -1.49 | No |
| Apr-02 | 1 | 14 | 7.14% | 1 | 0 | 140 | 1161 | 12.06% | 32.56% | -0.56 | -1.34 | No |
| May-02 | 0 | 12 | 0.00% | 4 | 0 | 152 | 1236 | 12.30% | 32.84% | -1.29 | -1.78 | No |
| Jun-02 | 0 | 6 | 0.00% | 6 | 0 | 138 | 1337 | 10.32% | 30.42% | -0.83 | -1.5 | No |
| Jul-02 | 0 | 11 | 0.00% | 1 | 0 | 186 | 1520 | 12.24% | 32.77% | -1.23 | -1.75 | No |
| Aug-02 | 3 | 34 | 8.82% | 14 | 0 | 192 | 1602 | 11.99% | 32.48% | -0.56 | -1.34 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs

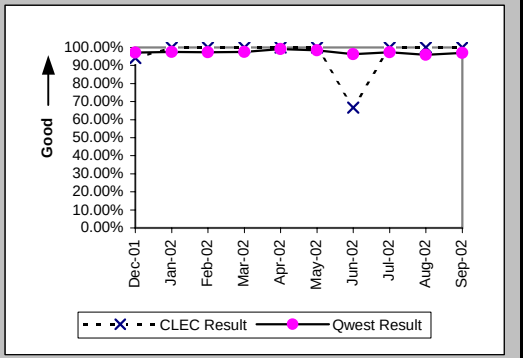
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 5 | 100.00% | 3 | 0 | 1047 | 1066 | 98.22% | 13.23% | -0.3 | -1.18 | No |
| Jan-02 | 4 | 4 | 100.00% | 5 | 0 | 848 | 869 | 97.58% | 15.36% | -0.31 | -1.19 | No |
| Feb-02 | 10 | 10 | 100.00% | 3 | 0 | 844 | 862 | 97.91% | 14.30% | -0.46 | -1.28 | No |
| Mar-02 | 5 | 5 | 100.00% | 4 | 0 | 930 | 942 | 98.73% | 11.21% | -0.25 | -1.15 | No |
| Apr-02 | 15 | 15 | 100.00% | 1 | 0 | 1266 | 1281 | 98.83% | 10.76% | -0.42 | -1.25 | No |
| May-02 | 15 | 15 | 100.00% | 4 | 0 | 1313 | 1347 | 97.48% | 15.69% | -0.62 | -1.38 | No |
| Jun-02 | 9 | 9 | 100.00% | 6 | 0 | 1427 | 1451 | 98.35% | 12.75% | -0.39 | -1.24 | No |
| Jul-02 | 11 | 12 | 91.67% | 1 | 0 | 1601 | 1642 | 97.50% | 15.60% | 1.04 | -0.37 | No |
| Aug-02 | 36 | 36 | 100.00% | 14 | 0 | 1682 | 1732 | 97.11% | 16.74% | -1.02 | -1.62 | No |
| Sep-02 | 15 | 16 | 93.75% | 6 | 0 | 1378 | 1428 | 96.50% | 18.38% | 0.59 | -0.64 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

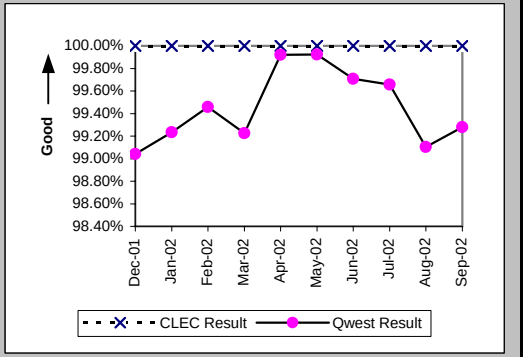
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 16 | 17 | 94.12% | 1 | 0 | 629 | 647 | 97.22% | 16.45% | 0.7 | -0.57 | No |
| Jan-02 | 3 | 3 | 100.00% | 3 | 0 | 567 | 581 | 97.59% | 15.33% | -0.27 | -1.17 | No |
| Feb-02 | 8 | 8 | 100.00% | 6 | 0 | 564 | 579 | 97.41% | 15.89% | -0.46 | -1.28 | No |
| Mar-02 | 4 | 4 | 100.00% | 6 | 0 | 552 | 566 | 97.53% | 15.53% | -0.32 | -1.19 | No |
| Apr-02 | 6 | 6 | 100.00% | 9 | 0 | 535 | 540 | 99.07% | 9.58% | -0.24 | -1.14 | No |
| May-02 | 7 | 7 | 100.00% | 5 | 0 | 652 | 663 | 98.34% | 12.77% | -0.34 | -1.21 | No |
| Jun-02 | 2 | 3 | 66.67% | 5 | 0 | 432 | 449 | 96.21% | 19.09% | 1.58 | -0.04 | No |
| Jul-02 | 13 | 13 | 100.00% | 6 | 0 | 565 | 580 | 97.41% | 15.87% | -0.58 | -1.35 | No |
| Aug-02 | 13 | 13 | 100.00% | 9 | 0 | 640 | 667 | 95.95% | 19.71% | -0.73 | -1.45 | No |
| Sep-02 | 11 | 11 | 100.00% | 11 | 0 | 383 | 395 | 96.96% | 17.16% | -0.58 | -1.35 | No |



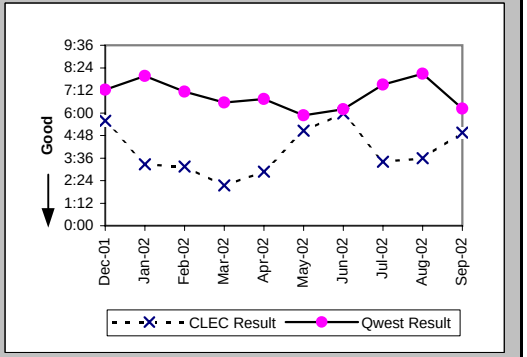

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 30 | 30 | 100.00% | 1 | 0 | 1444 | 1458 | 99.04% | 9.75% | -0.53 | -1.32 | No |
| Jan-02 | 17 | 17 | 100.00% | 3 | 0 | 1296 | 1306 | 99.23% | 8.72% | -0.36 | -1.22 | No |
| Feb-02 | 27 | 27 | 100.00% | 6 | 0 | 1286 | 1293 | 99.46% | 7.34% | -0.38 | -1.23 | No |
| Mar-02 | 20 | 20 | 100.00% | 6 | 0 | 1282 | 1292 | 99.23% | 8.76% | -0.39 | -1.24 | No |
| Apr-02 | 25 | 25 | 100.00% | 9 | 0 | 1237 | 1238 | 99.92% | 2.84% | -0.14 | -1.09 | No |
| May-02 | 12 | 12 | 100.00% | 5 | 0 | 1298 | 1299 | 99.92% | 2.77% | -0.1 | -1.06 | No |
| Jun-02 | 9 | 9 | 100.00% | 5 | 0 | 1023 | 1026 | 99.71% | 5.40% | -0.16 | -1.1 | No |
| Jul-02 | 20 | 20 | 100.00% | 6 | 0 | 1163 | 1167 | 99.66% | 5.84% | -0.26 | -1.16 | No |
| Aug-02 | 22 | 22 | 100.00% | 9 | 0 | 1216 | 1227 | 99.10% | 9.43% | -0.44 | -1.27 | No |
| Sep-02 | 25 | 25 | 100.00% | 11 | 0 | 826 | 832 | 99.28% | 8.46% | -0.42 | -1.26 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

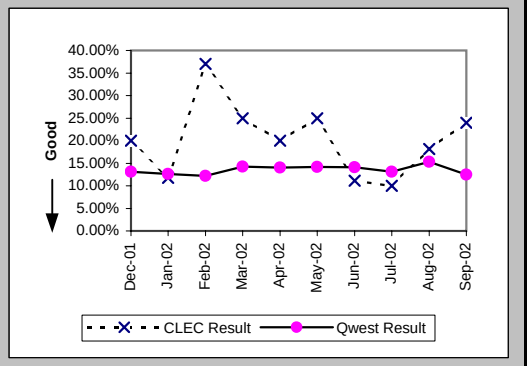
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 167:19 | 30 | 5:35 | 1 | 0 | 10556:42 | 1458 | 7:14 | 10:28 | -0.86 | -1.52 | No |
| Jan-02 | 55:25 | 17 | 3:16 | 3 | 0 | 10411:59 | 1306 | 7:58 | 12:47 | -1.51 | -1.92 | No |
| Feb-02 | 85:02 | 27 | 3:09 | 6 | 0 | 9219:07 | 1293 | 7:08 | 9:58 | -2.06 | -2.25 | No |
| Mar-02 | 43:06 | 20 | 2:09 | 6 | 0 | 8465:50 | 1292 | 6:33 | 10:34 | -1.85 | -2.12 | No |
| Apr-02 | 71:54 | 25 | 2:53 | 9 | 0 | 8334:28 | 1238 | 6:44 | 8:00 | -2.39 | -2.45 | No |
| May-02 | 60:41 | 12 | 5:03 | 5 | 0 | 7626:12 | 1299 | 5:52 | 7:21 | -0.38 | -1.23 | No |
| Jun-02 | 53:42 | 9 | 5:58 | 5 | 0 | 6360:26 | 1026 | 6:12 | 8:18 | -0.08 | -1.05 | No |
| Jul-02 | 68:04 | 20 | 3:24 | 6 | 0 | 8743:50 | 1167 | 7:30 | 8:57 | -2.03 | -2.23 | No |
| Aug-02 | 79:14 | 22 | 3:36 | 9 | 0 | 9921:26 | 1227 | 8:05 | 11:13 | -1.86 | -2.13 | No |
| Sep-02 | 123:37 | 25 | 4:57 | 11 | 0 | 5179:45 | 832 | 6:14 | 9:06 | -0.69 | -1.42 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

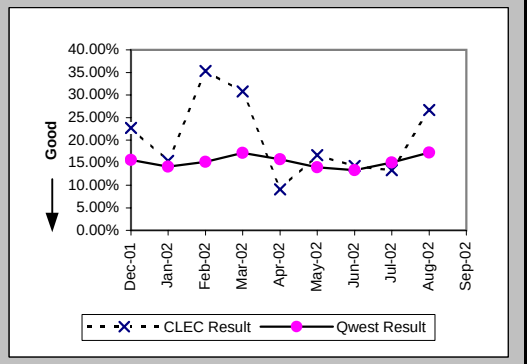
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 30 | 20.00% | 1 | 0 | 191 | 1458 | 13.10% | 33.74% | 1.08 | -0.35 | No |
| Jan-02 | 2 | 17 | 11.76% | 3 | 0 | 165 | 1306 | 12.63% | 33.22% | -0.11 | -1.07 | No |
| Feb-02 | 10 | 27 | 37.04% | 6 | 0 | 158 | 1293 | 12.22% | 32.75% | 3.27 | 0.99 | Yes |
| Mar-02 | 5 | 20 | 25.00% | 6 | 0 | 184 | 1292 | 14.24% | 34.95% | 1.29 | -0.22 | No |
| Apr-02 | 5 | 25 | 20.00% | 9 | 0 | 174 | 1238 | 14.05% | 34.76% | 0.84 | -0.49 | No |
| May-02 | 3 | 12 | 25.00% | 5 | 0 | 184 | 1299 | 14.16% | 34.87% | 1.01 | -0.38 | No |
| Jun-02 | 1 | 9 | 11.11% | 5 | 0 | 145 | 1026 | 14.13% | 34.84% | -0.26 | -1.16 | No |
| Jul-02 | 2 | 20 | 10.00% | 6 | 0 | 153 | 1168 | 13.10% | 33.74% | -0.41 | -1.25 | No |
| Aug-02 | 4 | 22 | 18.18% | 9 | 0 | 188 | 1227 | 15.32% | 36.02% | 0.4 | -0.75 | No |
| Sep-02 | 6 | 25 | 24.00% | 11 | 0 | 104 | 832 | 12.50% | 33.07% | 1.57 | -0.04 | No |



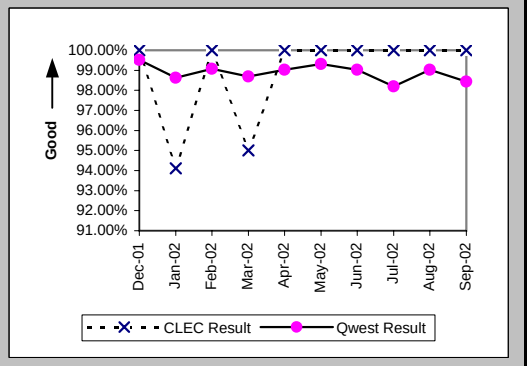

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 22 | 22.73% | 1 | 0 | 82 | 526 | 15.59% | 36.28% | 0.89 | -0.46 | No |
| Jan-02 | 2 | 13 | 15.38% | 3 | 0 | 70 | 496 | 14.11% | 34.82% | 0.18 | -0.89 | No |
| Feb-02 | 6 | 17 | 35.29% | 6 | 0 | 65 | 428 | 15.19% | 35.89% | 2 | 0.22 | Yes |
| Mar-02 | 4 | 13 | 30.77% | 6 | 0 | 79 | 461 | 17.14% | 37.68% | 1.2 | -0.27 | No |
| Apr-02 | 1 | 11 | 9.09% | 9 | 0 | 81 | 514 | 15.76% | 36.44% | -0.6 | -1.37 | No |
| May-02 | 1 | 6 | 16.67% | 5 | 0 | 89 | 637 | 13.97% | 34.67% | 0.24 | -0.86 | No |
| Jun-02 | 1 | 7 | 14.29% | 5 | 0 | 54 | 404 | 13.37% | 34.03% | 0.13 | -0.92 | No |
| Jul-02 | 2 | 15 | 13.33% | 6 | 0 | 88 | 585 | 15.04% | 35.75% | -0.18 | -1.11 | No |
| Aug-02 | 4 | 15 | 26.67% | 9 | 0 | 85 | 493 | 17.24% | 37.77% | 0.92 | -0.44 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

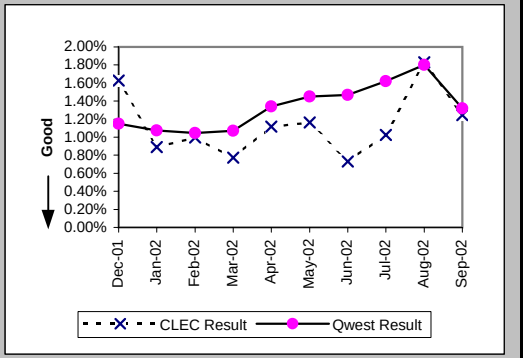
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 30 | 30 | 100.00% | 1 | 0 | 1451 | 1458 | 99.52% | 6.91% | -0.38 | -1.23 | No |
| Jan-02 | 16 | 17 | 94.12% | 3 | 0 | 1288 | 1306 | 98.62% | 11.66% | 1.18 | -0.28 | No |
| Feb-02 | 27 | 27 | 100.00% | 6 | 0 | 1281 | 1293 | 99.07% | 9.59% | -0.5 | -1.3 | No |
| Mar-02 | 19 | 20 | 95.00% | 6 | 0 | 1275 | 1292 | 98.68% | 11.40% | 1.1 | -0.33 | No |
| Apr-02 | 25 | 25 | 100.00% | 9 | 0 | 1226 | 1238 | 99.03% | 9.80% | -0.49 | -1.3 | No |
| May-02 | 12 | 12 | 100.00% | 5 | 0 | 1290 | 1299 | 99.31% | 8.29% | -0.29 | -1.18 | No |
| Jun-02 | 9 | 9 | 100.00% | 5 | 0 | 1016 | 1026 | 99.03% | 9.82% | -0.3 | -1.18 | No |
| Jul-02 | 20 | 20 | 100.00% | 6 | 0 | 1147 | 1168 | 98.20% | 13.29% | -0.6 | -1.36 | No |
| Aug-02 | 22 | 22 | 100.00% | 9 | 0 | 1215 | 1227 | 99.02% | 9.84% | -0.46 | -1.28 | No |
| Sep-02 | 25 | 25 | 100.00% | 11 | 0 | 819 | 832 | 98.44% | 12.40% | -0.62 | -1.38 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

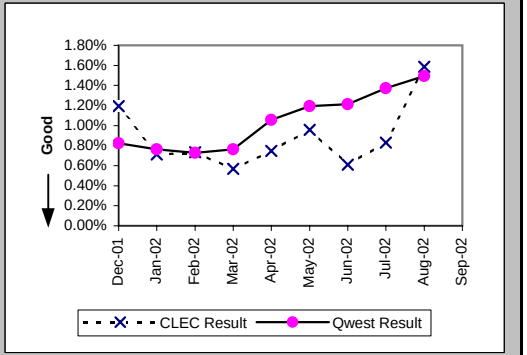
### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 45 | 2767 | 1.63% | 12 | 0 | 4361 | 379575 | 1.15% | 10.66% | 2.35 | 0.43 | Yes |
| Jan-02 | 30 | 3369 | 0.89% | 11 | 0 | 4021 | 374468 | 1.07% | 10.31% | -1.03 | -1.62 | No |
| Feb-02 | 42 | 4216 | 1.00% | 14 | 0 | 3826 | 365309 | 1.05% | 10.18% | -0.32 | -1.2 | No |
| Mar-02 | 34 | 4401 | 0.77% | 18 | 0 | 3901 | 364423 | 1.07% | 10.29% | -1.91 | -2.16 | No |
| Apr-02 | 48 | 4292 | 1.12% | 13 | 0 | 4784 | 357203 | 1.34% | 11.50% | -1.25 | -1.76 | No |
| May-02 | 51 | 4382 | 1.16% | 17 | 0 | 5132 | 353493 | 1.45% | 11.96% | -1.58 | -1.96 | No |
| Jun-02 | 30 | 4102 | 0.73% | 16 | 0 | 5122 | 348729 | 1.47% | 12.03% | -3.9 | -3.37 | No |
| Jul-02 | 42 | 4102 | 1.02% | 10 | 0 | 5649 | 348729 | 1.62% | 12.62% | -3.01 | -2.83 | No |
| Aug-02 | 75 | 4102 | 1.83% | 30 | 0 | 6281 | 348729 | 1.80% | 13.30% | 0.13 | -0.92 | No |
| Sep-02 | 51 | 4102 | 1.24% | 21 | 0 | 4597 | 348729 | 1.32% | 11.41% | -0.42 | -1.25 | No |



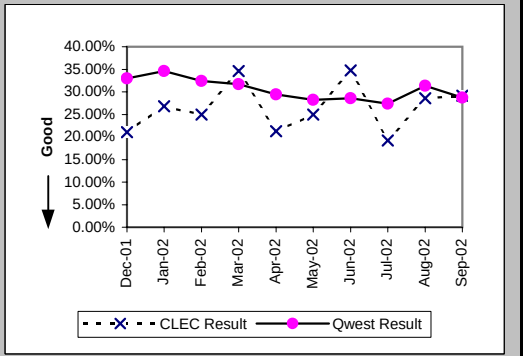

### Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 33 | 2767 | 1.19% | 12 | 0 | 3126 | 379575 | 0.82% | 9.04% | 2.14 | 0.3 | Yes |
| Jan-02 | 24 | 3369 | 0.71% | 11 | 0 | 2853 | 374468 | 0.76% | 8.70% | -0.33 | -1.2 | No |
| Feb-02 | 31 | 4216 | 0.74% | 14 | 0 | 2662 | 365309 | 0.73% | 8.51% | 0.05 | -0.97 | No |
| Mar-02 | 25 | 4401 | 0.57% | 18 | 0 | 2782 | 364423 | 0.76% | 8.70% | -1.48 | -1.9 | No |
| Apr-02 | 32 | 4292 | 0.75% | 13 | 0 | 3776 | 357203 | 1.06% | 10.23% | -1.98 | -2.21 | No |
| May-02 | 42 | 4382 | 0.96% | 17 | 0 | 4221 | 353493 | 1.19% | 10.86% | -1.43 | -1.87 | No |
| Jun-02 | 25 | 4102 | 0.61% | 16 | 0 | 4231 | 348729 | 1.21% | 10.95% | -3.51 | -3.14 | No |
| Jul-02 | 34 | 4102 | 0.83% | 10 | 0 | 4786 | 348729 | 1.37% | 11.63% | -2.97 | -2.81 | No |
| Aug-02 | 65 | 4102 | 1.58% | 30 | 0 | 5208 | 348729 | 1.49% | 12.13% | 0.48 | -0.71 | No |
| Sep-02 | | | | | | | | | | | | |




### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

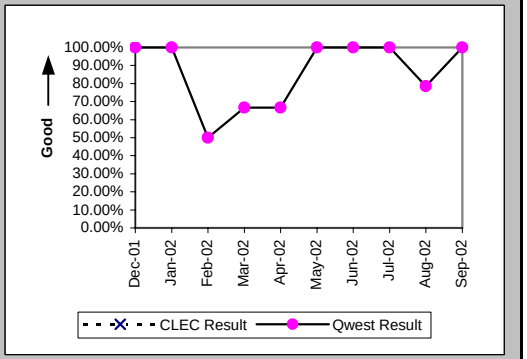
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 12 | 57 | 21.05% | 0 | 0 | 2149 | 6510 | 33.01% | 47.03% | -1.91 | -2.16 | No |
| Jan-02 | 11 | 41 | 26.83% | 0 | 0 | 2127 | 6148 | 34.60% | 47.57% | -1.04 | -1.63 | No |
| Feb-02 | 14 | 56 | 25.00% | 0 | 0 | 1837 | 5663 | 32.44% | 46.81% | -1.18 | -1.72 | No |
| Mar-02 | 18 | 52 | 34.62% | 0 | 0 | 1808 | 5709 | 31.67% | 46.52% | 0.46 | -0.72 | No |
| Apr-02 | 13 | 61 | 21.31% | 0 | 0 | 1993 | 6777 | 29.41% | 45.56% | -1.38 | -1.84 | No |
| May-02 | 17 | 68 | 25.00% | 0 | 0 | 2016 | 7148 | 28.20% | 45.00% | -0.58 | -1.36 | No |
| Jun-02 | 16 | 46 | 34.78% | 0 | 0 | 2049 | 7171 | 28.57% | 45.18% | 0.93 | -0.44 | No |
| Jul-02 | 10 | 52 | 19.23% | 0 | 0 | 2132 | 7781 | 27.40% | 44.60% | -1.32 | -1.8 | No |
| Aug-02 | 30 | 105 | 28.57% | 0 | 0 | 2872 | 9153 | 31.38% | 46.40% | -0.62 | -1.37 | No |
| Sep-02 | 21 | 72 | 29.17% | 0 | 0 | 1854 | 6451 | 28.74% | 45.25% | 0.1 | -0.94 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Installation

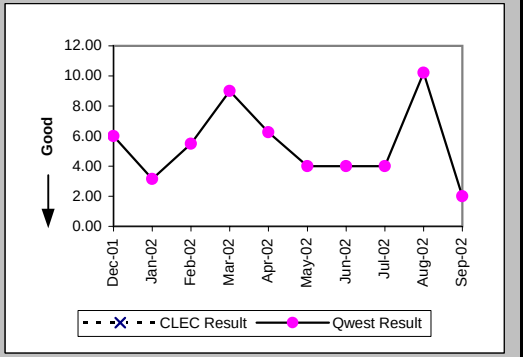
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 11 | 14 | 78.57% | 41.03% | | | |
| Sep-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |



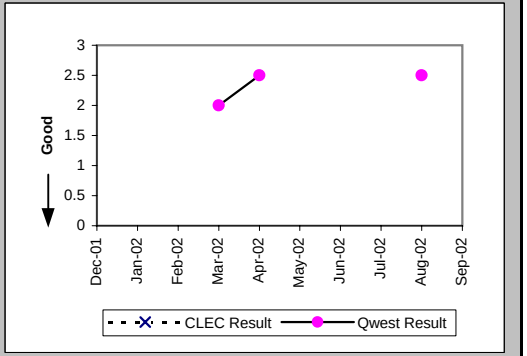

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | | | | | | 22 | 7 | 3.14 | 1.35 | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| Mar-02 | | | | | | 27 | 3 | 9.00 | 7.00 | | | |
| Apr-02 | | | | | | 25 | 4 | 6.25 | 4.43 | | | |
| May-02 | | | | | | 24 | 6 | 4.00 | 0.89 | | | |
| Jun-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jul-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Aug-02 | | | | | | 143 | 14 | 10.21 | 5.44 | | | |
| Sep-02 | | | | | | 8 | 4 | 2.00 | 1.41 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

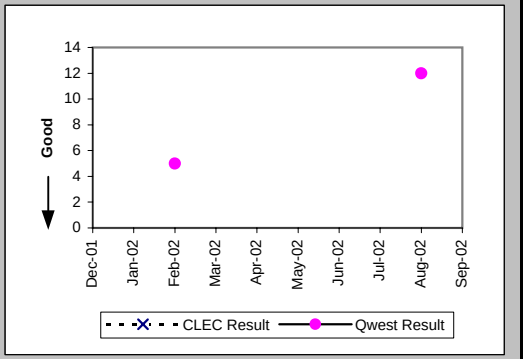
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Apr-02 | | | | | | 5 | 2 | 2.50 | 2.12 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Installation

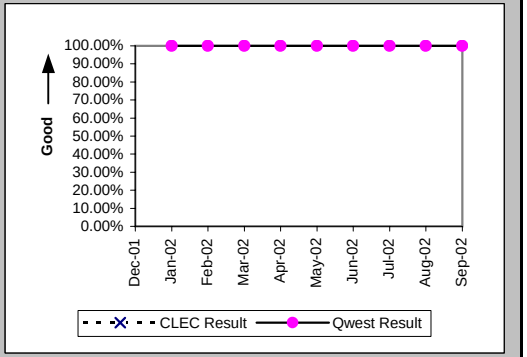
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



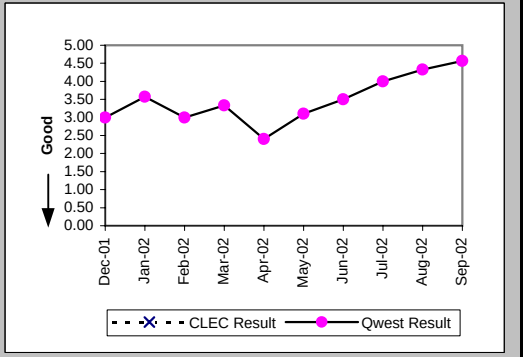

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

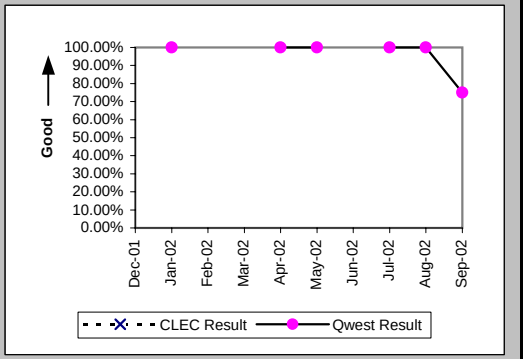
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 1 | 3.00 | | | | |
| Jan-02 | | | | | | 25 | 7 | 3.57 | 1.81 | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | 10 | 3 | 3.33 | 1.53 | | | |
| Apr-02 | | | | | | 12 | 5 | 2.40 | 1.52 | | | |
| May-02 | | | | | | 31 | 10 | 3.10 | 1.29 | | | |
| Jun-02 | | | | | | 21 | 6 | 3.50 | 0.84 | | | |
| Jul-02 | | | | | | 12 | 3 | 4.00 | 1.00 | | | |
| Aug-02 | | | | | | 39 | 9 | 4.33 | 3.28 | | | |
| Sep-02 | | | | | | 32 | 7 | 4.57 | 3.74 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Installation

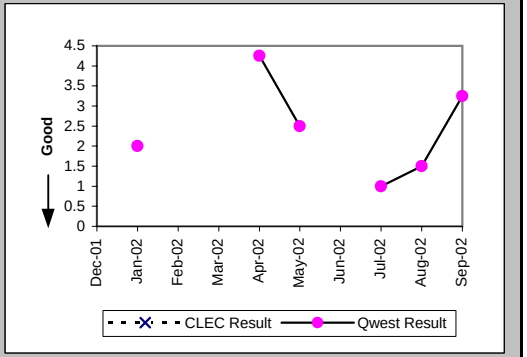
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |



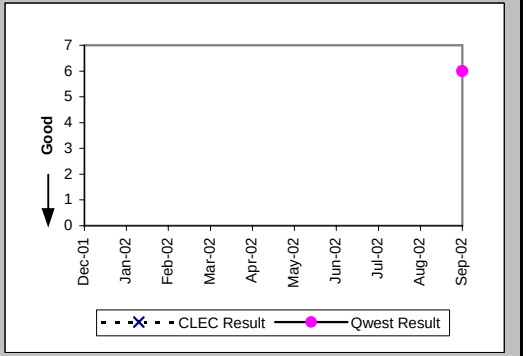

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 6 | 3 | 2.00 | 1.73 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 17 | 4 | 4.25 | 2.50 | | | |
| May-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 2 | 2 | 1.00 | 0.00 | | | |
| Aug-02 | | | | | | 3 | 2 | 1.50 | 2.12 | | | |
| Sep-02 | | | | | | 13 | 4 | 3.25 | 3.40 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

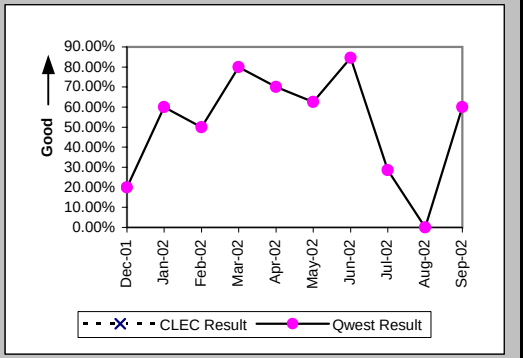
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 6 | 1 | 6.00 | | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Installation

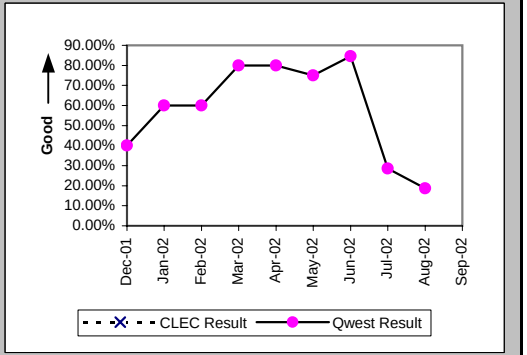
### New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Feb-02 | | | | | | 5 | 10 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| May-02 | | | | | | 10 | 16 | 62.50% | 48.41% | | | |
| Jun-02 | | | | | | 11 | 13 | 84.62% | 36.08% | | | |
| Jul-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Aug-02 | | | | | | 0 | 16 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 12 | 20 | 60.00% | 48.99% | | | |



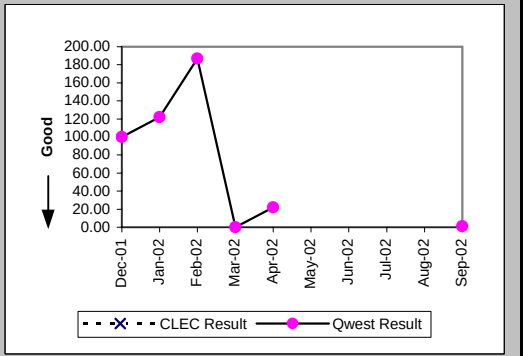

### New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 5 | 40.00% | 48.99% | | | |
| Jan-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Feb-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| May-02 | | | | | | 12 | 16 | 75.00% | 43.30% | | | |
| Jun-02 | | | | | | 11 | 13 | 84.62% | 36.08% | | | |
| Jul-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Aug-02 | | | | | | 3 | 16 | 18.75% | 39.03% | | | |
| Sep-02 | | | | | | | | | | | | |




### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

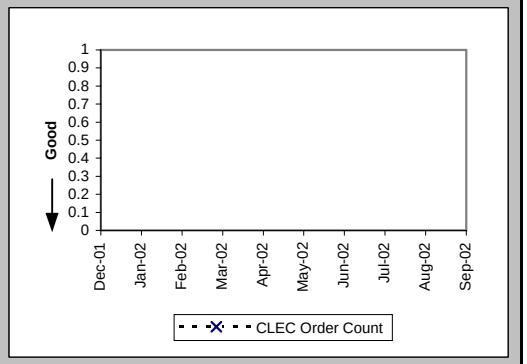
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 200 | 2 | 100.00 | 63.64 | | | |
| Jan-02 | | | | | | 244 | 2 | 122.00 | 63.64 | | | |
| Feb-02 | | | | | | 187 | 1 | 187.00 | | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00 | | | | |
| Apr-02 | | | | | | 22 | 1 | 22.00 | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 7 | 6 | 1.17 | 0.41 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Installation

Count of Pending Orders Delayed for Facilities Reasons UNE P (Centrex) (OP-15B) (Diagnostic)

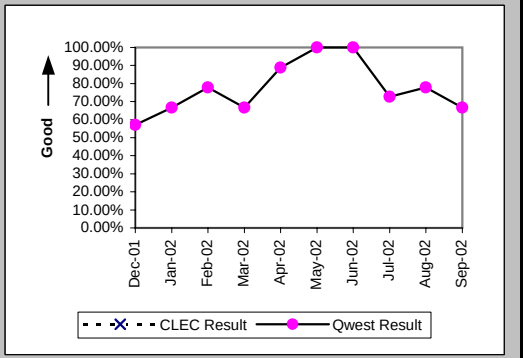
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

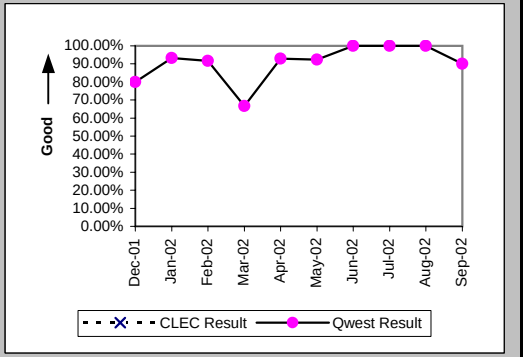
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| Jan-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| Feb-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 8 | 9 | 88.89% | 31.43% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 8 | 11 | 72.73% | 44.54% | | | |
| Aug-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Sep-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |



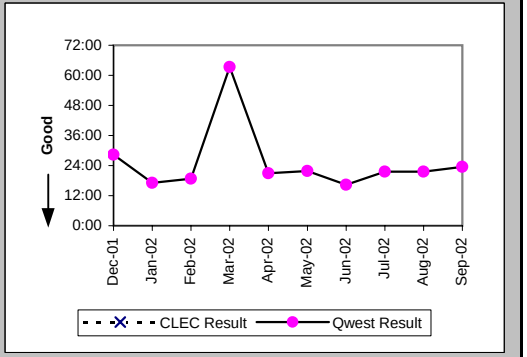

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| Jan-02 | | | | | | 14 | 15 | 93.33% | 24.94% | | | |
| Feb-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Jun-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 9 | 10 | 90.00% | 30.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

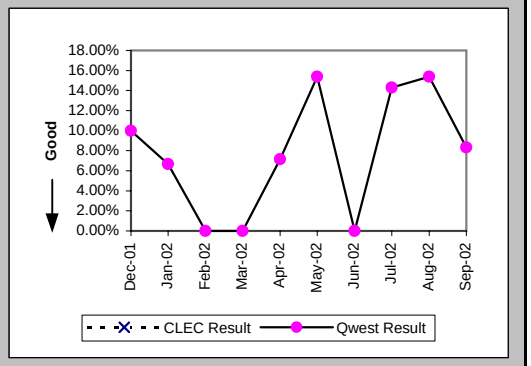
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282:49 | 10 | 28:17 | 25:30 | | | |
| Jan-02 | | | | | | 255:55 | 15 | 17:04 | 17:11 | | | |
| Feb-02 | | | | | | 225:12 | 12 | 18:46 | 17:11 | | | |
| Mar-02 | | | | | | 379:51 | 6 | 63:18 | 99:05 | | | |
| Apr-02 | | | | | | 292:29 | 14 | 20:53 | 31:07 | | | |
| May-02 | | | | | | 283:36 | 13 | 21:49 | 15:36 | | | |
| Jun-02 | | | | | | 146:43 | 9 | 16:18 | 7:38 | | | |
| Jul-02 | | | | | | 301:19 | 14 | 21:31 | 13:14 | | | |
| Aug-02 | | | | | | 279:55 | 13 | 21:32 | 15:16 | | | |
| Sep-02 | | | | | | 235:34 | 10 | 23:33 | 17:16 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

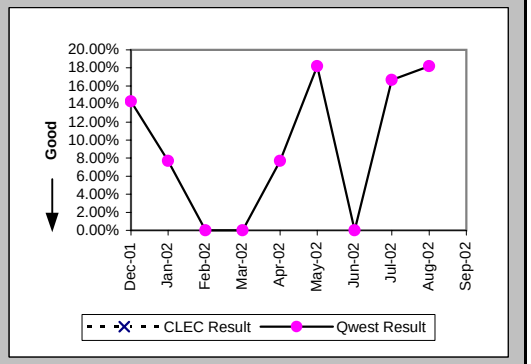
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Jan-02 | | | | | | 1 | 15 | 6.67% | 24.94% | | | |
| Feb-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 14 | 7.14% | 25.75% | | | |
| May-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Jun-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 14 | 14.29% | 34.99% | | | |
| Aug-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Sep-02 | | | | | | 1 | 12 | 8.33% | 27.64% | | | |



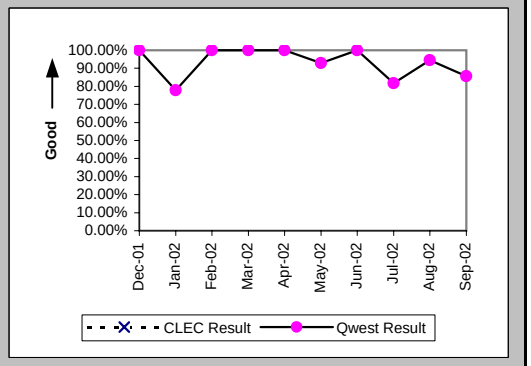

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Jan-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Feb-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| May-02 | | | | | | 2 | 11 | 18.18% | 38.57% | | | |
| Jun-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 12 | 16.67% | 37.27% | | | |
| Aug-02 | | | | | | 2 | 11 | 18.18% | 38.57% | | | |
| Sep-02 | | | | | | | | | | | | |




### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

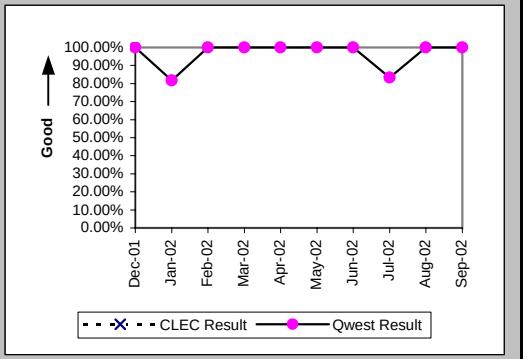
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 11 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Jun-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |
| Aug-02 | | | | | | 17 | 18 | 94.44% | 22.91% | | | |
| Sep-02 | | | | | | 12 | 14 | 85.71% | 34.99% | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

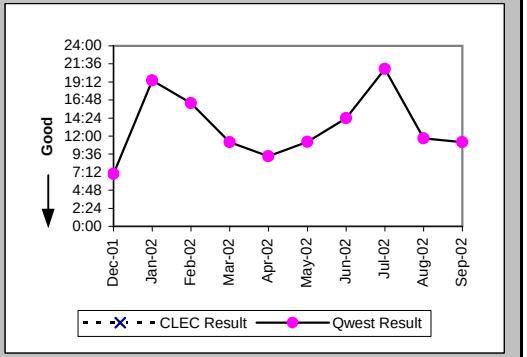
### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |
| Feb-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 10 | 12 | 83.33% | 37.27% | | | |
| Aug-02 | | | | | | 22 | 22 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |



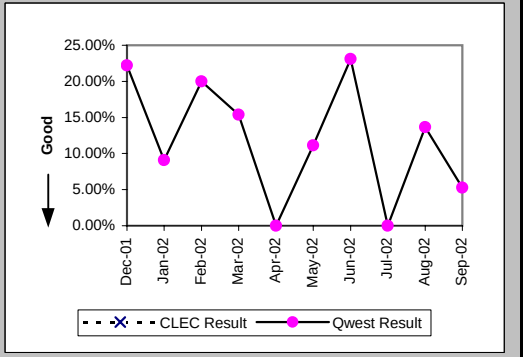

### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 62:58 | 9 | 7:00 | 6:26 | | | |
| Jan-02 | | | | | | 213:14 | 11 | 19:23 | 24:32 | | | |
| Feb-02 | | | | | | 163:40 | 10 | 16:22 | 14:02 | | | |
| Mar-02 | | | | | | 145:22 | 13 | 11:11 | 7:52 | | | |
| Apr-02 | | | | | | 27:54 | 3 | 9:18 | 9:58 | | | |
| May-02 | | | | | | 202:24 | 18 | 11:15 | 8:16 | | | |
| Jun-02 | | | | | | 187:17 | 13 | 14:24 | 8:05 | | | |
| Jul-02 | | | | | | 251:12 | 12 | 20:56 | 23:50 | | | |
| Aug-02 | | | | | | 257:34 | 22 | 11:42 | 8:53 | | | |
| Sep-02 | | | | | | 212:54 | 19 | 11:12 | 9:17 | | | |




### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

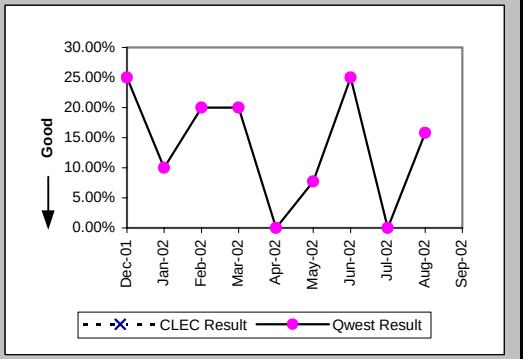
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Jan-02 | | | | | | 1 | 11 | 9.09% | 28.75% | | | |
| Feb-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |
| Jun-02 | | | | | | 3 | 13 | 23.08% | 42.13% | | | |
| Jul-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 3 | 22 | 13.64% | 34.32% | | | |
| Sep-02 | | | | | | 1 | 19 | 5.26% | 22.33% | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

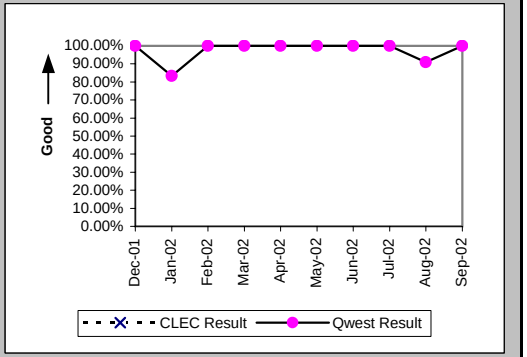
### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Feb-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Apr-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Jun-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Jul-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 3 | 19 | 15.79% | 36.46% | | | |
| Sep-02 | | | | | | | | | | | | |



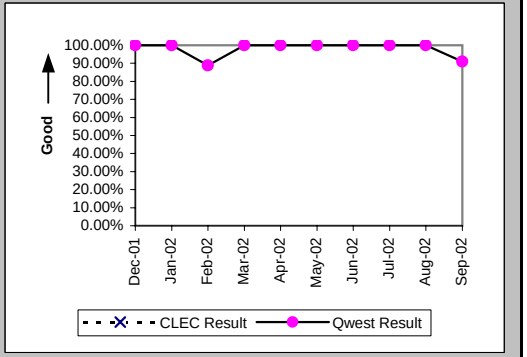

### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Sep-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |




### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

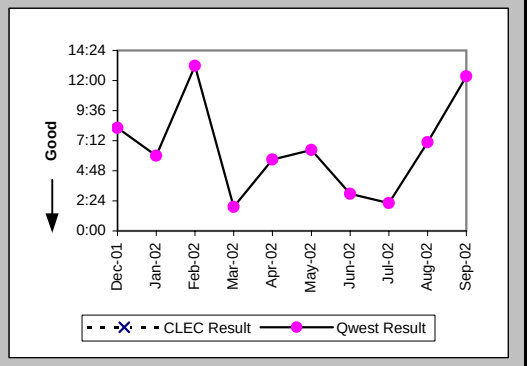
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 18 | 88.89% | 31.43% | | | |
| Mar-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 20 | 20 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

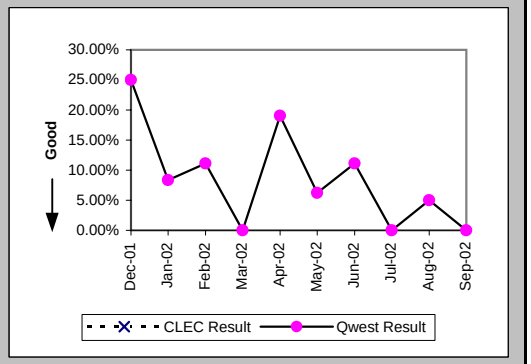
### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 131:37 | 16 | 8:14 | 9:06 | | | |
| Jan-02 | | | | | | 72:03 | 12 | 6:00 | 8:22 | | | |
| Feb-02 | | | | | | 236:56 | 18 | 13:10 | 22:44 | | | |
| Mar-02 | | | | | | 13:27 | 7 | 1:55 | 0:53 | | | |
| Apr-02 | | | | | | 119:40 | 21 | 5:42 | 7:32 | | | |
| May-02 | | | | | | 103:25 | 16 | 6:28 | 7:51 | | | |
| Jun-02 | | | | | | 26:34 | 9 | 2:57 | 1:52 | | | |
| Jul-02 | | | | | | 22:08 | 10 | 2:13 | 2:14 | | | |
| Aug-02 | | | | | | 141:19 | 20 | 7:04 | 9:26 | | | |
| Sep-02 | | | | | | 135:45 | 11 | 12:20 | 20:01 | | | |



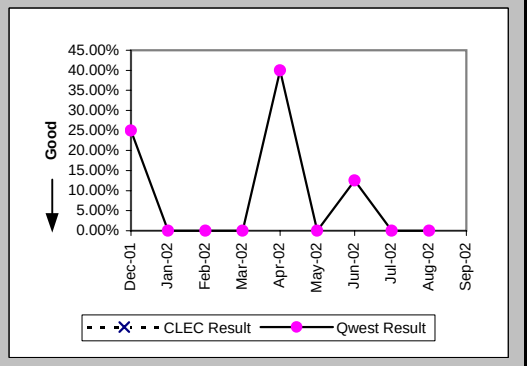

### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 16 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 12 | 8.33% | 27.64% | | | |
| Feb-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |
| Mar-02 | | | | | | 0 | 7 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 21 | 19.05% | 39.27% | | | |
| May-02 | | | | | | 1 | 16 | 6.25% | 24.21% | | | |
| Jun-02 | | | | | | 1 | 9 | 11.11% | 31.43% | | | |
| Jul-02 | | | | | | 0 | 10 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 20 | 5.00% | 21.79% | | | |
| Sep-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |




### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

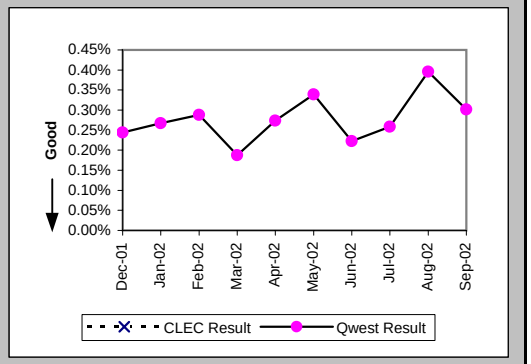
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 12 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |
| May-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 8 | 12.50% | 33.07% | | | |
| Jul-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

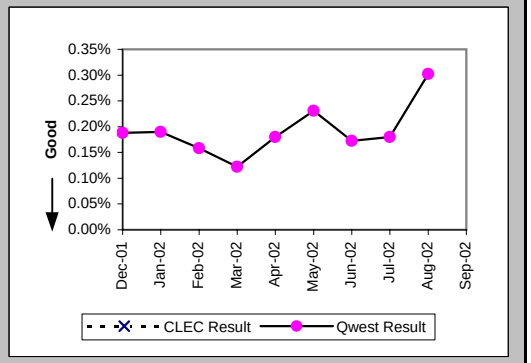
### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 35 | 14339 | 0.24% | 4.93% | | | |
| Jan-02 | | | | | | 38 | 14238 | 0.27% | 5.16% | | | |
| Feb-02 | | | | | | 40 | 13879 | 0.29% | 5.36% | | | |
| Mar-02 | | | | | | 26 | 13888 | 0.19% | 4.32% | | | |
| Apr-02 | | | | | | 38 | 13882 | 0.27% | 5.22% | | | |
| May-02 | | | | | | 47 | 13877 | 0.34% | 5.81% | | | |
| Jun-02 | | | | | | 31 | 13908 | 0.22% | 4.72% | | | |
| Jul-02 | | | | | | 36 | 13909 | 0.26% | 5.08% | | | |
| Aug-02 | | | | | | 55 | 13904 | 0.40% | 6.28% | | | |
| Sep-02 | | | | | | 42 | 13923 | 0.30% | 5.48% | | | |



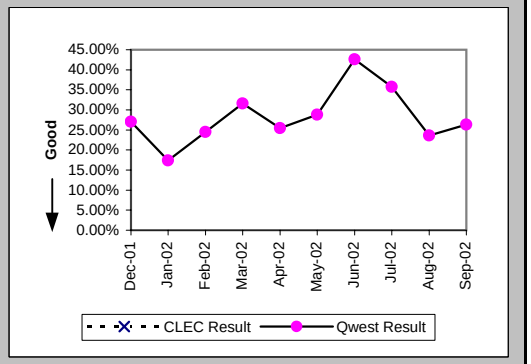

### Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 27 | 14339 | 0.19% | 4.34% | | | |
| Jan-02 | | | | | | 27 | 14238 | 0.19% | 4.35% | | | |
| Feb-02 | | | | | | 22 | 13879 | 0.16% | 3.98% | | | |
| Mar-02 | | | | | | 17 | 13888 | 0.12% | 3.50% | | | |
| Apr-02 | | | | | | 25 | 13882 | 0.18% | 4.24% | | | |
| May-02 | | | | | | 32 | 13877 | 0.23% | 4.80% | | | |
| Jun-02 | | | | | | 24 | 13908 | 0.17% | 4.15% | | | |
| Jul-02 | | | | | | 25 | 13909 | 0.18% | 4.24% | | | |
| Aug-02 | | | | | | 42 | 13904 | 0.30% | 5.49% | | | |
| Sep-02 | | | | | | | | | | | | |




### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

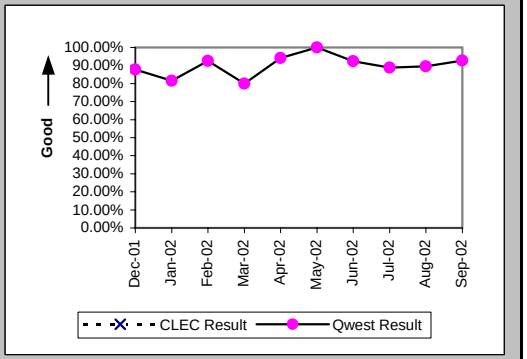
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 48 | 27.08% | 44.44% | | | |
| Jan-02 | | | | | | 8 | 46 | 17.39% | 37.90% | | | |
| Feb-02 | | | | | | 13 | 53 | 24.53% | 43.03% | | | |
| Mar-02 | | | | | | 12 | 38 | 31.58% | 46.48% | | | |
| Apr-02 | | | | | | 13 | 51 | 25.49% | 43.58% | | | |
| May-02 | | | | | | 19 | 66 | 28.79% | 45.28% | | | |
| Jun-02 | | | | | | 23 | 54 | 42.59% | 49.45% | | | |
| Jul-02 | | | | | | 20 | 56 | 35.71% | 47.92% | | | |
| Aug-02 | | | | | | 17 | 72 | 23.61% | 42.47% | | | |
| Sep-02 | | | | | | 15 | 57 | 26.32% | 44.03% | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

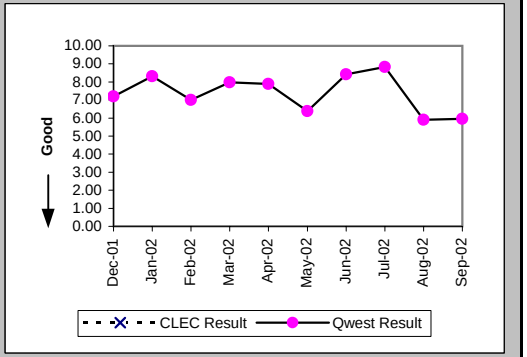
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 36 | 41 | 87.80% | 32.72% | | | |
| Jan-02 | | | | | | 44 | 54 | 81.48% | 38.84% | | | |
| Feb-02 | | | | | | 50 | 54 | 92.59% | 26.19% | | | |
| Mar-02 | | | | | | 44 | 55 | 80.00% | 40.00% | | | |
| Apr-02 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 24 | 26 | 92.31% | 26.65% | | | |
| Jul-02 | | | | | | 32 | 36 | 88.89% | 31.43% | | | |
| Aug-02 | | | | | | 43 | 48 | 89.58% | 30.55% | | | |
| Sep-02 | | | | | | 38 | 41 | 92.68% | 26.04% | | | |



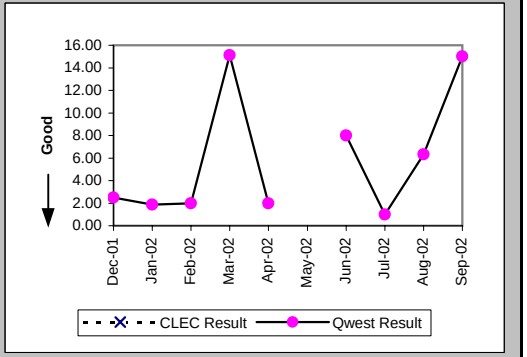

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 302 | 42 | 7.19 | 6.12 | | | |
| Jan-02 | | | | | | 466 | 56 | 8.32 | 12.91 | | | |
| Feb-02 | | | | | | 392 | 56 | 7.00 | 6.82 | | | |
| Mar-02 | | | | | | 447 | 56 | 7.98 | 9.56 | | | |
| Apr-02 | | | | | | 276 | 35 | 7.89 | 10.06 | | | |
| May-02 | | | | | | 217 | 34 | 6.38 | 7.19 | | | |
| Jun-02 | | | | | | 236 | 28 | 8.43 | 9.04 | | | |
| Jul-02 | | | | | | 318 | 36 | 8.83 | 13.27 | | | |
| Aug-02 | | | | | | 278 | 47 | 5.91 | 6.84 | | | |
| Sep-02 | | | | | | 250 | 42 | 5.95 | 7.00 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

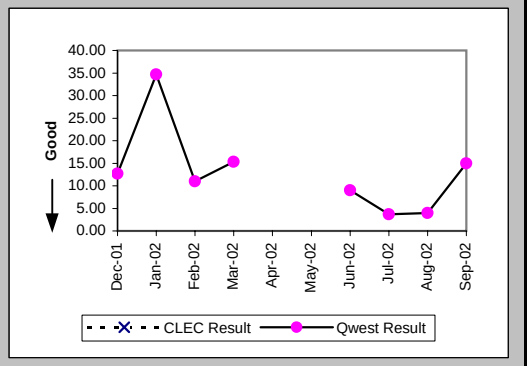
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Jan-02 | | | | | | 13 | 7 | 1.86 | 1.21 | | | |
| Feb-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Mar-02 | | | | | | 121 | 8 | 15.12 | 17.88 | | | |
| Apr-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 16 | 2 | 8.00 | 7.07 | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 19 | 3 | 6.33 | 4.04 | | | |
| Sep-02 | | | | | | 15 | 1 | 15.00 | | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

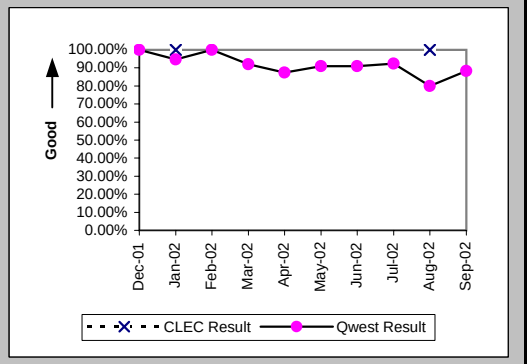
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 3 | 12.67 | 10.41 | | | |
| Jan-02 | | | | | | 104 | 3 | 34.67 | 47.37 | | | |
| Feb-02 | | | | | | 22 | 2 | 11.00 | 14.14 | | | |
| Mar-02 | | | | | | 46 | 3 | 15.33 | 10.21 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 9 | 1 | 9.00 | | | | |
| Jul-02 | | | | | | 11 | 3 | 3.67 | 2.31 | | | |
| Aug-02 | | | | | | 8 | 2 | 4.00 | 1.41 | | | |
| Sep-02 | | | | | | 30 | 2 | 15.00 | 19.80 | | | |



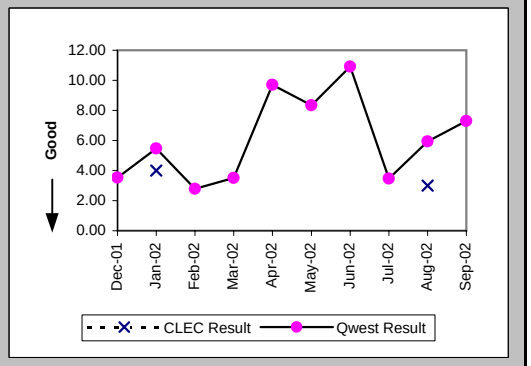

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.23 | -1.14 | No |
| Feb-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 23 | 25 | 92.00% | 27.13% | | | |
| Apr-02 | | | | | | 21 | 24 | 87.50% | 33.07% | | | |
| May-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Jun-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Jul-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 12 | 15 | 80.00% | 40.00% | -0.48 | -1.29 | No |
| Sep-02 | | | | | | 15 | 17 | 88.24% | 32.22% | | | |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

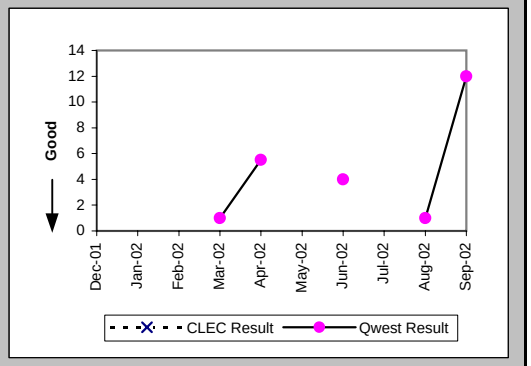
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 53 | 15 | 3.53 | 3.16 | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | 104 | 19 | 5.47 | 9.60 | -0.15 | -1.09 | No |
| Feb-02 | | | | | | 39 | 14 | 2.79 | 0.97 | | | |
| Mar-02 | | | | | | 88 | 25 | 3.52 | 1.42 | | | |
| Apr-02 | | | | | | 233 | 24 | 9.71 | 11.50 | | | |
| May-02 | | | | | | 100 | 12 | 8.33 | 14.11 | | | |
| Jun-02 | | | | | | 120 | 11 | 10.91 | 13.81 | | | |
| Jul-02 | | | | | | 45 | 13 | 3.46 | 1.39 | | | |
| Aug-02 | 3 | 1 | 3.00 | 0 | 0 | 89 | 15 | 5.93 | 4.70 | -0.6 | -1.37 | No |
| Sep-02 | | | | | | 124 | 17 | 7.29 | 8.36 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

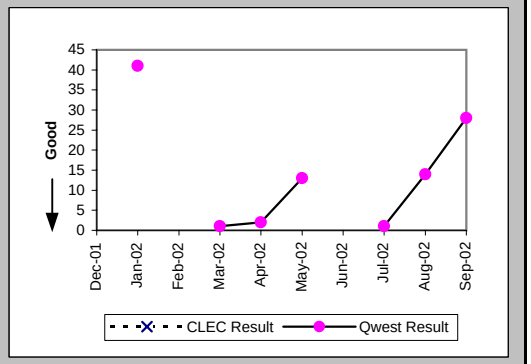
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 2 | 2 | 1.00 | 0.00 | | | |
| Sep-02 | | | | | | 12 | 1 | 12.00 | | | | |



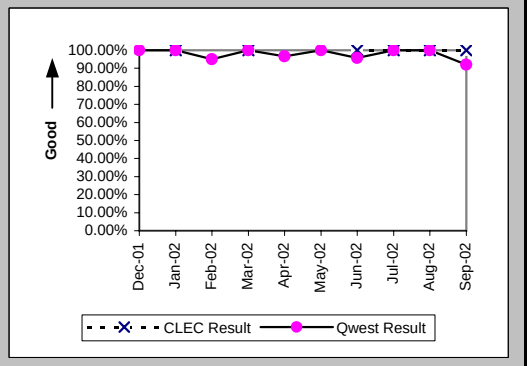

### Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 2 | 1 | 2.00 | | | | |
| May-02 | | | | | | 13 | 1 | 13.00 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Sep-02 | | | | | | 28 | 1 | 28.00 | | | | |




### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

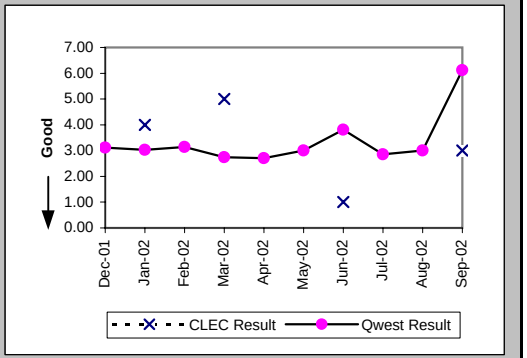
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 58 | 58 | 100.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 38 | 40 | 95.00% | 21.79% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 28 | 29 | 96.55% | 18.25% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 23 | 24 | 95.83% | 19.98% | -0.2 | -1.12 | No |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 23 | 25 | 92.00% | 27.13% | -0.29 | -1.18 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

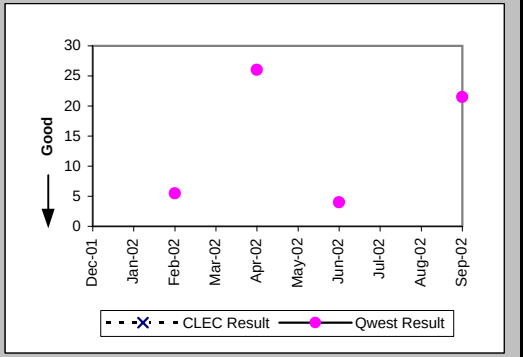
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 118 | 38 | 3.11 | 1.35 | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | 94 | 31 | 3.03 | 3.22 | 0.58 | -0.65 | No |
| Feb-02 | | | | | | 91 | 29 | 3.14 | 1.36 | | | |
| Mar-02 | 10 | 2 | 5.00 | 0 | 0 | 52 | 19 | 2.74 | 1.52 | 2.14 | 0.3 | Yes |
| Apr-02 | | | | | | 57 | 21 | 2.71 | 1.23 | | | |
| May-02 | | | | | | 54 | 18 | 3.00 | 1.08 | | | |
| Jun-02 | 1 | 1 | 1.00 | 0 | 0 | 80 | 21 | 3.81 | 1.72 | -1.59 | -1.97 | No |
| Jul-02 | | | | | | 57 | 20 | 2.85 | 1.50 | | | |
| Aug-02 | | | | | | 54 | 18 | 3.00 | 1.91 | | | |
| Sep-02 | 3 | 1 | 3.00 | 0 | 0 | 98 | 16 | 6.12 | 10.97 | -0.28 | -1.17 | No |



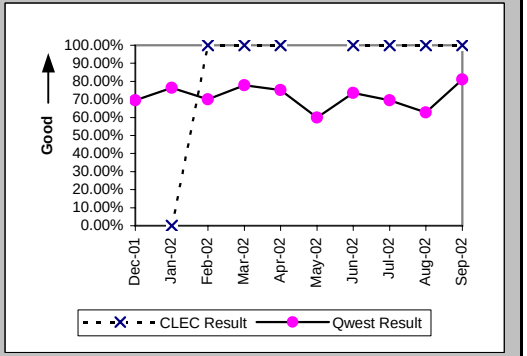

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 0.71 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 26 | 1 | 26.00 | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 43 | 2 | 21.50 | 28.99 | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)

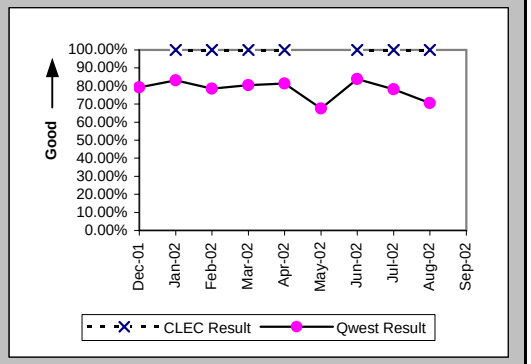
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 84 | 121 | 69.42% | 46.07% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 91 | 119 | 76.47% | 42.42% | 1.19 | -0.28 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 82 | 117 | 70.09% | 45.79% | -0.65 | -1.4 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 84 | 108 | 77.78% | 41.57% | -0.53 | -1.32 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 73 | 97 | 75.26% | 43.15% | -0.57 | -1.35 | No |
| May-02 | | | | | | 48 | 80 | 60.00% | 48.99% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 50 | 68 | 73.53% | 44.12% | -0.6 | -1.36 | No |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 48 | 69 | 69.57% | 46.01% | -0.66 | -1.4 | No |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 49 | 78 | 62.82% | 48.33% | -1.07 | -1.65 | No |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 68 | 84 | 80.95% | 39.27% | -0.68 | -1.41 | No |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

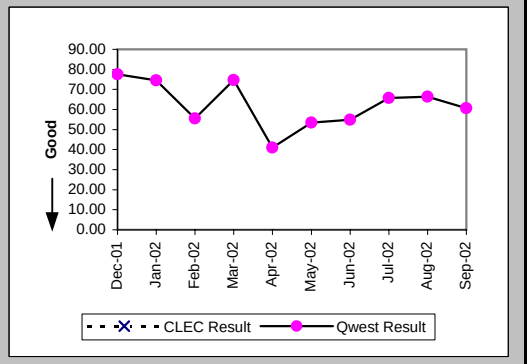
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 96 | 121 | 79.34% | 40.49% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 99 | 119 | 83.19% | 37.39% | -0.45 | -1.27 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 92 | 117 | 78.63% | 40.99% | -0.52 | -1.32 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 87 | 108 | 80.56% | 39.58% | -0.49 | -1.3 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 79 | 97 | 81.44% | 38.88% | -0.47 | -1.29 | No |
| May-02 | | | | | | 54 | 80 | 67.50% | 46.84% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 57 | 68 | 83.82% | 36.82% | -0.44 | -1.27 | No |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 54 | 69 | 78.26% | 41.25% | -0.52 | -1.32 | No |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 55 | 78 | 70.51% | 45.60% | -0.9 | -1.55 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

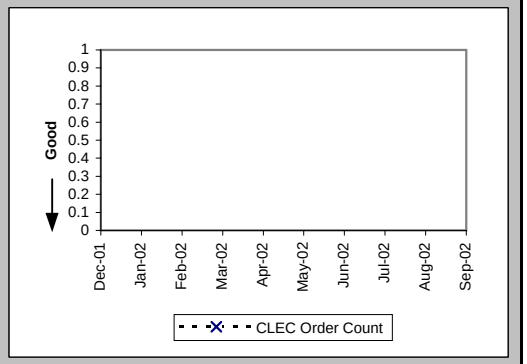
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 388 | 5 | 77.60 | 52.70 | | | |
| Jan-02 | | | | | | 522 | 7 | 74.57 | 60.87 | | | |
| Feb-02 | | | | | | 556 | 10 | 55.60 | 70.62 | | | |
| Mar-02 | | | | | | 597 | 8 | 74.62 | 85.86 | | | |
| Apr-02 | | | | | | 533 | 13 | 41.00 | 62.93 | | | |
| May-02 | | | | | | 749 | 14 | 53.50 | 65.73 | | | |
| Jun-02 | | | | | | 932 | 17 | 54.82 | 68.76 | | | |
| Jul-02 | | | | | | 1117 | 17 | 65.71 | 75.83 | | | |
| Aug-02 | | | | | | 1394 | 21 | 66.38 | 78.74 | | | |
| Sep-02 | | | | | | 1457 | 24 | 60.71 | 85.88 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

Count of Pending Orders Delayed for Facilities Reasons UNP P (Centrex 21) (OP-15B) (Diagnostic)

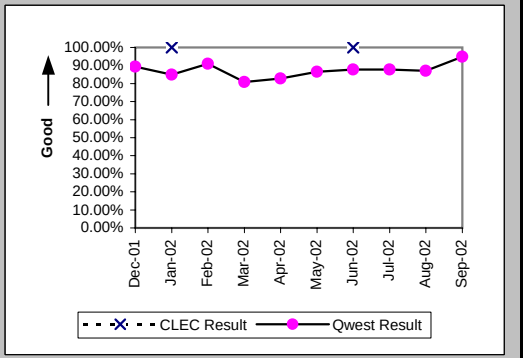
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

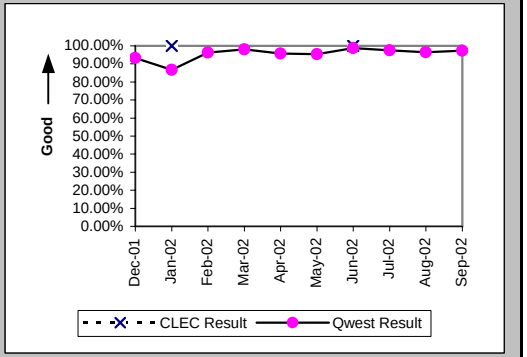
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 42 | 47 | 89.36% | 30.83% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 51 | 60 | 85.00% | 35.71% | -0.42 | -1.25 | No |
| Feb-02 | | | | | | 50 | 55 | 90.91% | 28.75% | | | |
| Mar-02 | | | | | | 59 | 73 | 80.82% | 39.37% | | | |
| Apr-02 | | | | | | 53 | 64 | 82.81% | 37.73% | | | |
| May-02 | | | | | | 58 | 67 | 86.57% | 34.10% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 50 | 57 | 87.72% | 32.82% | -0.37 | -1.23 | No |
| Jul-02 | | | | | | 57 | 65 | 87.69% | 32.85% | | | |
| Aug-02 | | | | | | 81 | 93 | 87.10% | 33.52% | | | |
| Sep-02 | | | | | | 55 | 58 | 94.83% | 22.15% | | | |



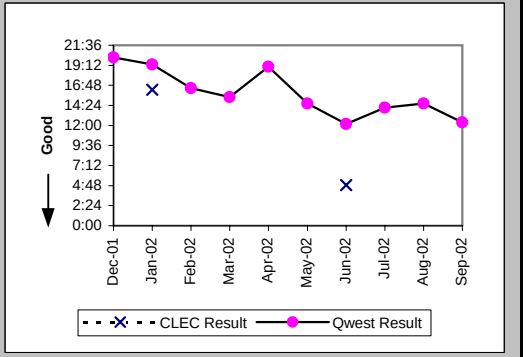

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 70 | 75 | 93.33% | 24.94% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 65 | 75 | 86.67% | 33.99% | -0.39 | -1.24 | No |
| Feb-02 | | | | | | 79 | 82 | 96.34% | 18.77% | | | |
| Mar-02 | | | | | | 97 | 99 | 97.98% | 14.07% | | | |
| Apr-02 | | | | | | 89 | 93 | 95.70% | 20.29% | | | |
| May-02 | | | | | | 83 | 87 | 95.40% | 20.94% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 78 | 79 | 98.73% | 11.18% | -0.11 | -1.07 | No |
| Jul-02 | | | | | | 78 | 80 | 97.50% | 15.61% | | | |
| Aug-02 | | | | | | 108 | 112 | 96.43% | 18.56% | | | |
| Sep-02 | | | | | | 75 | 77 | 97.40% | 15.91% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

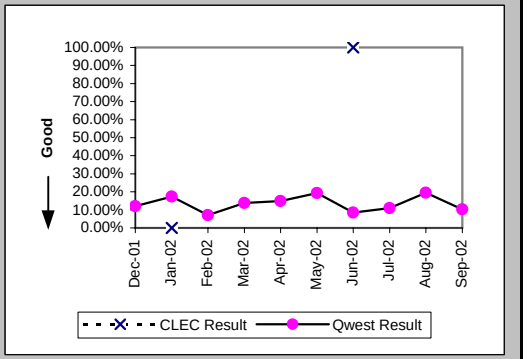
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1511:42 | 75 | 20:09 | 19:31 | | | |
| Jan-02 | 16:16 | 1 | 16:16 | 0 | 0 | 1448:46 | 75 | 19:19 | 20:13 | -0.15 | -1.09 | No |
| Feb-02 | | | | | | 1348:14 | 82 | 16:27 | 15:09 | | | |
| Mar-02 | | | | | | 1522:19 | 99 | 15:23 | 13:14 | | | |
| Apr-02 | | | | | | 1769:04 | 93 | 19:01 | 36:30 | | | |
| May-02 | | | | | | 1272:21 | 87 | 14:37 | 13:23 | | | |
| Jun-02 | 4:51 | 1 | 4:51 | 0 | 0 | 960:54 | 79 | 12:10 | 9:54 | -0.73 | -1.45 | No |
| Jul-02 | | | | | | 1131:07 | 80 | 14:08 | 16:45 | | | |
| Aug-02 | | | | | | 1639:33 | 112 | 14:38 | 16:29 | | | |
| Sep-02 | | | | | | 954:07 | 77 | 12:23 | 14:29 | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

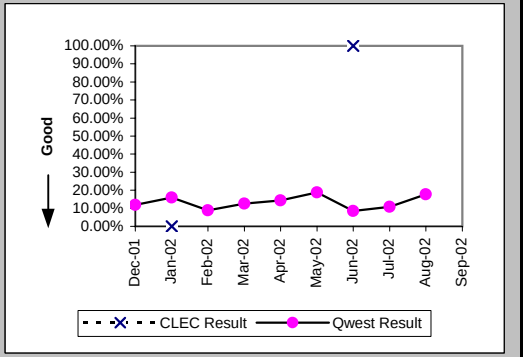
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 75 | 12.00% | 32.50% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 75 | 17.33% | 37.85% | -0.45 | -1.28 | No |
| Feb-02 | | | | | | 6 | 84 | 7.14% | 25.75% | | | |
| Mar-02 | | | | | | 14 | 101 | 13.86% | 34.55% | | | |
| Apr-02 | | | | | | 14 | 94 | 14.89% | 35.60% | | | |
| May-02 | | | | | | 17 | 88 | 19.32% | 39.48% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 82 | 8.54% | 27.94% | 1.7 | 0.04 | Yes |
| Jul-02 | | | | | | 9 | 82 | 10.98% | 31.26% | | | |
| Aug-02 | | | | | | 23 | 118 | 19.49% | 39.61% | | | |
| Sep-02 | | | | | | 8 | 78 | 10.26% | 30.34% | | | |



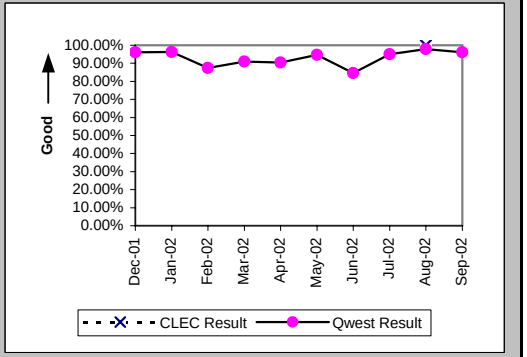

Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 67 | 11.94% | 32.43% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 10 | 63 | 15.87% | 36.54% | -0.43 | -1.26 | No |
| Feb-02 | | | | | | 6 | 68 | 8.82% | 28.36% | | | |
| Mar-02 | | | | | | 11 | 87 | 12.64% | 33.23% | | | |
| Apr-02 | | | | | | 12 | 84 | 14.29% | 34.99% | | | |
| May-02 | | | | | | 15 | 80 | 18.75% | 39.03% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 6 | 70 | 8.57% | 27.99% | 1.69 | 0.03 | Yes |
| Jul-02 | | | | | | 8 | 74 | 10.81% | 31.05% | | | |
| Aug-02 | | | | | | 18 | 102 | 17.65% | 38.12% | | | |
| Sep-02 | | | | | | | | | | | | |




Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

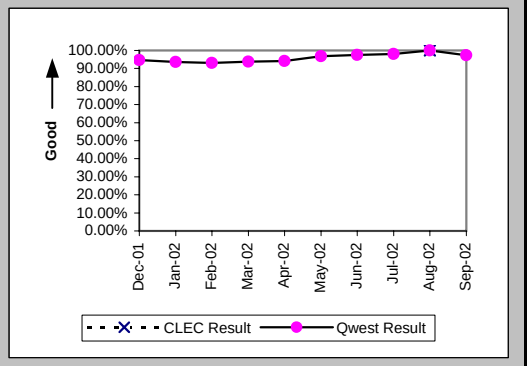
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 25 | 26 | 96.15% | 19.23% | | | |
| Jan-02 | | | | | | 26 | 27 | 96.30% | 18.89% | | | |
| Feb-02 | | | | | | 14 | 16 | 87.50% | 33.07% | | | |
| Mar-02 | | | | | | 20 | 22 | 90.91% | 28.75% | | | |
| Apr-02 | | | | | | 19 | 21 | 90.48% | 29.35% | | | |
| May-02 | | | | | | 18 | 19 | 94.74% | 22.33% | | | |
| Jun-02 | | | | | | 22 | 26 | 84.62% | 36.08% | | | |
| Jul-02 | | | | | | 39 | 41 | 95.12% | 21.54% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 45 | 46 | 97.83% | 14.58% | -0.15 | -1.09 | No |
| Sep-02 | | | | | | 25 | 26 | 96.15% | 19.23% | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

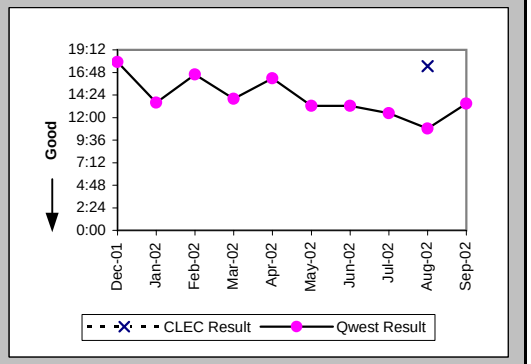
### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 35 | 37 | 94.59% | 22.61% | | | |
| Jan-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Feb-02 | | | | | | 27 | 29 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 30 | 32 | 93.75% | 24.21% | | | |
| Apr-02 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 31 | 32 | 96.88% | 17.40% | | | |
| Jun-02 | | | | | | 40 | 41 | 97.56% | 15.43% | | | |
| Jul-02 | | | | | | 51 | 52 | 98.08% | 13.73% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 59 | 59 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |



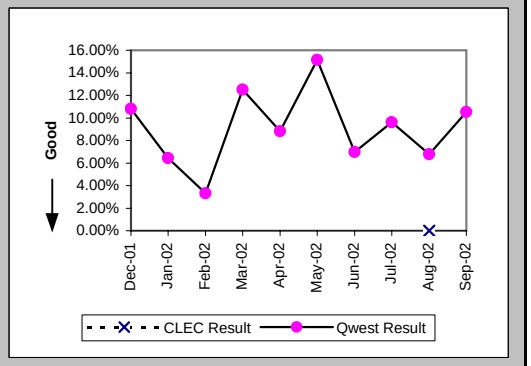

### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 663:08 | 37 | 17:55 | 16:33 | | | |
| Jan-02 | | | | | | 421:27 | 31 | 13:36 | 16:31 | | | |
| Feb-02 | | | | | | 481:04 | 29 | 16:35 | 18:22 | | | |
| Mar-02 | | | | | | 447:42 | 32 | 13:59 | 16:31 | | | |
| Apr-02 | | | | | | 550:06 | 34 | 16:11 | 15:24 | | | |
| May-02 | | | | | | 423:54 | 32 | 13:15 | 12:50 | | | |
| Jun-02 | | | | | | 542:18 | 41 | 13:14 | 12:52 | | | |
| Jul-02 | | | | | | 647:04 | 52 | 12:27 | 11:22 | | | |
| Aug-02 | 17:27 | 1 | 17:27 | 0 | 0 | 638:45 | 59 | 10:50 | 9:36 | 0.32 | -0.81 | No |
| Sep-02 | | | | | | 512:33 | 38 | 13:29 | 13:38 | | | |




### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

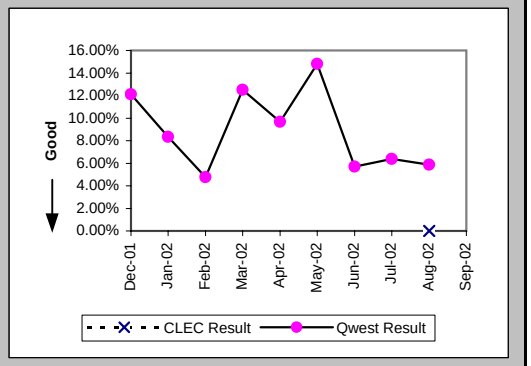
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 37 | 10.81% | 31.05% | | | |
| Jan-02 | | | | | | 2 | 31 | 6.45% | 24.57% | | | |
| Feb-02 | | | | | | 1 | 30 | 3.33% | 17.95% | | | |
| Mar-02 | | | | | | 4 | 32 | 12.50% | 33.07% | | | |
| Apr-02 | | | | | | 3 | 34 | 8.82% | 28.36% | | | |
| May-02 | | | | | | 5 | 33 | 15.15% | 35.86% | | | |
| Jun-02 | | | | | | 3 | 43 | 6.98% | 25.48% | | | |
| Jul-02 | | | | | | 5 | 52 | 9.62% | 29.48% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 4 | 59 | 6.78% | 25.14% | -0.27 | -1.16 | No |
| Sep-02 | | | | | | 4 | 38 | 10.53% | 30.69% | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

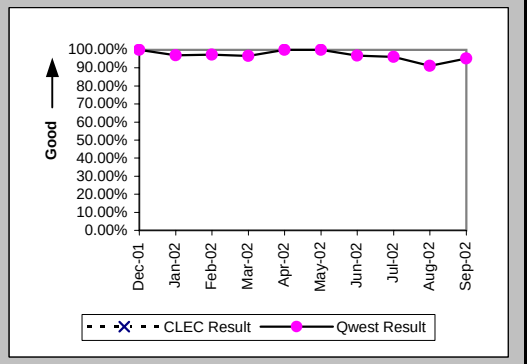
### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 33 | 12.12% | 32.64% | | | |
| Jan-02 | | | | | | 2 | 24 | 8.33% | 27.64% | | | |
| Feb-02 | | | | | | 1 | 21 | 4.76% | 21.30% | | | |
| Mar-02 | | | | | | 3 | 24 | 12.50% | 33.07% | | | |
| Apr-02 | | | | | | 3 | 31 | 9.68% | 29.57% | | | |
| May-02 | | | | | | 4 | 27 | 14.81% | 35.52% | | | |
| Jun-02 | | | | | | 2 | 35 | 5.71% | 23.21% | | | |
| Jul-02 | | | | | | 3 | 47 | 6.38% | 24.44% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 3 | 51 | 5.88% | 23.53% | -0.25 | -1.15 | No |
| Sep-02 | | | | | | | | | | | | |



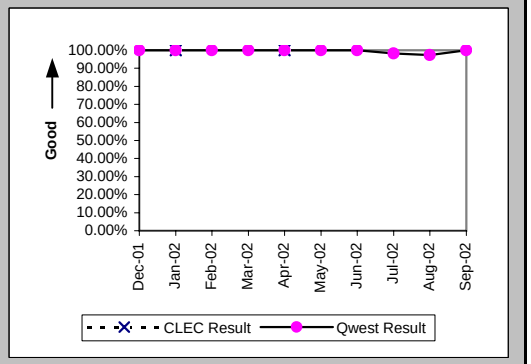

### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 31 | 31 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 32 | 33 | 96.97% | 17.14% | | | |
| Feb-02 | | | | | | 36 | 37 | 97.30% | 16.22% | | | |
| Mar-02 | | | | | | 28 | 29 | 96.55% | 18.25% | | | |
| Apr-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 46 | 46 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 30 | 31 | 96.77% | 17.67% | | | |
| Jul-02 | | | | | | 25 | 26 | 96.15% | 19.23% | | | |
| Aug-02 | | | | | | 31 | 34 | 91.18% | 28.36% | | | |
| Sep-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |




### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

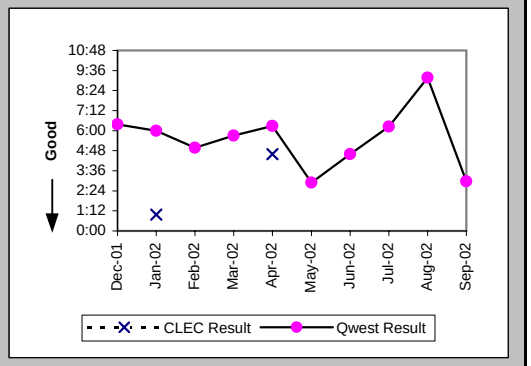
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 75 | 75 | 100.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 78 | 78 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 69 | 69 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 81 | 81 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 64 | 64 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 55 | 56 | 98.21% | 13.24% | | | |
| Aug-02 | | | | | | 74 | 76 | 97.37% | 16.01% | | | |
| Sep-02 | | | | | | 46 | 46 | 100.00% | 0.00% | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

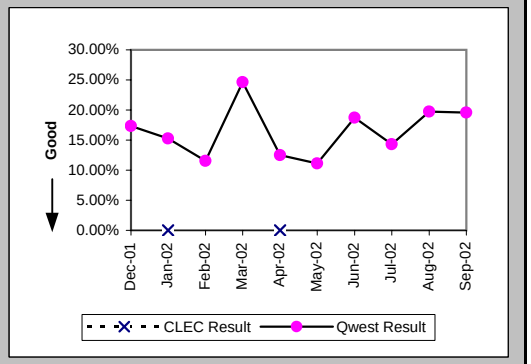
### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 478:15 | 75 | 6:23 | 9:13 | | | |
| Jan-02 | 0:59 | 1 | 0:59 | 0 | 0 | 432:19 | 72 | 6:00 | 8:35 | -0.58 | -1.35 | No |
| Feb-02 | | | | | | 388:16 | 78 | 4:59 | 6:53 | | | |
| Mar-02 | | | | | | 393:07 | 69 | 5:42 | 8:52 | | | |
| Apr-02 | 4:36 | 1 | 4:36 | 0 | 0 | 452:00 | 72 | 6:17 | 8:45 | -0.19 | -1.12 | No |
| May-02 | | | | | | 234:05 | 81 | 2:53 | 4:49 | | | |
| Jun-02 | | | | | | 294:54 | 64 | 4:36 | 6:50 | | | |
| Jul-02 | | | | | | 350:10 | 56 | 6:15 | 13:36 | | | |
| Aug-02 | | | | | | 696:37 | 76 | 9:10 | 32:55 | | | |
| Sep-02 | | | | | | 136:39 | 46 | 2:58 | 4:16 | | | |



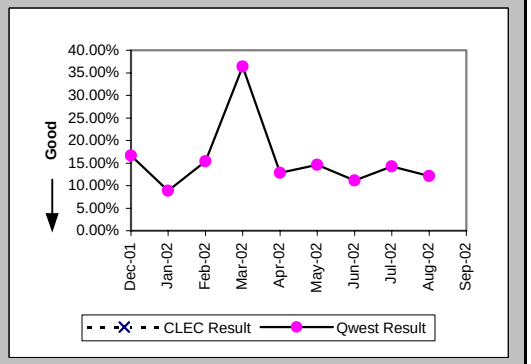

### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 75 | 17.33% | 37.85% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 11 | 72 | 15.28% | 35.98% | -0.42 | -1.26 | No |
| Feb-02 | | | | | | 9 | 78 | 11.54% | 31.95% | | | |
| Mar-02 | | | | | | 17 | 69 | 24.64% | 43.09% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 9 | 72 | 12.50% | 33.07% | -0.38 | -1.23 | No |
| May-02 | | | | | | 9 | 81 | 11.11% | 31.43% | | | |
| Jun-02 | | | | | | 12 | 64 | 18.75% | 39.03% | | | |
| Jul-02 | | | | | | 8 | 56 | 14.29% | 34.99% | | | |
| Aug-02 | | | | | | 15 | 76 | 19.74% | 39.80% | | | |
| Sep-02 | | | | | | 9 | 46 | 19.57% | 39.67% | | | |




### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

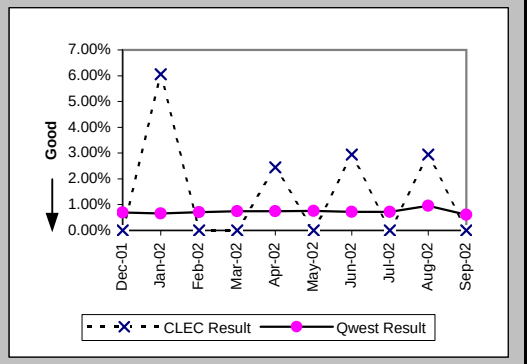
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 30 | 16.67% | 37.27% | | | |
| Jan-02 | | | | | | 4 | 45 | 8.89% | 28.46% | | | |
| Feb-02 | | | | | | 4 | 26 | 15.38% | 36.08% | | | |
| Mar-02 | | | | | | 12 | 33 | 36.36% | 48.10% | | | |
| Apr-02 | | | | | | 5 | 39 | 12.82% | 33.43% | | | |
| May-02 | | | | | | 7 | 48 | 14.58% | 35.29% | | | |
| Jun-02 | | | | | | 3 | 27 | 11.11% | 31.43% | | | |
| Jul-02 | | | | | | 4 | 28 | 14.29% | 34.99% | | | |
| Aug-02 | | | | | | 4 | 33 | 12.12% | 32.64% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

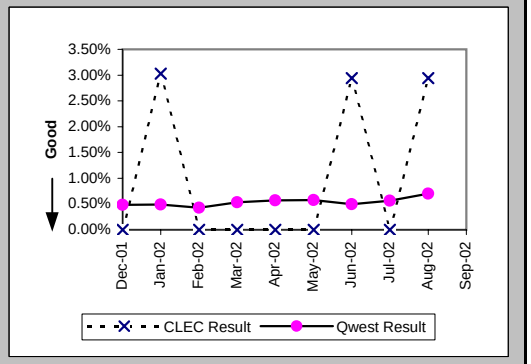
### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 32 | 0.00% | 0 | 0 | 187 | 26926 | 0.69% | 8.30% | -0.47 | -1.29 | No |
| Jan-02 | 2 | 33 | 6.06% | 0 | 0 | 178 | 27090 | 0.66% | 8.08% | 2.32 | 0.41 | Yes |
| Feb-02 | 0 | 32 | 0.00% | 0 | 0 | 192 | 26978 | 0.71% | 8.41% | -0.48 | -1.29 | No |
| Mar-02 | 0 | 32 | 0.00% | 0 | 0 | 202 | 26989 | 0.75% | 8.62% | -0.49 | -1.3 | No |
| Apr-02 | 1 | 41 | 2.44% | 0 | 0 | 200 | 26848 | 0.74% | 8.60% | 1.03 | -0.37 | No |
| May-02 | 0 | 34 | 0.00% | 0 | 0 | 202 | 26832 | 0.75% | 8.64% | -0.51 | -1.31 | No |
| Jun-02 | 1 | 34 | 2.94% | 0 | 0 | 189 | 26462 | 0.71% | 8.42% | 1.17 | -0.29 | No |
| Jul-02 | 0 | 34 | 0.00% | 0 | 0 | 190 | 26462 | 0.72% | 8.44% | -0.5 | -1.3 | No |
| Aug-02 | 1 | 34 | 2.94% | 0 | 0 | 253 | 26462 | 0.96% | 9.73% | 0.99 | -0.4 | No |
| Sep-02 | 0 | 34 | 0.00% | 0 | 0 | 162 | 26462 | 0.61% | 7.80% | -0.46 | -1.28 | No |



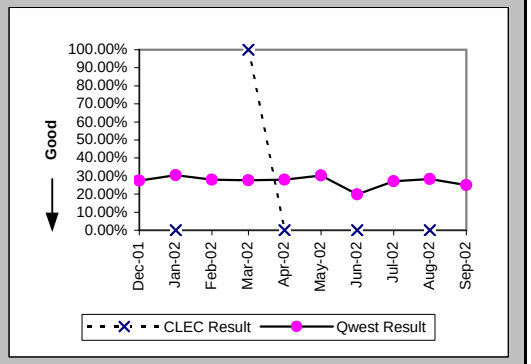

### Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 32 | 0.00% | 0 | 0 | 130 | 26926 | 0.48% | 6.93% | -0.39 | -1.24 | No |
| Jan-02 | 1 | 33 | 3.03% | 0 | 0 | 132 | 27090 | 0.49% | 6.96% | 1.41 | -0.14 | No |
| Feb-02 | 0 | 32 | 0.00% | 0 | 0 | 115 | 26978 | 0.43% | 6.52% | -0.37 | -1.22 | No |
| Mar-02 | 0 | 32 | 0.00% | 0 | 0 | 144 | 26989 | 0.53% | 7.28% | -0.41 | -1.25 | No |
| Apr-02 | 0 | 41 | 0.00% | 0 | 0 | 154 | 26848 | 0.57% | 7.55% | -0.49 | -1.3 | No |
| May-02 | 0 | 34 | 0.00% | 0 | 0 | 155 | 26832 | 0.58% | 7.58% | -0.44 | -1.27 | No |
| Jun-02 | 1 | 34 | 2.94% | 0 | 0 | 132 | 26462 | 0.50% | 7.05% | 1.38 | -0.16 | No |
| Jul-02 | 0 | 34 | 0.00% | 0 | 0 | 149 | 26462 | 0.56% | 7.48% | -0.44 | -1.27 | No |
| Aug-02 | 1 | 34 | 2.94% | 0 | 0 | 186 | 26462 | 0.70% | 8.35% | 1.18 | -0.28 | No |
| Sep-02 | | | | | | | | | | | | |




### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

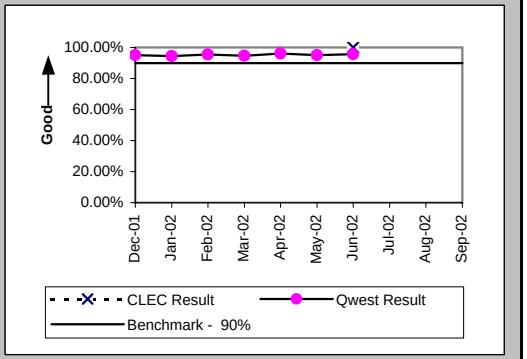
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 71 | 258 | 27.52% | 44.66% | | | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 78 | 256 | 30.47% | 46.03% | -0.93 | -1.57 | No |
| Feb-02 | | | | | | 75 | 267 | 28.09% | 44.94% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 77 | 279 | 27.60% | 44.70% | 1.09 | -0.34 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 78 | 278 | 28.06% | 44.93% | -0.62 | -1.38 | No |
| May-02 | | | | | | 88 | 290 | 30.34% | 45.97% | | | |
| Jun-02 | 0 | 1 | 0.00% | 0 | 0 | 47 | 236 | 19.92% | 39.94% | -0.5 | -1.3 | No |
| Jul-02 | | | | | | 71 | 261 | 27.20% | 44.50% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 100 | 353 | 28.33% | 45.06% | -0.63 | -1.38 | No |
| Sep-02 | | | | | | 54 | 216 | 25.00% | 43.30% | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

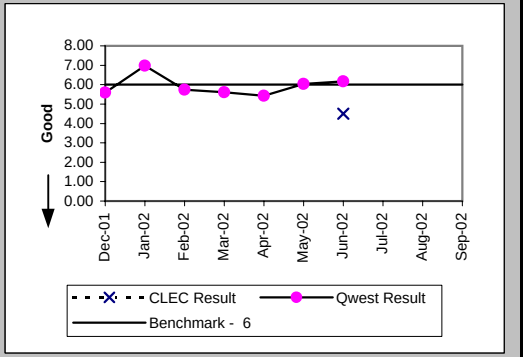
### Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1156 | 1215 | 95.14% | 21.49% | | | |
| Jan-02 | | | | | | 1308 | 1385 | 94.44% | 22.91% | | | |
| Feb-02 | | | | | | 1069 | 1119 | 95.53% | 20.66% | | | |
| Mar-02 | | | | | | 1185 | 1253 | 94.57% | 22.65% | | | |
| Apr-02 | | | | | | 1108 | 1153 | 96.10% | 19.37% | | | |
| May-02 | | | | | | 1102 | 1160 | 95.00% | 21.79% | | | |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 1050 | 1098 | 95.63% | 20.45% | -0.3 | -1.18 | No |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



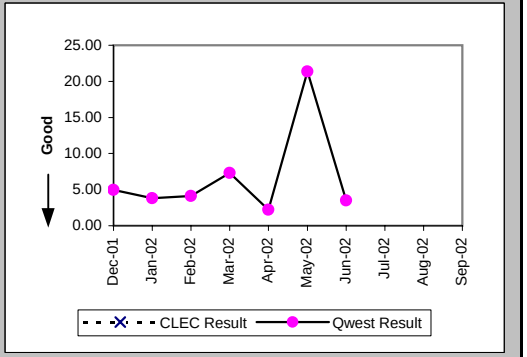

### Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6889 | 1233 | 5.59 | 6.16 | | | |
| Jan-02 | | | | | | 9752 | 1400 | 6.97 | 7.97 | | | |
| Feb-02 | | | | | | 6460 | 1125 | 5.74 | 5.36 | | | |
| Mar-02 | | | | | | 7072 | 1261 | 5.61 | 5.39 | | | |
| Apr-02 | | | | | | 6279 | 1157 | 5.43 | 5.50 | | | |
| May-02 | | | | | | 7052 | 1170 | 6.03 | 6.10 | | | |
| Jun-02 | 9 | 2 | 4.50 | 0 | 0 | 6812 | 1104 | 6.17 | 6.11 | -0.39 | -1.23 | No |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

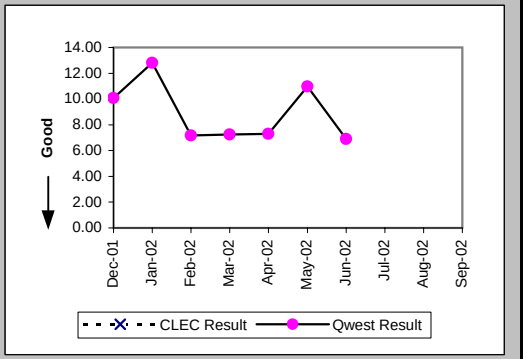
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 179 | 36 | 4.97 | 11.09 | | | |
| Jan-02 | | | | | | 179 | 47 | 3.81 | 4.87 | | | |
| Feb-02 | | | | | | 120 | 29 | 4.14 | 4.56 | | | |
| Mar-02 | | | | | | 278 | 38 | 7.32 | 11.13 | | | |
| Apr-02 | | | | | | 53 | 24 | 2.21 | 2.34 | | | |
| May-02 | | | | | | 641 | 30 | 21.37 | 92.46 | | | |
| Jun-02 | | | | | | 73 | 21 | 3.48 | 4.61 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

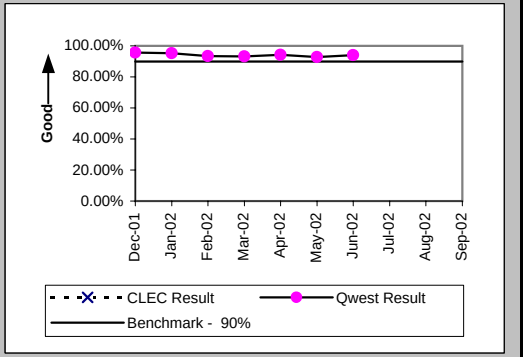
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282 | 28 | 10.07 | 10.71 | | | |
| Jan-02 | | | | | | 384 | 30 | 12.80 | 25.12 | | | |
| Feb-02 | | | | | | 158 | 22 | 7.18 | 5.28 | | | |
| Mar-02 | | | | | | 225 | 31 | 7.26 | 5.48 | | | |
| Apr-02 | | | | | | 146 | 20 | 7.30 | 10.12 | | | |
| May-02 | | | | | | 307 | 28 | 10.96 | 11.04 | | | |
| Jun-02 | | | | | | 186 | 27 | 6.89 | 5.85 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



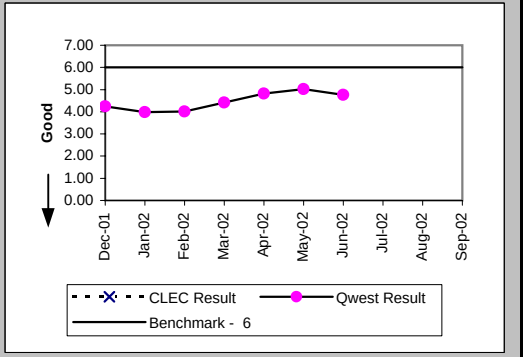

### Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 717 | 750 | 95.60% | 20.51% | | | |
| Jan-02 | | | | | | 749 | 787 | 95.17% | 21.44% | | | |
| Feb-02 | | | | | | 631 | 676 | 93.34% | 24.93% | | | |
| Mar-02 | | | | | | 752 | 807 | 93.18% | 25.20% | | | |
| Apr-02 | | | | | | 620 | 658 | 94.22% | 23.33% | | | |
| May-02 | | | | | | 692 | 745 | 92.89% | 25.71% | | | |
| Jun-02 | | | | | | 616 | 655 | 94.05% | 23.66% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Installation Interval (Average Days) (OP-4B) (Benchmark)-- Dispatches Outside MSAs

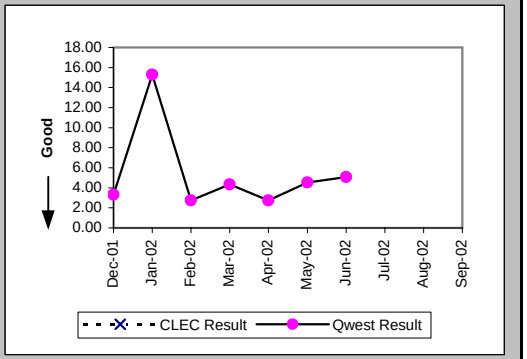
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3207 | 754 | 4.25 | 4.67 | | | |
| Jan-02 | | | | | | 3172 | 795 | 3.99 | 4.49 | | | |
| Feb-02 | | | | | | 2736 | 682 | 4.01 | 3.51 | | | |
| Mar-02 | | | | | | 3586 | 811 | 4.42 | 5.26 | | | |
| Apr-02 | | | | | | 3181 | 660 | 4.82 | 5.16 | | | |
| May-02 | | | | | | 3752 | 747 | 5.02 | 6.62 | | | |
| Jun-02 | | | | | | 3142 | 659 | 4.77 | 6.40 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

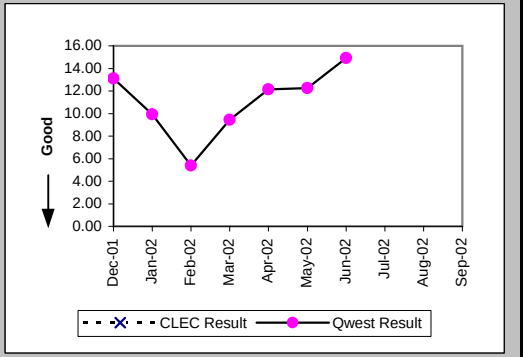
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 43 | 13 | 3.31 | 2.98 | | | |
| Jan-02 | | | | | | 352 | 23 | 15.30 | 52.92 | | | |
| Feb-02 | | | | | | 74 | 27 | 2.74 | 1.93 | | | |
| Mar-02 | | | | | | 100 | 23 | 4.35 | 5.08 | | | |
| Apr-02 | | | | | | 47 | 17 | 2.76 | 2.08 | | | |
| May-02 | | | | | | 77 | 17 | 4.53 | 6.36 | | | |
| Jun-02 | | | | | | 76 | 15 | 5.07 | 7.45 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



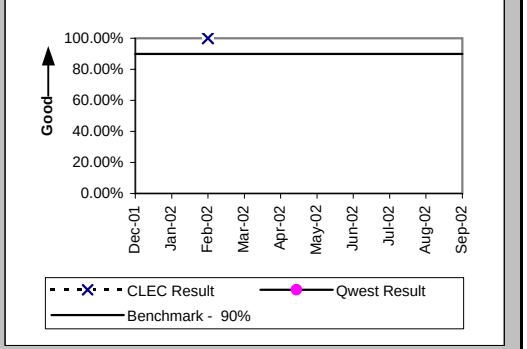

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 262 | 20 | 13.10 | 11.65 | | | |
| Jan-02 | | | | | | 159 | 16 | 9.94 | 11.05 | | | |
| Feb-02 | | | | | | 97 | 18 | 5.39 | 6.12 | | | |
| Mar-02 | | | | | | 302 | 32 | 9.44 | 15.62 | | | |
| Apr-02 | | | | | | 255 | 21 | 12.14 | 12.74 | | | |
| May-02 | | | | | | 441 | 36 | 12.25 | 14.57 | | | |
| Jun-02 | | | | | | 358 | 24 | 14.92 | 19.63 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




Installation Commitments Met (Percent) (OP-3C) (Benchmark)-- No Dispatches

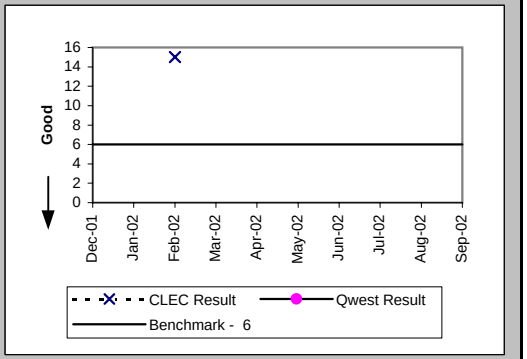
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

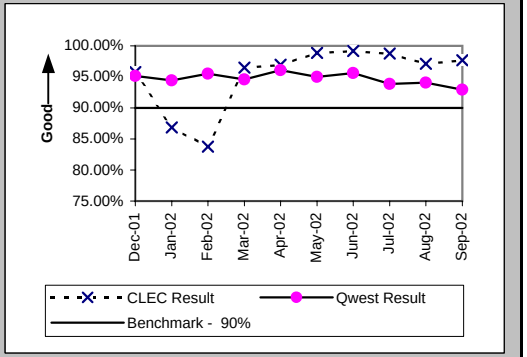
### Installation Interval (Average Days) (OP-4C) (Benchmark)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 15 | 1 | 15.00 | 0 | 0 | | | | | | | Yes |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



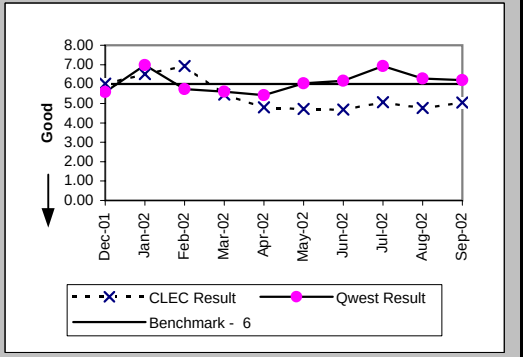

### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 702 | 733 | 95.77% | 11 | 1 | 1156 | 1215 | 95.14% | 21.49% | -0.62 | -1.38 | No |
| Jan-02 | 1189 | 1369 | 86.85% | 20 | 2 | 1308 | 1385 | 94.44% | 22.91% | 8.69 | 4.28 | Yes |
| Feb-02 | 799 | 954 | 83.75% | 0 | 5 | 1069 | 1119 | 95.53% | 20.66% | 12.94 | 6.87 | Yes |
| Mar-02 | 329 | 341 | 96.48% | 0 | 1 | 1185 | 1253 | 94.57% | 22.65% | -1.38 | -1.84 | No |
| Apr-02 | 286 | 295 | 96.95% | 0 | 1 | 1108 | 1153 | 96.10% | 19.37% | -0.67 | -1.41 | No |
| May-02 | 354 | 358 | 98.88% | 0 | 0 | 1102 | 1160 | 95.00% | 21.79% | -2.95 | -2.79 | No |
| Jun-02 | 610 | 615 | 99.19% | 0 | 1 | 1050 | 1098 | 95.63% | 20.45% | -3.46 | -3.1 | No |
| Jul-02 | 649 | 657 | 98.78% | 0 | 2 | 1021 | 1088 | 93.84% | 24.04% | -4.16 | -3.53 | No |
| Aug-02 | 804 | 828 | 97.10% | 4 | 7 | 1078 | 1146 | 94.07% | 23.63% | -2.82 | -2.71 | No |
| Sep-02 | 505 | 517 | 97.68% | 0 | 1 | 839 | 903 | 92.91% | 25.66% | -3.37 | -3.05 | No |




### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

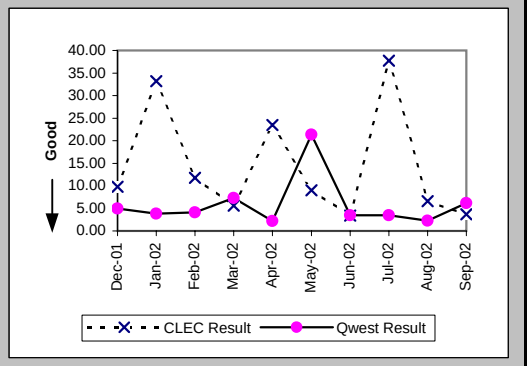
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1794 | 298 | 6.02 | 446 | 1 | 6889 | 1233 | 5.59 | 6.16 | 1.09 | -0.34 | Yes |
| Jan-02 | 2299 | 353 | 6.51 | 1036 | 2 | 9752 | 1400 | 6.97 | 7.97 | -0.95 | -1.58 | Yes |
| Feb-02 | 1390 | 201 | 6.92 | 753 | 5 | 6460 | 1125 | 5.74 | 5.36 | 2.86 | 0.74 | Yes |
| Mar-02 | 1065 | 195 | 5.46 | 146 | 1 | 7072 | 1261 | 5.61 | 5.39 | -0.35 | -1.21 | No |
| Apr-02 | 753 | 157 | 4.80 | 138 | 1 | 6279 | 1157 | 5.43 | 5.50 | -1.35 | -1.82 | No |
| May-02 | 839 | 178 | 4.71 | 180 | 0 | 7052 | 1170 | 6.03 | 6.10 | -2.68 | -2.63 | No |
| Jun-02 | 1497 | 320 | 4.68 | 295 | 1 | 6812 | 1104 | 6.17 | 6.11 | -3.84 | -3.34 | No |
| Jul-02 | 1227 | 242 | 5.07 | 415 | 2 | 7561 | 1093 | 6.92 | 6.75 | -3.85 | -3.34 | No |
| Aug-02 | 1449 | 304 | 4.77 | 528 | 7 | 7211 | 1149 | 6.28 | 7.49 | -3.12 | -2.9 | No |
| Sep-02 | 1275 | 253 | 5.04 | 264 | 1 | 5673 | 914 | 6.21 | 6.22 | -2.64 | -2.61 | No |



## Checklist #4 - Unbundled Loop - Analog Installation

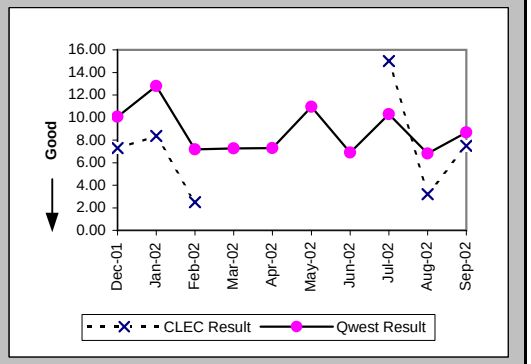
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 176 | 18 | 9.78 | 0 | 0 | 179 | 36 | 4.97 | 11.09 | 1.15 | -0.3 | No |
| Jan-02 | 1559 | 47 | 33.17 | 5 | 1 | 179 | 47 | 3.81 | 4.87 | 3.72 | 1.26 | Yes |
| Feb-02 | 1763 | 150 | 11.75 | 1 | 1 | 120 | 29 | 4.14 | 4.56 | 3.72 | 1.26 | Yes |
| Mar-02 | 67 | 12 | 5.58 | 0 | 0 | 278 | 38 | 7.32 | 11.13 | -0.47 | -1.29 | No |
| Apr-02 | 211 | 9 | 23.44 | 0 | 0 | 53 | 24 | 2.21 | 2.34 | 3.72 | 1.26 | Yes |
| May-02 | 36 | 4 | 9.00 | 0 | 0 | 641 | 30 | 21.37 | 92.46 | -0.25 | -1.15 | No |
| Jun-02 | 17 | 5 | 3.40 | 0 | 0 | 73 | 21 | 3.48 | 4.61 | -0.03 | -1.02 | No |
| Jul-02 | 264 | 7 | 37.71 | 0 | 0 | 117 | 34 | 3.44 | 4.59 | 3.72 | 1.26 | Yes |
| Aug-02 | 125 | 19 | 6.58 | 4 | 0 | 79 | 35 | 2.26 | 1.85 | 3.72 | 1.26 | Yes |
| Sep-02 | 22 | 6 | 3.67 | 0 | 0 | 222 | 36 | 6.17 | 8.27 | -0.69 | -1.42 | No |



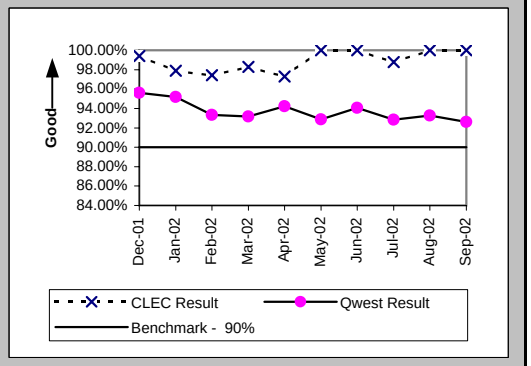

### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 175 | 24 | 7.29 | 0 | 0 | 282 | 28 | 10.07 | 10.71 | -0.93 | -1.57 | No |
| Jan-02 | 1238 | 148 | 8.36 | 0 | 0 | 384 | 30 | 12.80 | 25.12 | -0.88 | -1.54 | No |
| Feb-02 | 10 | 4 | 2.50 | 0 | 0 | 158 | 22 | 7.18 | 5.28 | -1.63 | -1.99 | No |
| Mar-02 | | | | | | 225 | 31 | 7.26 | 5.48 | | | |
| Apr-02 | | | | | | 146 | 20 | 7.30 | 10.12 | | | |
| May-02 | | | | | | 307 | 28 | 10.96 | 11.04 | | | |
| Jun-02 | | | | | | 186 | 27 | 6.89 | 5.85 | | | |
| Jul-02 | 15 | 1 | 15.00 | 0 | 0 | 361 | 35 | 10.31 | 12.08 | 0.76 | -0.54 | No |
| Aug-02 | 16 | 5 | 3.20 | 0 | 0 | 225 | 33 | 6.82 | 7.42 | -1.02 | -1.62 | No |
| Sep-02 | 45 | 6 | 7.50 | 0 | 0 | 313 | 36 | 8.69 | 8.39 | -0.32 | -1.2 | No |




### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

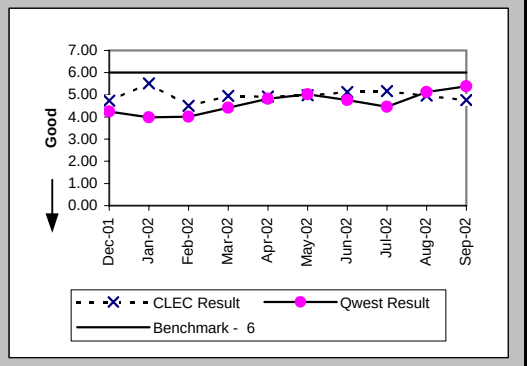
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 165 | 166 | 99.40% | 2 | 1 | 717 | 750 | 95.60% | 20.51% | -2.16 | -2.31 | No |
| Jan-02 | 92 | 94 | 97.87% | 7 | 0 | 749 | 787 | 95.17% | 21.44% | -1.15 | -1.7 | No |
| Feb-02 | 151 | 155 | 97.42% | 0 | 0 | 631 | 676 | 93.34% | 24.93% | -1.84 | -2.12 | No |
| Mar-02 | 115 | 117 | 98.29% | 0 | 0 | 752 | 807 | 93.18% | 25.20% | -2.05 | -2.25 | No |
| Apr-02 | 72 | 74 | 97.30% | 0 | 0 | 620 | 658 | 94.22% | 23.33% | -1.07 | -1.65 | No |
| May-02 | 100 | 100 | 100.00% | 0 | 0 | 692 | 745 | 92.89% | 25.71% | -2.6 | -2.58 | No |
| Jun-02 | 85 | 85 | 100.00% | 0 | 0 | 616 | 655 | 94.05% | 23.66% | -2.18 | -2.33 | No |
| Jul-02 | 81 | 82 | 98.78% | 0 | 0 | 702 | 756 | 92.86% | 25.75% | -1.98 | -2.2 | No |
| Aug-02 | 125 | 125 | 100.00% | 0 | 0 | 679 | 728 | 93.27% | 25.06% | -2.77 | -2.69 | No |
| Sep-02 | 83 | 83 | 100.00% | 0 | 0 | 628 | 678 | 92.63% | 26.14% | -2.43 | -2.48 | No |



## Checklist #4 - Unbundled Loop - Analog Installation

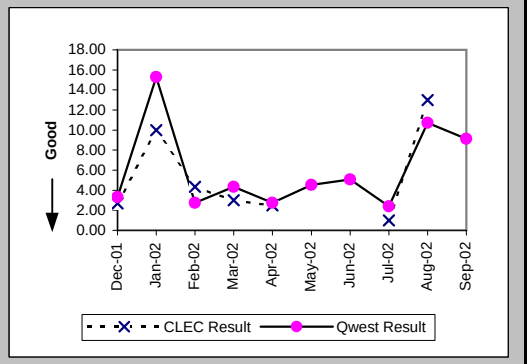
### Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 521 | 110 | 4.74 | 58 | 1 | 3207 | 754 | 4.25 | 4.67 | 1.01 | -0.38 | No |
| Jan-02 | 381 | 69 | 5.52 | 32 | 0 | 3172 | 795 | 3.99 | 4.49 | 1.85 | 0.13 | No |
| Feb-02 | 329 | 73 | 4.51 | 82 | 0 | 2736 | 682 | 4.01 | 3.51 | 1.14 | -0.31 | No |
| Mar-02 | 213 | 43 | 4.95 | 74 | 0 | 3586 | 811 | 4.42 | 5.26 | 0.83 | -0.49 | No |
| Apr-02 | 177 | 36 | 4.92 | 38 | 0 | 3181 | 660 | 4.82 | 5.16 | 0.26 | -0.84 | No |
| May-02 | 204 | 41 | 4.98 | 59 | 0 | 3752 | 747 | 5.02 | 6.62 | -0.04 | -1.03 | No |
| Jun-02 | 246 | 48 | 5.12 | 37 | 0 | 3142 | 659 | 4.77 | 6.40 | 0.49 | -0.7 | No |
| Jul-02 | 299 | 58 | 5.16 | 24 | 0 | 3380 | 758 | 4.46 | 5.03 | 1.16 | -0.29 | No |
| Aug-02 | 243 | 49 | 4.96 | 76 | 0 | 3746 | 730 | 5.13 | 6.29 | -0.19 | -1.11 | No |
| Sep-02 | 233 | 49 | 4.76 | 34 | 0 | 3665 | 680 | 5.39 | 8.40 | -0.51 | -1.31 | No |



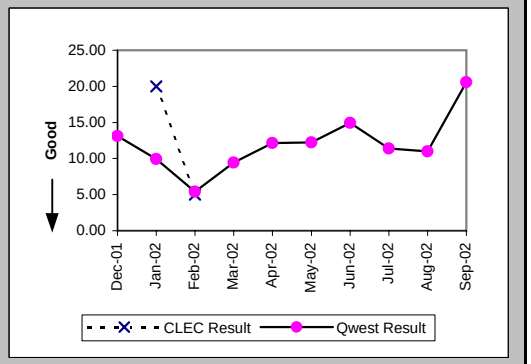

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 3 | 2.67 | 0 | 1 | 43 | 13 | 3.31 | 2.98 | -0.34 | -1.2 | No |
| Jan-02 | 50 | 5 | 10.00 | 2 | 0 | 352 | 23 | 15.30 | 52.92 | -0.2 | -1.12 | No |
| Feb-02 | 13 | 3 | 4.33 | 0 | 0 | 74 | 27 | 2.74 | 1.93 | 1.05 | -0.36 | No |
| Mar-02 | 6 | 2 | 3.00 | 0 | 0 | 100 | 23 | 4.35 | 5.08 | -0.36 | -1.22 | No |
| Apr-02 | 5 | 2 | 2.50 | 0 | 0 | 47 | 17 | 2.76 | 2.08 | -0.17 | -1.1 | No |
| May-02 | | | | | | 77 | 17 | 4.53 | 6.36 | | | |
| Jun-02 | | | | | | 76 | 15 | 5.07 | 7.45 | | | |
| Jul-02 | 1 | 1 | 1.00 | 0 | 0 | 50 | 21 | 2.38 | 1.88 | -0.72 | -1.44 | No |
| Aug-02 | 39 | 3 | 13.00 | 0 | 0 | 161 | 15 | 10.73 | 21.88 | 0.78 | -0.52 | No |
| Sep-02 | | | | | | 228 | 25 | 9.12 | 20.63 | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

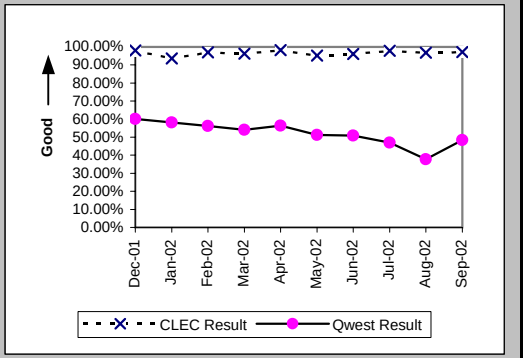
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 262 | 20 | 13.10 | 11.65 | | | |
| Jan-02 | 40 | 2 | 20.00 | 0 | 0 | 159 | 16 | 9.94 | 11.05 | 1.17 | -0.29 | No |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | 97 | 18 | 5.39 | 6.12 | -0.06 | -1.04 | No |
| Mar-02 | | | | | | 302 | 32 | 9.44 | 15.62 | | | |
| Apr-02 | | | | | | 255 | 21 | 12.14 | 12.74 | | | |
| May-02 | | | | | | 441 | 36 | 12.25 | 14.57 | | | |
| Jun-02 | | | | | | 358 | 24 | 14.92 | 19.63 | | | |
| Jul-02 | | | | | | 388 | 34 | 11.41 | 15.83 | | | |
| Aug-02 | | | | | | 363 | 33 | 11.00 | 9.63 | | | |
| Sep-02 | | | | | | 535 | 26 | 20.58 | 22.68 | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

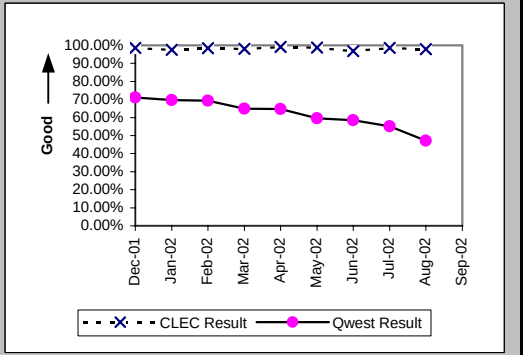
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1598 | 1631 | 97.98% | 0 | 0 | 1304 | 2167 | 60.18% | 48.95% | -23.56 | -15.32 | No |
| Jan-02 | 1124 | 1201 | 93.59% | 0 | 0 | 1215 | 2091 | 58.11% | 49.34% | -19.86 | -13.08 | No |
| Feb-02 | 1261 | 1300 | 97.00% | 0 | 0 | 1125 | 2002 | 56.19% | 49.61% | -23.09 | -15.04 | No |
| Mar-02 | 755 | 784 | 96.30% | 0 | 0 | 1050 | 1940 | 54.12% | 49.83% | -20 | -13.16 | No |
| Apr-02 | 407 | 414 | 98.31% | 0 | 0 | 1097 | 1945 | 56.40% | 49.59% | -15.61 | -10.49 | No |
| May-02 | 394 | 414 | 95.17% | 0 | 0 | 958 | 1867 | 51.31% | 49.98% | -16.15 | -10.82 | No |
| Jun-02 | 557 | 580 | 96.03% | 0 | 0 | 938 | 1841 | 50.95% | 49.99% | -18.94 | -12.51 | No |
| Jul-02 | 706 | 721 | 97.92% | 0 | 0 | 850 | 1808 | 47.01% | 49.91% | -23.16 | -15.08 | No |
| Aug-02 | 823 | 850 | 96.82% | 0 | 0 | 706 | 1866 | 37.83% | 48.50% | -29.39 | -18.87 | No |
| Sep-02 | 758 | 780 | 97.18% | 0 | 0 | 841 | 1737 | 48.42% | 49.97% | -22.64 | -14.76 | No |



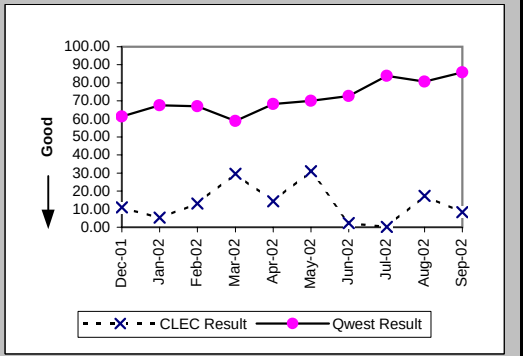

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1609 | 1631 | 98.65% | 0 | 0 | 1542 | 2167 | 71.16% | 45.30% | -18.51 | -12.26 | No |
| Jan-02 | 1171 | 1201 | 97.50% | 0 | 0 | 1457 | 2091 | 69.68% | 45.96% | -16.72 | -11.16 | No |
| Feb-02 | 1279 | 1300 | 98.38% | 0 | 0 | 1389 | 2002 | 69.38% | 46.09% | -17.67 | -11.74 | No |
| Mar-02 | 769 | 784 | 98.09% | 0 | 0 | 1258 | 1940 | 64.85% | 47.75% | -16.45 | -11 | No |
| Apr-02 | 410 | 414 | 99.03% | 0 | 0 | 1259 | 1945 | 64.73% | 47.78% | -13.26 | -9.06 | No |
| May-02 | 409 | 414 | 98.79% | 0 | 0 | 1111 | 1867 | 59.51% | 49.09% | -14.73 | -9.96 | No |
| Jun-02 | 561 | 580 | 96.72% | 0 | 0 | 1076 | 1841 | 58.45% | 49.28% | -16.31 | -10.92 | No |
| Jul-02 | 711 | 721 | 98.61% | 0 | 0 | 997 | 1808 | 55.14% | 49.73% | -19.84 | -13.06 | No |
| Aug-02 | 832 | 850 | 97.88% | 0 | 0 | 879 | 1866 | 47.11% | 49.92% | -24.58 | -15.94 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

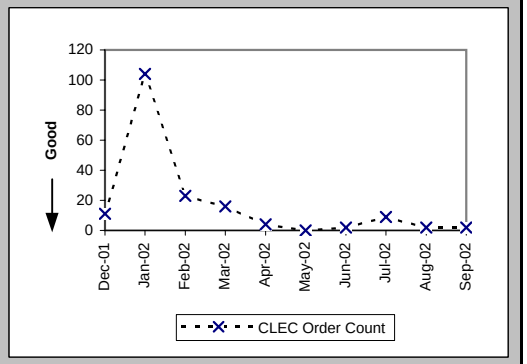
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 155 | 14 | 11.07 | 0 | 0 | 7243 | 118 | 61.38 | 74.31 | -2.39 | -2.46 | No |
| Jan-02 | 650 | 124 | 5.24 | 0 | 0 | 6752 | 100 | 67.52 | 58.43 | -7.93 | -5.82 | No |
| Feb-02 | 369 | 28 | 13.18 | 0 | 0 | 8368 | 125 | 66.94 | 63.29 | -4.06 | -3.47 | No |
| Mar-02 | 534 | 18 | 29.67 | 0 | 0 | 7127 | 121 | 58.90 | 60.85 | -1.9 | -2.16 | No |
| Apr-02 | 172 | 12 | 14.33 | 0 | 0 | 7583 | 111 | 68.32 | 65.63 | -2.71 | -2.65 | No |
| May-02 | 186 | 6 | 31.00 | 0 | 0 | 7703 | 110 | 70.03 | 73.11 | -1.27 | -1.77 | No |
| Jun-02 | 7 | 3 | 2.33 | 0 | 0 | 8572 | 118 | 72.64 | 80.39 | -1.5 | -1.91 | No |
| Jul-02 | 1 | 9 | 0.11 | 0 | 0 | 9481 | 113 | 83.90 | 86.83 | -2.79 | -2.69 | No |
| Aug-02 | 52 | 3 | 17.33 | 0 | 0 | 10901 | 135 | 80.75 | 91.97 | -1.18 | -1.72 | No |
| Sep-02 | 25 | 3 | 8.33 | 0 | 1 | 10471 | 122 | 85.83 | 102.66 | -1.29 | -1.79 | No |



Checklist #4 - Unbundled Loop - Analog Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog (OP-15B) (Diagnostic)

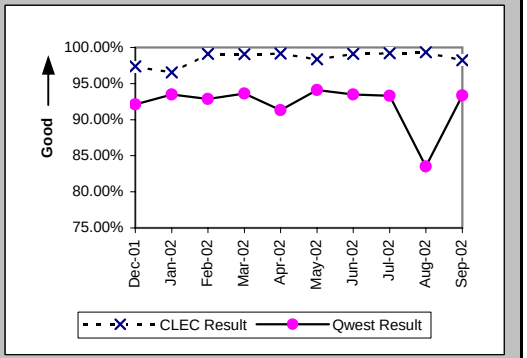
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 11 |
| Jan-02 | 104 |
| Feb-02 | 23 |
| Mar-02 | 16 |
| Apr-02 | 4 |
| May-02 | 0 |
| Jun-02 | 2 |
| Jul-02 | 9 |
| Aug-02 | 2 |
| Sep-02 | 2 |



## Checklist #4 - Unbundled Loop - Analog Repair

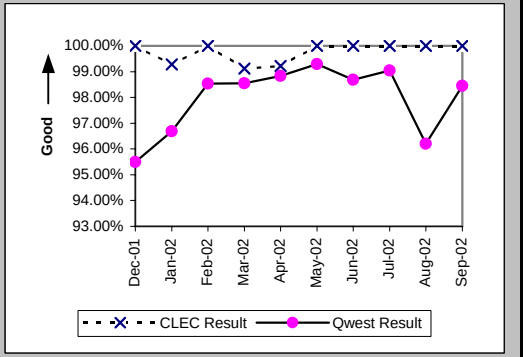
### Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 75 | 77 | 97.40% | 25 | 0 | 1557 | 1690 | 92.13% | 26.93% | -1.68 | -2.02 | No |
| Jan-02 | 111 | 115 | 96.52% | 44 | 0 | 1678 | 1795 | 93.48% | 24.68% | -1.28 | -1.78 | No |
| Feb-02 | 113 | 114 | 99.12% | 26 | 0 | 1492 | 1607 | 92.84% | 25.78% | -2.51 | -2.53 | No |
| Mar-02 | 109 | 110 | 99.09% | 33 | 0 | 1455 | 1554 | 93.63% | 24.42% | -2.27 | -2.38 | No |
| Apr-02 | 120 | 121 | 99.17% | 41 | 0 | 1822 | 1995 | 91.33% | 28.14% | -2.98 | -2.81 | No |
| May-02 | 119 | 121 | 98.35% | 29 | 0 | 2070 | 2200 | 94.09% | 23.58% | -1.93 | -2.18 | No |
| Jun-02 | 110 | 111 | 99.10% | 43 | 0 | 2095 | 2241 | 93.49% | 24.68% | -2.34 | -2.42 | No |
| Jul-02 | 121 | 122 | 99.18% | 35 | 0 | 2447 | 2623 | 93.29% | 25.02% | -2.54 | -2.55 | No |
| Aug-02 | 152 | 153 | 99.35% | 55 | 0 | 2513 | 3009 | 83.52% | 37.10% | -5.15 | -4.13 | No |
| Sep-02 | 111 | 113 | 98.23% | 50 | 0 | 1964 | 2104 | 93.35% | 24.92% | -2.03 | -2.23 | No |



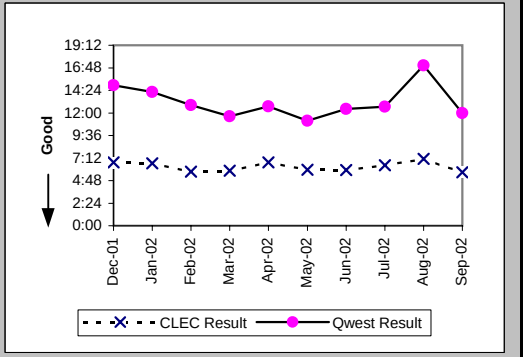

### All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 77 | 77 | 100.00% | 25 | 0 | 2649 | 2774 | 95.49% | 20.74% | -1.88 | -2.14 | No |
| Jan-02 | 138 | 139 | 99.28% | 44 | 0 | 2597 | 2686 | 96.69% | 17.90% | -1.67 | -2.01 | No |
| Feb-02 | 114 | 114 | 100.00% | 26 | 0 | 2415 | 2451 | 98.53% | 12.03% | -1.27 | -1.77 | No |
| Mar-02 | 112 | 113 | 99.12% | 33 | 0 | 2377 | 2412 | 98.55% | 11.96% | -0.49 | -1.3 | No |
| Apr-02 | 127 | 128 | 99.22% | 41 | 0 | 2955 | 2990 | 98.83% | 10.76% | -0.4 | -1.24 | No |
| May-02 | 131 | 131 | 100.00% | 29 | 0 | 3112 | 3134 | 99.30% | 8.35% | -0.94 | -1.57 | No |
| Jun-02 | 119 | 119 | 100.00% | 43 | 0 | 3153 | 3195 | 98.69% | 11.39% | -1.24 | -1.75 | No |
| Jul-02 | 125 | 125 | 100.00% | 35 | 0 | 3425 | 3458 | 99.05% | 9.72% | -1.08 | -1.66 | No |
| Aug-02 | 161 | 161 | 100.00% | 55 | 0 | 3851 | 4003 | 96.20% | 19.11% | -2.47 | -2.5 | No |
| Sep-02 | 125 | 125 | 100.00% | 50 | 0 | 2732 | 2775 | 98.45% | 12.35% | -1.37 | -1.83 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

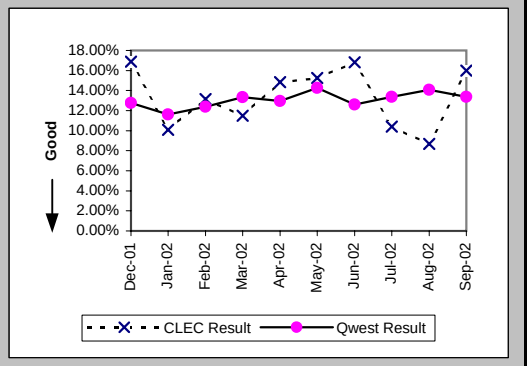
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 518:09 | 77 | 6:44 | 25 | 0 | 41488:38 | 2774 | 14:57 | 16:29 | -4.32 | -3.63 | No |
| Jan-02 | 924:43 | 139 | 6:39 | 44 | 0 | 38194:31 | 2686 | 14:13 | 16:01 | -5.43 | -4.3 | No |
| Feb-02 | 655:07 | 114 | 5:45 | 26 | 0 | 31497:48 | 2451 | 12:51 | 12:47 | -5.8 | -4.53 | No |
| Mar-02 | 663:51 | 113 | 5:52 | 33 | 0 | 28117:52 | 2412 | 11:39 | 12:01 | -5 | -4.04 | No |
| Apr-02 | 861:50 | 128 | 6:44 | 41 | 0 | 37973:05 | 2990 | 12:42 | 11:43 | -5.64 | -4.43 | No |
| May-02 | 780:50 | 131 | 5:58 | 29 | 0 | 34933:43 | 3134 | 11:09 | 9:57 | -5.85 | -4.55 | No |
| Jun-02 | 703:23 | 119 | 5:55 | 43 | 0 | 39746:03 | 3195 | 12:26 | 12:49 | -5.46 | -4.32 | No |
| Jul-02 | 807:12 | 125 | 6:27 | 35 | 0 | 43786:28 | 3458 | 12:40 | 10:56 | -6.24 | -4.79 | No |
| Aug-02 | 1143:18 | 161 | 7:06 | 55 | 0 | 68322:12 | 4003 | 17:04 | 15:08 | -8.19 | -5.98 | No |
| Sep-02 | 711:56 | 125 | 5:42 | 50 | 0 | 33246:28 | 2775 | 11:59 | 12:34 | -5.47 | -4.33 | No |



## Checklist #4 - Unbundled Loop - Analog Repair

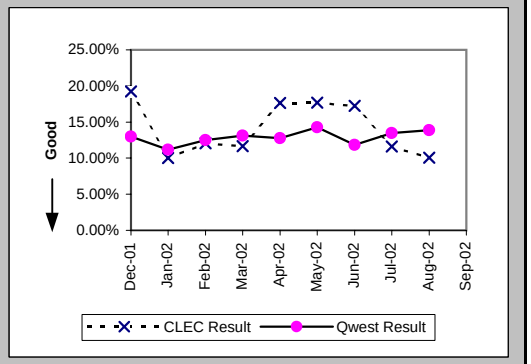
### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 77 | 16.88% | 25 | 0 | 367 | 2873 | 12.77% | 33.38% | 1.05 | -0.36 | No |
| Jan-02 | 14 | 139 | 10.07% | 44 | 0 | 320 | 2758 | 11.60% | 32.03% | -0.55 | -1.33 | No |
| Feb-02 | 15 | 114 | 13.16% | 26 | 0 | 311 | 2514 | 12.37% | 32.92% | 0.28 | -0.83 | No |
| Mar-02 | 13 | 113 | 11.50% | 33 | 0 | 332 | 2488 | 13.34% | 34.01% | -0.56 | -1.34 | No |
| Apr-02 | 19 | 128 | 14.84% | 41 | 0 | 400 | 3086 | 12.96% | 33.59% | 0.63 | -0.61 | No |
| May-02 | 20 | 131 | 15.27% | 29 | 0 | 461 | 3230 | 14.27% | 34.98% | 0.34 | -0.79 | No |
| Jun-02 | 20 | 119 | 16.81% | 43 | 0 | 417 | 3306 | 12.61% | 33.20% | 1.32 | -0.2 | No |
| Jul-02 | 13 | 125 | 10.40% | 35 | 0 | 475 | 3549 | 13.38% | 34.05% | -0.96 | -1.59 | No |
| Aug-02 | 14 | 161 | 8.70% | 55 | 0 | 580 | 4119 | 14.08% | 34.78% | -1.93 | -2.17 | No |
| Sep-02 | 20 | 125 | 16.00% | 50 | 0 | 383 | 2866 | 13.36% | 34.03% | 0.85 | -0.48 | No |



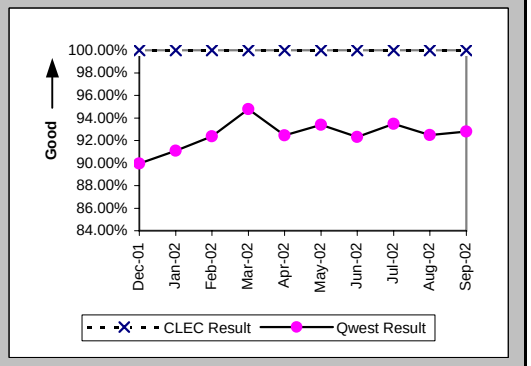

### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 52 | 19.23% | 25 | 0 | 262 | 2018 | 12.98% | 33.61% | 1.28 | -0.22 | No |
| Jan-02 | 7 | 70 | 10.00% | 44 | 0 | 217 | 1946 | 11.15% | 31.48% | -0.3 | -1.18 | No |
| Feb-02 | 7 | 58 | 12.07% | 26 | 0 | 223 | 1782 | 12.51% | 33.09% | -0.1 | -1.06 | No |
| Mar-02 | 7 | 60 | 11.67% | 33 | 0 | 235 | 1789 | 13.14% | 33.78% | -0.33 | -1.2 | No |
| Apr-02 | 15 | 85 | 17.65% | 41 | 0 | 314 | 2459 | 12.77% | 33.37% | 1.29 | -0.22 | No |
| May-02 | 17 | 96 | 17.71% | 29 | 0 | 387 | 2712 | 14.27% | 34.98% | 0.94 | -0.43 | No |
| Jun-02 | 15 | 87 | 17.24% | 43 | 0 | 326 | 2753 | 11.84% | 32.31% | 1.48 | -0.1 | No |
| Jul-02 | 10 | 86 | 11.63% | 35 | 0 | 412 | 3059 | 13.47% | 34.14% | -0.49 | -1.3 | No |
| Aug-02 | 12 | 119 | 10.08% | 55 | 0 | 477 | 3435 | 13.89% | 34.58% | -1.18 | -1.72 | No |
| Sep-02 | | | | | | | | | | | | |




### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

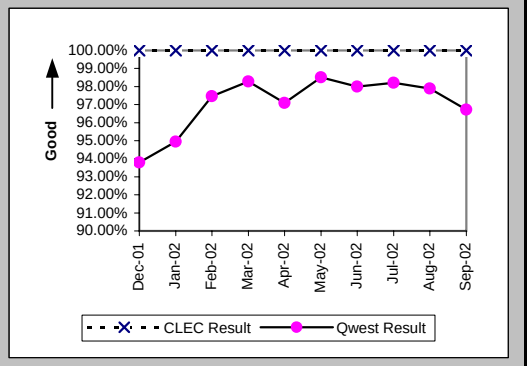
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 20 | 100.00% | 1 | 0 | 832 | 925 | 89.95% | 30.07% | -1.48 | -1.9 | No |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 665 | 730 | 91.10% | 28.48% | -0.88 | -1.53 | No |
| Feb-02 | 22 | 22 | 100.00% | 2 | 0 | 713 | 772 | 92.36% | 26.57% | -1.33 | -1.81 | No |
| Mar-02 | 13 | 13 | 100.00% | 1 | 0 | 819 | 864 | 94.79% | 22.22% | -0.84 | -1.51 | No |
| Apr-02 | 26 | 26 | 100.00% | 0 | 0 | 993 | 1074 | 92.46% | 26.41% | -1.44 | -1.87 | No |
| May-02 | 24 | 24 | 100.00% | 5 | 0 | 1158 | 1240 | 93.39% | 24.85% | -1.29 | -1.78 | No |
| Jun-02 | 34 | 34 | 100.00% | 6 | 0 | 1103 | 1195 | 92.30% | 26.66% | -1.66 | -2.01 | No |
| Jul-02 | 29 | 29 | 100.00% | 1 | 0 | 1344 | 1438 | 93.46% | 24.72% | -1.41 | -1.86 | No |
| Aug-02 | 29 | 29 | 100.00% | 4 | 0 | 1404 | 1518 | 92.49% | 26.36% | -1.52 | -1.92 | No |
| Sep-02 | 17 | 17 | 100.00% | 1 | 0 | 1044 | 1125 | 92.80% | 25.85% | -1.14 | -1.69 | No |



## Checklist #4 - Unbundled Loop - Analog Repair

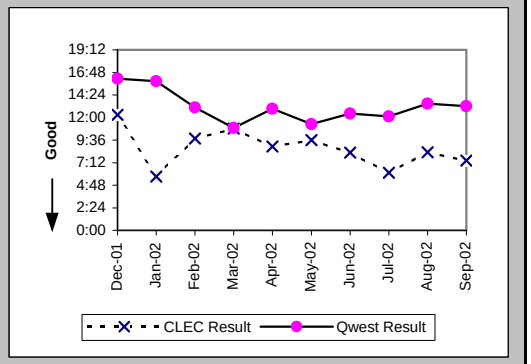
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 20 | 100.00% | 1 | 0 | 1377 | 1468 | 93.80% | 24.11% | -1.14 | -1.69 | No |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 1185 | 1248 | 94.95% | 21.89% | -0.65 | -1.4 | No |
| Feb-02 | 22 | 22 | 100.00% | 2 | 0 | 1265 | 1298 | 97.46% | 15.74% | -0.75 | -1.46 | No |
| Mar-02 | 13 | 13 | 100.00% | 1 | 0 | 1372 | 1396 | 98.28% | 13.00% | -0.47 | -1.29 | No |
| Apr-02 | 26 | 26 | 100.00% | 0 | 0 | 1633 | 1682 | 97.09% | 16.82% | -0.88 | -1.53 | No |
| May-02 | 24 | 24 | 100.00% | 5 | 0 | 1850 | 1878 | 98.51% | 12.12% | -0.6 | -1.36 | No |
| Jun-02 | 34 | 34 | 100.00% | 6 | 0 | 1755 | 1791 | 97.99% | 14.03% | -0.83 | -1.5 | No |
| Jul-02 | 29 | 29 | 100.00% | 1 | 0 | 2021 | 2058 | 98.20% | 13.29% | -0.72 | -1.44 | No |
| Aug-02 | 29 | 29 | 100.00% | 4 | 0 | 2096 | 2141 | 97.90% | 14.34% | -0.78 | -1.48 | No |
| Sep-02 | 17 | 17 | 100.00% | 1 | 0 | 1651 | 1707 | 96.72% | 17.81% | -0.76 | -1.46 | No |



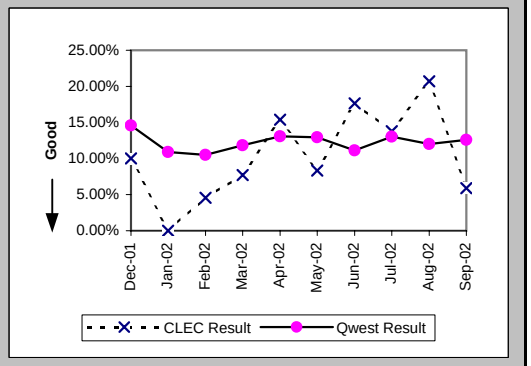

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 246:06 | 20 | 12:18 | 1 | 0 | 23705:28 | 1468 | 16:09 | 18:48 | -0.91 | -1.55 | No |
| Jan-02 | 45:49 | 8 | 5:44 | 1 | 0 | 19793:22 | 1248 | 15:52 | 17:51 | -1.6 | -1.97 | No |
| Feb-02 | 214:53 | 22 | 9:46 | 2 | 0 | 16962:51 | 1298 | 13:04 | 14:18 | -1.07 | -1.65 | No |
| Mar-02 | 140:51 | 13 | 10:50 | 1 | 0 | 15220:03 | 1396 | 10:54 | 14:23 | -0.02 | -1.01 | No |
| Apr-02 | 232:24 | 26 | 8:56 | 0 | 0 | 21773:22 | 1682 | 12:57 | 13:31 | -1.5 | -1.91 | No |
| May-02 | 229:48 | 24 | 9:35 | 5 | 0 | 21209:56 | 1878 | 11:18 | 11:28 | -0.73 | -1.44 | No |
| Jun-02 | 281:10 | 34 | 8:16 | 6 | 0 | 22225:37 | 1791 | 12:25 | 12:14 | -1.95 | -2.19 | No |
| Jul-02 | 177:52 | 29 | 6:08 | 1 | 0 | 24953:02 | 2058 | 12:07 | 12:49 | -2.5 | -2.52 | No |
| Aug-02 | 241:22 | 29 | 8:19 | 4 | 0 | 28852:26 | 2141 | 13:29 | 13:16 | -2.08 | -2.26 | No |
| Sep-02 | 125:59 | 17 | 7:25 | 1 | 0 | 22552:50 | 1707 | 13:13 | 13:39 | -1.74 | -2.06 | No |




Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

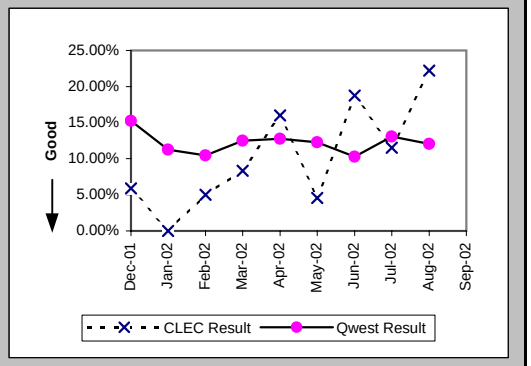
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 20 | 10.00% | 1 | 0 | 217 | 1488 | 14.58% | 35.29% | -0.58 | -1.35 | No |
| Jan-02 | 0 | 8 | 0.00% | 1 | 0 | 138 | 1263 | 10.93% | 31.20% | -0.99 | -1.6 | No |
| Feb-02 | 1 | 22 | 4.55% | 2 | 0 | 138 | 1312 | 10.52% | 30.68% | -0.91 | -1.55 | No |
| Mar-02 | 1 | 13 | 7.69% | 1 | 0 | 167 | 1413 | 11.82% | 32.28% | -0.46 | -1.28 | No |
| Apr-02 | 4 | 26 | 15.38% | 0 | 0 | 222 | 1698 | 13.07% | 33.71% | 0.39 | -0.76 | No |
| May-02 | 2 | 24 | 8.33% | 5 | 0 | 246 | 1902 | 12.93% | 33.56% | -0.67 | -1.41 | No |
| Jun-02 | 6 | 34 | 17.65% | 6 | 0 | 202 | 1816 | 11.12% | 31.44% | 1.15 | -0.3 | No |
| Jul-02 | 4 | 29 | 13.79% | 1 | 0 | 274 | 2100 | 13.05% | 33.68% | 0.17 | -0.9 | No |
| Aug-02 | 6 | 29 | 20.69% | 4 | 0 | 260 | 2162 | 12.03% | 32.53% | 1.34 | -0.18 | No |
| Sep-02 | 1 | 17 | 5.88% | 1 | 0 | 218 | 1731 | 12.59% | 33.18% | -0.83 | -1.5 | No |



## Checklist #4 - Unbundled Loop - Analog Repair

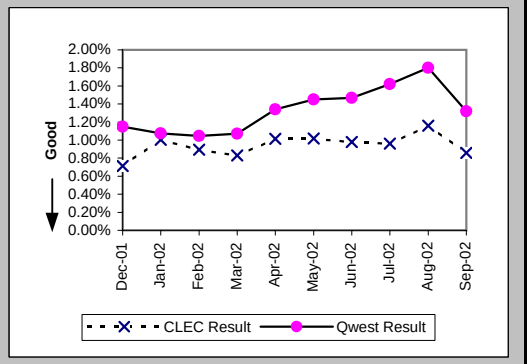
### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 17 | 5.88% | 1 | 0 | 169 | 1108 | 15.25% | 35.95% | -1.07 | -1.65 | No |
| Jan-02 | 0 | 7 | 0.00% | 1 | 0 | 102 | 907 | 11.25% | 31.59% | -0.94 | -1.57 | No |
| Feb-02 | 1 | 20 | 5.00% | 2 | 0 | 92 | 880 | 10.45% | 30.60% | -0.79 | -1.48 | No |
| Mar-02 | 1 | 12 | 8.33% | 1 | 0 | 124 | 993 | 12.49% | 33.06% | -0.43 | -1.26 | No |
| Apr-02 | 4 | 25 | 16.00% | 0 | 0 | 168 | 1317 | 12.76% | 33.36% | 0.51 | -0.69 | No |
| May-02 | 1 | 22 | 4.55% | 5 | 0 | 185 | 1509 | 12.26% | 32.80% | -1.1 | -1.67 | No |
| Jun-02 | 6 | 32 | 18.75% | 6 | 0 | 152 | 1478 | 10.28% | 30.38% | 1.45 | -0.12 | No |
| Jul-02 | 3 | 26 | 11.54% | 1 | 0 | 226 | 1727 | 13.09% | 33.73% | -0.23 | -1.14 | No |
| Aug-02 | 6 | 27 | 22.22% | 4 | 0 | 214 | 1773 | 12.07% | 32.58% | 1.49 | -0.09 | No |
| Sep-02 | | | | | | | | | | | | |



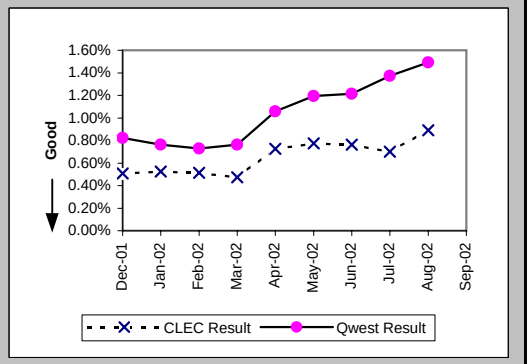

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 97 | 13595 | 0.71% | 26 | 0 | 4361 | 379575 | 1.15% | 10.66% | -4.68 | -3.85 | No |
| Jan-02 | 147 | 14662 | 1.00% | 45 | 0 | 4021 | 374468 | 1.07% | 10.31% | -0.82 | -1.5 | No |
| Feb-02 | 136 | 15207 | 0.89% | 28 | 0 | 3826 | 365309 | 1.05% | 10.18% | -1.82 | -2.1 | No |
| Mar-02 | 126 | 15179 | 0.83% | 34 | 0 | 3901 | 364423 | 1.07% | 10.29% | -2.82 | -2.71 | No |
| Apr-02 | 154 | 15170 | 1.02% | 41 | 0 | 4784 | 357203 | 1.34% | 11.50% | -3.4 | -3.07 | No |
| May-02 | 155 | 15245 | 1.02% | 34 | 0 | 5132 | 353493 | 1.45% | 11.96% | -4.4 | -3.67 | No |
| Jun-02 | 153 | 15612 | 0.98% | 49 | 0 | 5122 | 348729 | 1.47% | 12.03% | -4.97 | -4.02 | No |
| Jul-02 | 154 | 16008 | 0.96% | 36 | 0 | 5649 | 348729 | 1.62% | 12.62% | -6.45 | -4.92 | No |
| Aug-02 | 190 | 16393 | 1.16% | 59 | 0 | 6281 | 348729 | 1.80% | 13.30% | -6.04 | -4.67 | No |
| Sep-02 | 142 | 16546 | 0.86% | 51 | 0 | 4597 | 348729 | 1.32% | 11.41% | -5.07 | -4.08 | No |




### Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

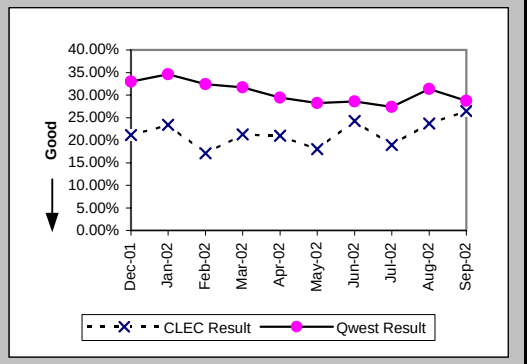
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 69 | 13595 | 0.51% | 26 | 0 | 3126 | 379575 | 0.82% | 9.04% | -4.01 | -3.44 | No |
| Jan-02 | 77 | 14662 | 0.53% | 45 | 0 | 2853 | 374468 | 0.76% | 8.70% | -3.23 | -2.97 | No |
| Feb-02 | 78 | 15207 | 0.51% | 28 | 0 | 2662 | 365309 | 0.73% | 8.51% | -3.07 | -2.86 | No |
| Mar-02 | 72 | 15179 | 0.47% | 34 | 0 | 2782 | 364423 | 0.76% | 8.70% | -4.01 | -3.44 | No |
| Apr-02 | 110 | 15170 | 0.73% | 41 | 0 | 3776 | 357203 | 1.06% | 10.23% | -3.92 | -3.38 | No |
| May-02 | 118 | 15245 | 0.77% | 34 | 0 | 4221 | 353493 | 1.19% | 10.86% | -4.68 | -3.84 | No |
| Jun-02 | 119 | 15612 | 0.76% | 49 | 0 | 4231 | 348729 | 1.21% | 10.95% | -5.04 | -4.06 | No |
| Jul-02 | 112 | 16008 | 0.70% | 36 | 0 | 4786 | 348729 | 1.37% | 11.63% | -7.15 | -5.35 | No |
| Aug-02 | 146 | 16393 | 0.89% | 59 | 0 | 5208 | 348729 | 1.49% | 12.13% | -6.22 | -4.78 | No |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Analog Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

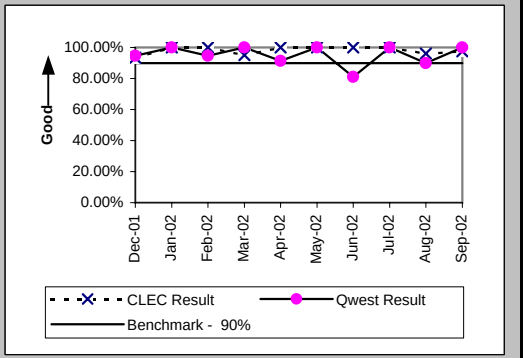
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 26 | 123 | 21.14% | 0 | 0 | 2149 | 6510 | 33.01% | 47.03% | -2.77 | -2.69 | No |
| Jan-02 | 45 | 192 | 23.44% | 0 | 0 | 2127 | 6148 | 34.60% | 47.57% | -3.2 | -2.95 | No |
| Feb-02 | 28 | 164 | 17.07% | 0 | 0 | 1837 | 5663 | 32.44% | 46.81% | -4.14 | -3.52 | No |
| Mar-02 | 34 | 160 | 21.25% | 0 | 0 | 1808 | 5709 | 31.67% | 46.52% | -2.79 | -2.7 | No |
| Apr-02 | 41 | 195 | 21.03% | 0 | 0 | 1993 | 6777 | 29.41% | 45.56% | -2.53 | -2.54 | No |
| May-02 | 34 | 189 | 17.99% | 0 | 0 | 2016 | 7148 | 28.20% | 45.00% | -3.08 | -2.87 | No |
| Jun-02 | 49 | 202 | 24.26% | 0 | 0 | 2049 | 7171 | 28.57% | 45.18% | -1.34 | -1.81 | No |
| Jul-02 | 36 | 190 | 18.95% | 0 | 0 | 2132 | 7781 | 27.40% | 44.60% | -2.58 | -2.57 | No |
| Aug-02 | 59 | 249 | 23.69% | 0 | 0 | 2872 | 9153 | 31.38% | 46.40% | -2.58 | -2.57 | No |
| Sep-02 | 51 | 193 | 26.42% | 0 | 0 | 1854 | 6451 | 28.74% | 45.25% | -0.7 | -1.43 | No |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

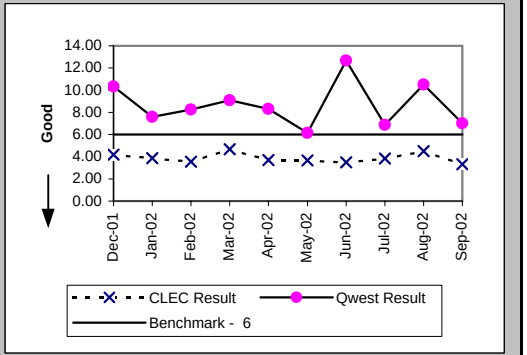
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 43 | 46 | 93.48% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | 0 | -1 | No |
| Jan-02 | 18 | 18 | 100.00% | 1 | 0 | 21 | 21 | 100.00% | N/A | N/A | N/A | No |
| Feb-02 | 34 | 34 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.82 | -1.5 | No |
| Mar-02 | 38 | 40 | 95.00% | 0 | 0 | 27 | 27 | 100.00% | N/A | N/A | -0.4 | No |
| Apr-02 | 35 | 35 | 100.00% | 0 | 0 | 21 | 23 | 91.30% | 28.18% | -1.15 | -1.7 | No |
| May-02 | 42 | 42 | 100.00% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | N/A | No |
| Jun-02 | 43 | 43 | 100.00% | 0 | 0 | 17 | 21 | 80.95% | 39.27% | -1.82 | -2.11 | No |
| Jul-02 | 24 | 24 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | No |
| Aug-02 | 24 | 25 | 96.00% | 0 | 0 | 18 | 20 | 90.00% | 30.00% | -0.67 | -1.41 | No |
| Sep-02 | 40 | 41 | 97.56% | 0 | 0 | 6 | 6 | 100.00% | N/A | N/A | -1.02 | No |



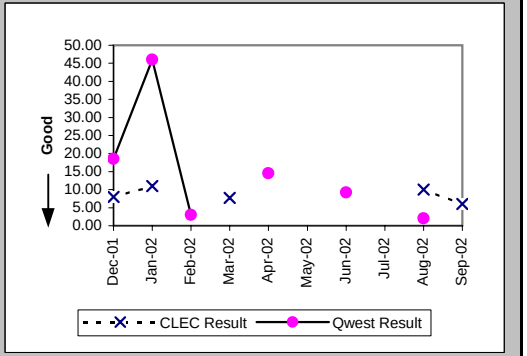

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 155 | 37 | 4.19 | 10 | 0 | 217 | 21 | 10.33 | 8.09 | -2.78 | -2.69 | No |
| Jan-02 | 62 | 16 | 3.88 | 3 | 0 | 144 | 19 | 7.58 | 12.67 | -0.86 | -1.52 | No |
| Feb-02 | 99 | 28 | 3.54 | 6 | 0 | 157 | 19 | 8.26 | 4.87 | -3.26 | -2.98 | No |
| Mar-02 | 178 | 38 | 4.68 | 2 | 0 | 227 | 25 | 9.08 | 4.34 | -3.93 | -3.39 | No |
| Apr-02 | 107 | 29 | 3.69 | 7 | 0 | 191 | 23 | 8.30 | 7.74 | -2.13 | -2.3 | No |
| May-02 | 151 | 41 | 3.68 | 1 | 0 | 129 | 21 | 6.14 | 3.48 | -2.63 | -2.6 | No |
| Jun-02 | 119 | 34 | 3.50 | 9 | 0 | 266 | 21 | 12.67 | 13.58 | -2.43 | -2.48 | No |
| Jul-02 | 77 | 20 | 3.85 | 4 | 0 | 96 | 14 | 6.86 | 5.20 | -1.66 | -2.01 | No |
| Aug-02 | 90 | 20 | 4.50 | 5 | 0 | 189 | 18 | 10.50 | 4.64 | -3.98 | -3.42 | No |
| Sep-02 | 119 | 36 | 3.31 | 5 | 0 | 35 | 5 | 7.00 | 3.39 | -2.28 | -2.39 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

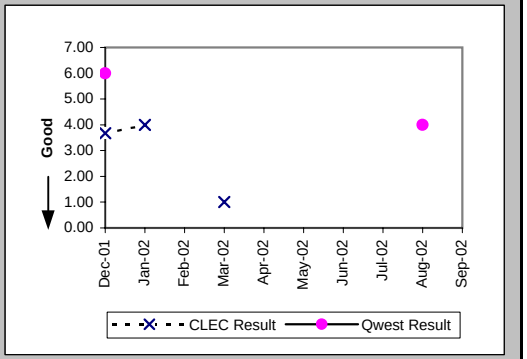
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 1 | 8.00 | 0 | 0 | 37 | 2 | 18.50 | 4.95 | -1.73 | -2.05 | No |
| Jan-02 | 11 | 1 | 11.00 | 0 | 0 | 46 | 1 | 46.00 | | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | 23 | 3 | 7.67 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | 29 | 2 | 14.50 | 14.85 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 37 | 4 | 9.25 | 6.24 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | 20 | 2 | 10.00 | 0 | 0 | 2 | 1 | 2.00 | | | | |
| Sep-02 | 6 | 1 | 6.00 | 0 | 0 | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

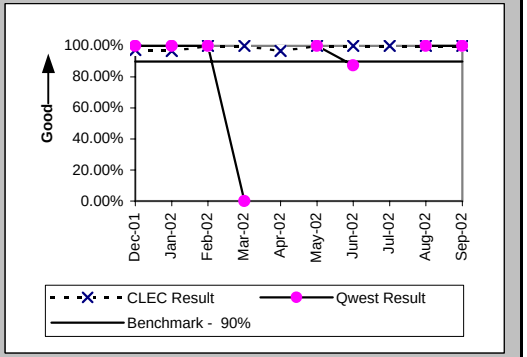
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 11 | 3 | 3.67 | 0 | 0 | 6 | 1 | 6.00 | | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | 1 | 1 | 1.00 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



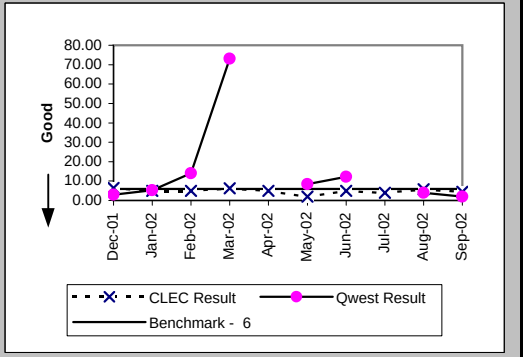

### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 37 | 38 | 97.37% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | -1.07 | No |
| Jan-02 | 30 | 31 | 96.77% | 0 | 0 | 3 | 3 | 100.00% | N/A | N/A | -1.08 | No |
| Feb-02 | 45 | 45 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | No |
| Mar-02 | 33 | 33 | 100.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | | No |
| Apr-02 | 29 | 30 | 96.67% | 0 | 0 | | | | | | | No |
| May-02 | 19 | 19 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | No |
| Jun-02 | 15 | 15 | 100.00% | 0 | 0 | 7 | 8 | 87.50% | 33.07% | -0.86 | -1.52 | No |
| Jul-02 | 21 | 21 | 100.00% | 0 | 0 | | | | | | | No |
| Aug-02 | 31 | 31 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | No |
| Sep-02 | 17 | 17 | 100.00% | 0 | 1 | 1 | 1 | 100.00% | N/A | N/A | N/A | No |




### Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

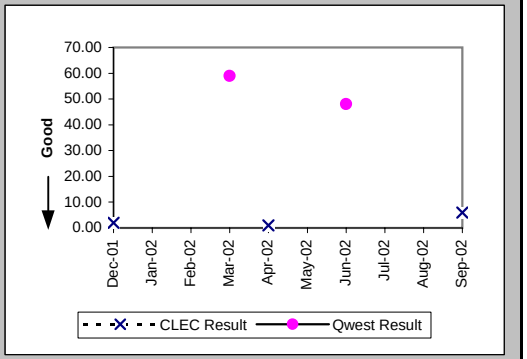
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 2 | 6.50 | 36 | 0 | 12 | 4 | 3.00 | 0.00 | | | Yes |
| Jan-02 | 10 | 2 | 5.00 | 29 | 0 | 21 | 4 | 5.25 | 4.50 | -0.06 | -1.04 | No |
| Feb-02 | 10 | 2 | 5.00 | 44 | 0 | 14 | 1 | 14.00 | | | | No |
| Mar-02 | 31 | 5 | 6.20 | 28 | 0 | 73 | 1 | 73.00 | | | | Yes |
| Apr-02 | 5 | 1 | 5.00 | 29 | 0 | | | | | | | No |
| May-02 | 4 | 2 | 2.00 | 17 | 0 | 42 | 5 | 8.40 | 4.62 | -1.66 | -2.01 | No |
| Jun-02 | 5 | 1 | 5.00 | 14 | 0 | 98 | 8 | 12.25 | 20.06 | -0.34 | -1.21 | No |
| Jul-02 | 4 | 1 | 4.00 | 20 | 0 | | | | | | | No |
| Aug-02 | 57 | 10 | 5.70 | 22 | 0 | 8 | 2 | 4.00 | 2.83 | -0.01 | -1.01 | No |
| Sep-02 | 18 | 4 | 4.50 | 14 | 1 | 2 | 1 | 2.00 | | | | No |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

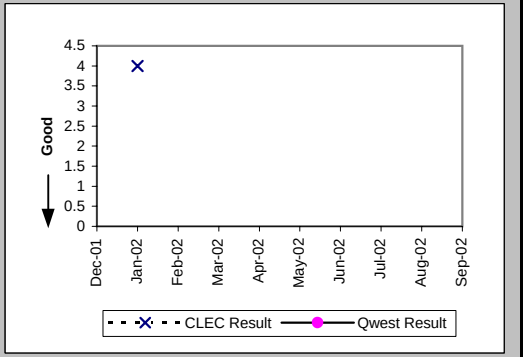
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 1 | 2.00 | 0 | 0 | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 59 | 1 | 59.00 | | | | |
| Apr-02 | 1 | 1 | 1.00 | 0 | 0 | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 48 | 1 | 48.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | 6 | 1 | 6.00 | 0 | 0 | | | | | | | |



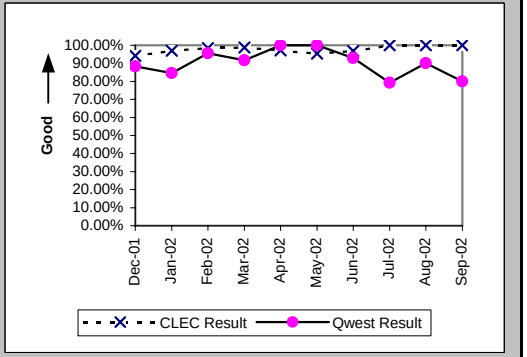

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

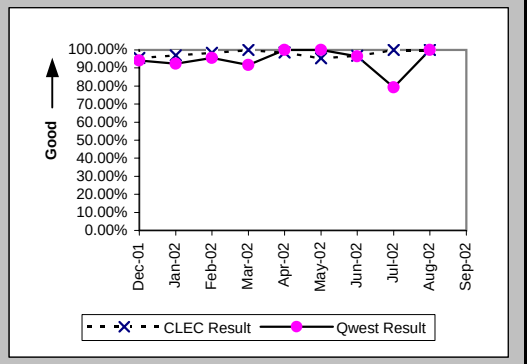
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 64 | 68 | 94.12% | 0 | 0 | 30 | 34 | 88.24% | 32.22% | -0.87 | -1.53 | No |
| Jan-02 | 66 | 68 | 97.06% | 0 | 0 | 22 | 26 | 84.62% | 36.08% | -1.5 | -1.91 | No |
| Feb-02 | 65 | 66 | 98.48% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.57 | -1.35 | No |
| Mar-02 | 78 | 79 | 98.73% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -1.1 | -1.67 | No |
| Apr-02 | 69 | 71 | 97.18% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | -0.6 | No |
| May-02 | 62 | 65 | 95.38% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | -0.41 | No |
| Jun-02 | 59 | 61 | 96.72% | 0 | 0 | 26 | 28 | 92.86% | 25.75% | -0.66 | -1.4 | No |
| Jul-02 | 54 | 54 | 100.00% | 0 | 0 | 19 | 24 | 79.17% | 40.61% | -2.09 | -2.27 | No |
| Aug-02 | 55 | 55 | 100.00% | 0 | 0 | 18 | 20 | 90.00% | 30.00% | -1.28 | -1.78 | No |
| Sep-02 | 60 | 60 | 100.00% | 0 | 0 | 12 | 15 | 80.00% | 40.00% | -1.73 | -2.05 | No |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

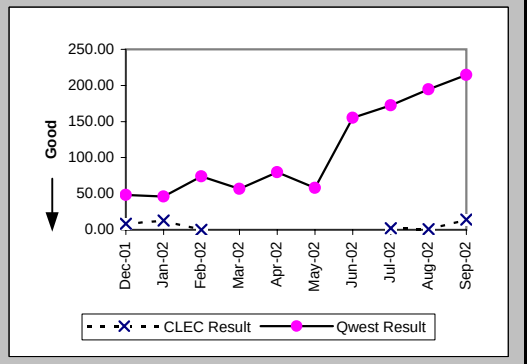
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 65 | 68 | 95.59% | 0 | 0 | 32 | 34 | 94.12% | 23.53% | -0.3 | -1.18 | No |
| Jan-02 | 66 | 68 | 97.06% | 0 | 0 | 24 | 26 | 92.31% | 26.65% | -0.77 | -1.47 | No |
| Feb-02 | 65 | 66 | 98.48% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.57 | -1.35 | No |
| Mar-02 | 79 | 79 | 100.00% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -1.29 | -1.79 | No |
| Apr-02 | 70 | 71 | 98.59% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | -0.84 | No |
| May-02 | 62 | 65 | 95.38% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | -0.41 | No |
| Jun-02 | 59 | 61 | 96.72% | 0 | 0 | 27 | 28 | 96.43% | 18.56% | -0.07 | -1.04 | No |
| Jul-02 | 54 | 54 | 100.00% | 0 | 0 | 19 | 24 | 79.17% | 40.61% | -2.09 | -2.27 | No |
| Aug-02 | 55 | 55 | 100.00% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

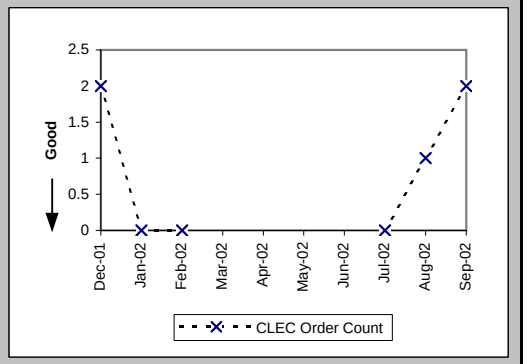
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 34 | 4 | 8.50 | 0 | 0 | 145 | 3 | 48.33 | 47.04 | -1.11 | -1.67 | No |
| Jan-02 | 13 | 1 | 13.00 | 0 | 0 | 230 | 5 | 46.00 | 47.19 | -0.64 | -1.39 | No |
| Feb-02 | 0 | 1 | 0.00 | 0 | 0 | 296 | 4 | 74.00 | 50.42 | -1.31 | -1.8 | No |
| Mar-02 | | | | | | 283 | 5 | 56.60 | 71.95 | | | |
| Apr-02 | | | | | | 478 | 6 | 79.67 | 67.64 | | | |
| May-02 | | | | | | 466 | 8 | 58.25 | 77.17 | | | |
| Jun-02 | | | | | | 465 | 3 | 155.00 | 76.90 | | | |
| Jul-02 | 2 | 1 | 2.00 | 0 | 0 | 345 | 2 | 172.50 | 108.19 | -1.29 | -1.78 | No |
| Aug-02 | 1 | 1 | 1.00 | 0 | 0 | 389 | 2 | 194.50 | 108.19 | -1.46 | -1.89 | No |
| Sep-02 | 28 | 2 | 14.00 | 0 | 0 | 429 | 2 | 214.50 | 108.19 | -1.85 | -2.13 | No |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded (OP-15B) (Diagnostic)

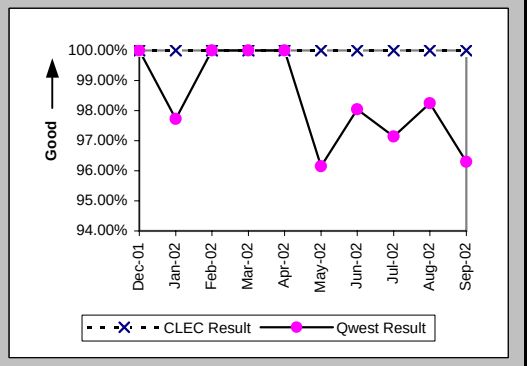
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 2 |
| Jan-02 | 0 |
| Feb-02 | 0 |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | 0 |
| Aug-02 | 1 |
| Sep-02 | 2 |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

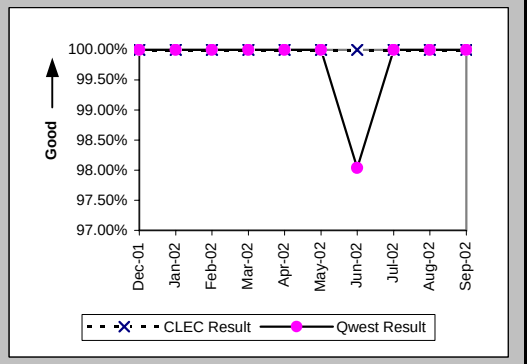
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 1 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 43 | 44 | 97.73% | 14.90% | -0.4 | -1.24 | No |
| Feb-02 | 4 | 4 | 100.00% | 0 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 7 | 7 | 100.00% | 1 | 0 | 25 | 25 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 11 | 11 | 100.00% | 2 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 13 | 13 | 100.00% | 2 | 0 | 25 | 26 | 96.15% | 19.23% | -0.59 | -1.36 | No |
| Jun-02 | 13 | 13 | 100.00% | 2 | 0 | 50 | 51 | 98.04% | 13.86% | -0.46 | -1.28 | No |
| Jul-02 | 9 | 9 | 100.00% | 2 | 0 | 34 | 35 | 97.14% | 16.66% | -0.46 | -1.28 | No |
| Aug-02 | 15 | 15 | 100.00% | 1 | 0 | 56 | 57 | 98.25% | 13.13% | -0.46 | -1.28 | No |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 26 | 27 | 96.30% | 18.89% | -0.19 | -1.12 | No |



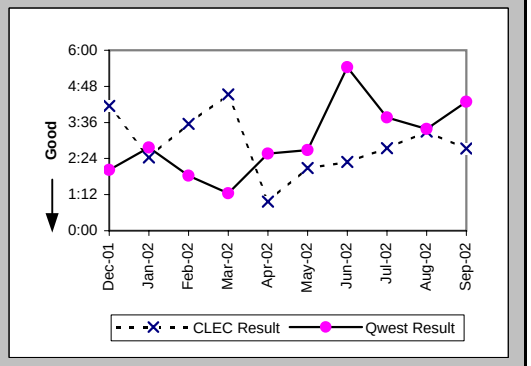

All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 1 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 4 | 4 | 100.00% | 0 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 7 | 7 | 100.00% | 1 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 11 | 11 | 100.00% | 2 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 14 | 14 | 100.00% | 2 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 15 | 15 | 100.00% | 2 | 0 | 50 | 51 | 98.04% | 13.86% | -0.48 | -1.29 | No |
| Jul-02 | 9 | 9 | 100.00% | 2 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 15 | 15 | 100.00% | 1 | 0 | 57 | 57 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 28 | 28 | 100.00% | N/A | N/A | N/A | |




Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

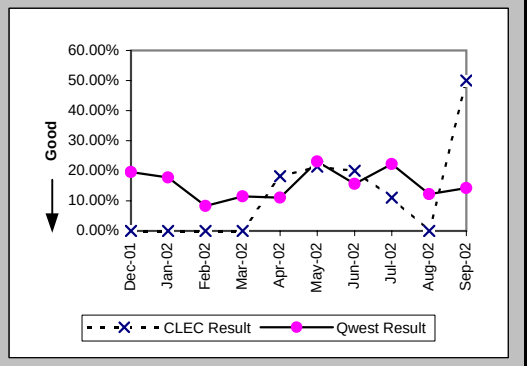
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 24:57 | 6 | 4:09 | 1 | 0 | 102:28 | 51 | 2:01 | 2:57 | 1.23 | -0.25 | No |
| Jan-02 | 19:29 | 8 | 2:26 | 1 | 0 | 124:12 | 45 | 2:46 | 4:48 | -0.18 | -1.11 | No |
| Feb-02 | 14:11 | 4 | 3:33 | 0 | 0 | 65:47 | 36 | 1:50 | 2:24 | 1.1 | -0.33 | No |
| Mar-02 | 31:42 | 7 | 4:32 | 1 | 0 | 32:19 | 26 | 1:15 | 1:27 | 1.41 | -0.15 | No |
| Apr-02 | 10:39 | 11 | 0:58 | 2 | 0 | 115:37 | 45 | 2:34 | 3:23 | -1.41 | -1.86 | No |
| May-02 | 29:05 | 14 | 2:05 | 2 | 0 | 69:55 | 26 | 2:41 | 4:48 | -0.38 | -1.23 | No |
| Jun-02 | 34:19 | 15 | 2:17 | 2 | 0 | 277:03 | 51 | 5:26 | 13:26 | -0.8 | -1.48 | No |
| Jul-02 | 24:46 | 9 | 2:45 | 2 | 0 | 135:38 | 36 | 3:46 | 5:59 | -0.46 | -1.28 | No |
| Aug-02 | 49:35 | 15 | 3:18 | 1 | 0 | 193:12 | 57 | 3:23 | 4:28 | -0.06 | -1.04 | No |
| Sep-02 | 5:29 | 2 | 2:44 | 0 | 0 | 119:52 | 28 | 4:17 | 6:03 | -0.35 | -1.21 | No |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

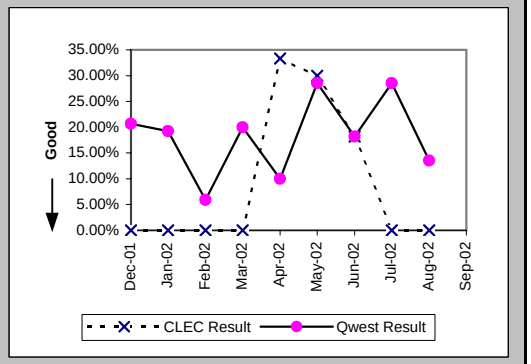
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 1 | 0 | 10 | 51 | 19.61% | 39.70% | -1.14 | -1.7 | No |
| Jan-02 | 0 | 8 | 0.00% | 1 | 0 | 8 | 45 | 17.78% | 38.23% | -1.21 | -1.74 | No |
| Feb-02 | 0 | 4 | 0.00% | 0 | 0 | 3 | 36 | 8.33% | 27.64% | -0.57 | -1.35 | No |
| Mar-02 | 0 | 7 | 0.00% | 1 | 0 | 3 | 26 | 11.54% | 31.95% | -0.85 | -1.52 | No |
| Apr-02 | 2 | 11 | 18.18% | 2 | 0 | 5 | 45 | 11.11% | 31.43% | 0.6 | -0.64 | No |
| May-02 | 3 | 14 | 21.43% | 2 | 0 | 6 | 26 | 23.08% | 42.13% | -0.12 | -1.07 | No |
| Jun-02 | 3 | 15 | 20.00% | 2 | 0 | 8 | 51 | 15.69% | 36.37% | 0.39 | -0.77 | No |
| Jul-02 | 1 | 9 | 11.11% | 2 | 0 | 8 | 36 | 22.22% | 41.57% | -0.72 | -1.44 | No |
| Aug-02 | 0 | 15 | 0.00% | 1 | 0 | 7 | 57 | 12.28% | 32.82% | -1.29 | -1.78 | No |
| Sep-02 | 1 | 2 | 50.00% | 0 | 0 | 4 | 28 | 14.29% | 34.99% | 0.98 | -0.4 | No |



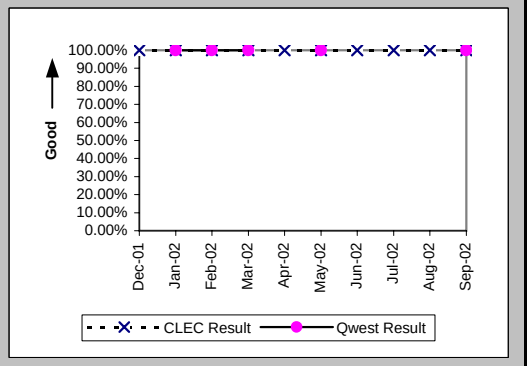

Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 3 | 0.00% | 1 | 0 | 6 | 29 | 20.69% | 40.51% | -0.84 | -1.51 | No |
| Jan-02 | 0 | 7 | 0.00% | 1 | 0 | 5 | 26 | 19.23% | 39.41% | -1.15 | -1.7 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 1 | 17 | 5.88% | 23.53% | -0.4 | -1.24 | No |
| Mar-02 | 0 | 4 | 0.00% | 1 | 0 | 2 | 10 | 20.00% | 40.00% | -0.85 | -1.51 | No |
| Apr-02 | 2 | 6 | 33.33% | 2 | 0 | 2 | 20 | 10.00% | 30.00% | 1.19 | -0.28 | No |
| May-02 | 3 | 10 | 30.00% | 2 | 0 | 4 | 14 | 28.57% | 45.18% | 0.01 | -0.99 | No |
| Jun-02 | 2 | 11 | 18.18% | 2 | 0 | 6 | 33 | 18.18% | 38.57% | 0 | -1 | No |
| Jul-02 | 0 | 4 | 0.00% | 2 | 0 | 6 | 21 | 28.57% | 45.18% | -1.16 | -1.7 | No |
| Aug-02 | 0 | 8 | 0.00% | 1 | 0 | 5 | 37 | 13.51% | 34.19% | -1.01 | -1.62 | No |
| Sep-02 | | | | | | | | | | | | |




Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

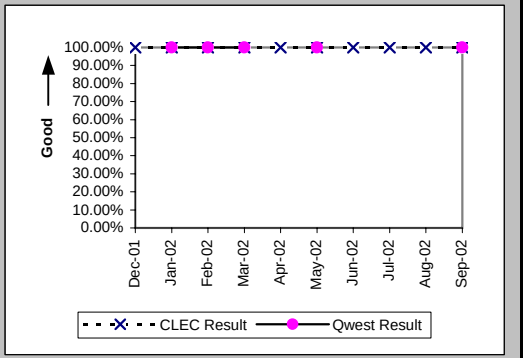
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 3 | 3 | 100.00% | 1 | 0 | | | | | | | |
| May-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 4 | 4 | 100.00% | 0 | 0 | | | | | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| Aug-02 | 3 | 3 | 100.00% | 0 | 0 | | | | | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

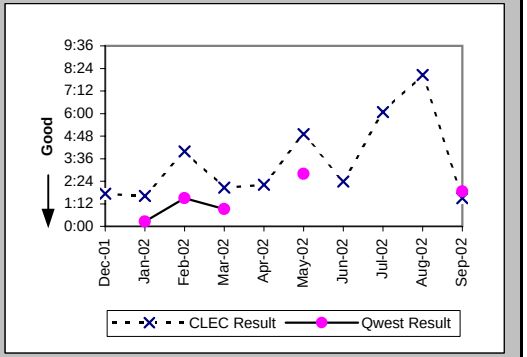
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 3 | 3 | 100.00% | 1 | 0 | | | | | | | |
| May-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 4 | 4 | 100.00% | 0 | 0 | | | | | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| Aug-02 | 3 | 3 | 100.00% | 0 | 0 | | | | | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



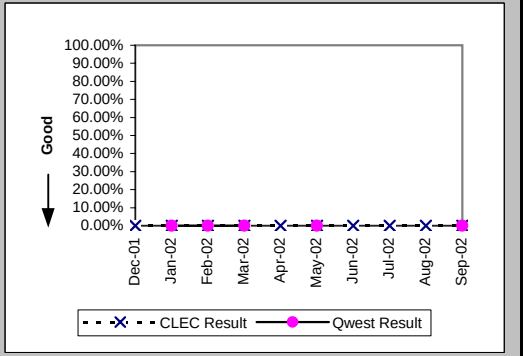

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1:44 | 1 | 1:44 | 0 | 0 | | | | | | | |
| Jan-02 | 1:37 | 1 | 1:37 | 0 | 0 | 0:15 | 1 | 0:15 | | | | |
| Feb-02 | 7:57 | 2 | 3:59 | 0 | 0 | 1:30 | 1 | 1:30 | | | | |
| Mar-02 | 6:12 | 3 | 2:04 | 0 | 0 | 0:55 | 1 | 0:55 | | | | |
| Apr-02 | 6:40 | 3 | 2:13 | 1 | 0 | | | | | | | |
| May-02 | 14:42 | 3 | 4:54 | 0 | 0 | 2:48 | 1 | 2:48 | | | | |
| Jun-02 | 9:32 | 4 | 2:23 | 0 | 0 | | | | | | | |
| Jul-02 | 12:10 | 2 | 6:05 | 0 | 0 | | | | | | | |
| Aug-02 | 24:08 | 3 | 8:03 | 0 | 0 | | | | | | | |
| Sep-02 | 1:30 | 1 | 1:30 | 0 | 0 | 1:51 | 1 | 1:51 | | | | |




Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

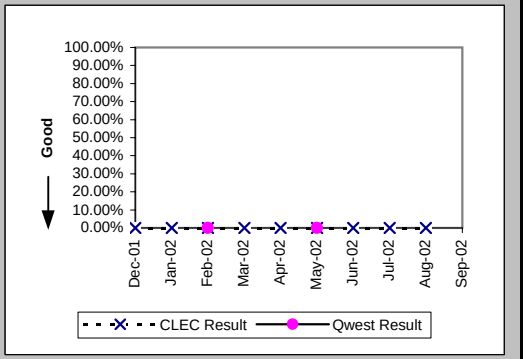
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 3 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 0 | 3 | 0.00% | 1 | 0 | | | | | | | |
| May-02 | 0 | 3 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | 0 | 4 | 0.00% | 0 | 0 | | | | | | | |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Aug-02 | 0 | 3 | 0.00% | 0 | 0 | | | | | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

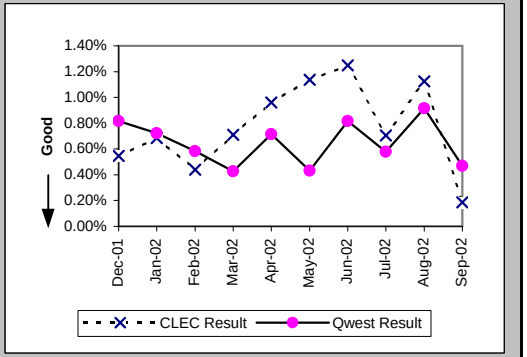
### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 3 | 0.00% | 0 | 0 | | | | | | | |
| Apr-02 | 0 | 3 | 0.00% | 1 | 0 | | | | | | | |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | 0 | 4 | 0.00% | 0 | 0 | | | | | | | |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Aug-02 | 0 | 3 | 0.00% | 0 | 0 | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



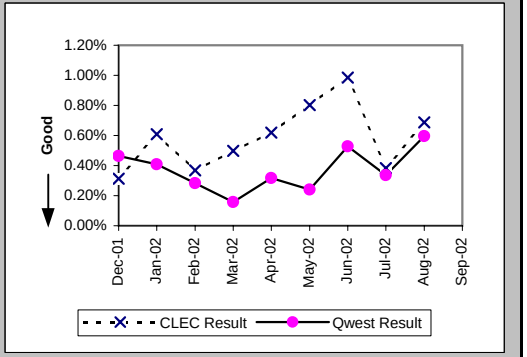

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 1283 | 0.55% | 1 | 0 | 51 | 6249 | 0.82% | 9.00% | -0.98 | -1.6 | No |
| Jan-02 | 9 | 1315 | 0.68% | 1 | 0 | 46 | 6368 | 0.72% | 8.47% | -0.15 | -1.09 | No |
| Feb-02 | 6 | 1362 | 0.44% | 0 | 0 | 37 | 6337 | 0.58% | 7.62% | -0.63 | -1.38 | No |
| Mar-02 | 10 | 1408 | 0.71% | 1 | 0 | 27 | 6334 | 0.43% | 6.52% | 1.48 | -0.1 | No |
| Apr-02 | 14 | 1456 | 0.96% | 3 | 0 | 45 | 6304 | 0.71% | 8.42% | 1.01 | -0.38 | No |
| May-02 | 17 | 1495 | 1.14% | 2 | 0 | 27 | 6261 | 0.43% | 6.55% | 3.74 | 1.28 | Yes |
| Jun-02 | 19 | 1522 | 1.25% | 2 | 0 | 51 | 6250 | 0.82% | 9.00% | 1.68 | 0.02 | Yes |
| Jul-02 | 11 | 1563 | 0.70% | 2 | 0 | 36 | 6228 | 0.58% | 7.58% | 0.59 | -0.64 | No |
| Aug-02 | 18 | 1600 | 1.13% | 1 | 0 | 57 | 6219 | 0.92% | 9.53% | 0.78 | -0.53 | No |
| Sep-02 | 3 | 1622 | 0.19% | 0 | 0 | 29 | 6192 | 0.47% | 6.83% | -1.49 | -1.9 | No |




### Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

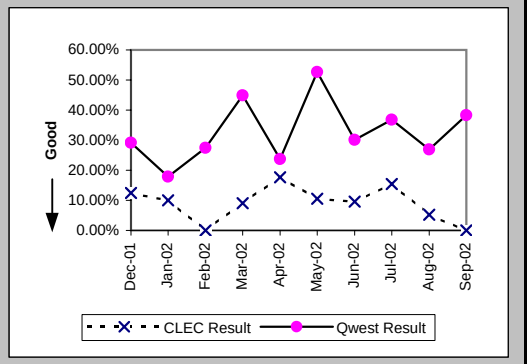
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 1283 | 0.31% | 1 | 0 | 29 | 6249 | 0.46% | 6.80% | -0.73 | -1.44 | No |
| Jan-02 | 8 | 1315 | 0.61% | 1 | 0 | 26 | 6368 | 0.41% | 6.38% | 1.04 | -0.37 | No |
| Feb-02 | 5 | 1362 | 0.37% | 0 | 0 | 18 | 6337 | 0.28% | 5.32% | 0.52 | -0.68 | No |
| Mar-02 | 7 | 1408 | 0.50% | 1 | 0 | 10 | 6334 | 0.16% | 3.97% | 2.9 | 0.76 | Yes |
| Apr-02 | 9 | 1456 | 0.62% | 3 | 0 | 20 | 6304 | 0.32% | 5.62% | 1.84 | 0.12 | Yes |
| May-02 | 12 | 1495 | 0.80% | 2 | 0 | 15 | 6261 | 0.24% | 4.89% | 4 | 1.43 | Yes |
| Jun-02 | 15 | 1522 | 0.99% | 2 | 0 | 33 | 6250 | 0.53% | 7.25% | 2.21 | 0.34 | Yes |
| Jul-02 | 6 | 1563 | 0.38% | 2 | 0 | 21 | 6228 | 0.34% | 5.80% | 0.28 | -0.83 | No |
| Aug-02 | 11 | 1600 | 0.69% | 1 | 0 | 37 | 6219 | 0.60% | 7.69% | 0.43 | -0.74 | No |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

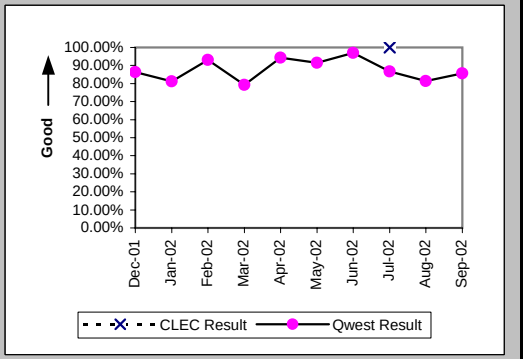
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 8 | 12.50% | 0 | 0 | 21 | 72 | 29.17% | 45.45% | -0.98 | -1.6 | No |
| Jan-02 | 1 | 10 | 10.00% | 0 | 0 | 10 | 56 | 17.86% | 38.30% | -0.6 | -1.36 | No |
| Feb-02 | 0 | 6 | 0.00% | 0 | 0 | 14 | 51 | 27.45% | 44.63% | -1.43 | -1.87 | No |
| Mar-02 | 1 | 11 | 9.09% | 0 | 0 | 22 | 49 | 44.90% | 49.74% | -2.16 | -2.31 | No |
| Apr-02 | 3 | 17 | 17.65% | 0 | 0 | 14 | 59 | 23.73% | 42.54% | -0.52 | -1.32 | No |
| May-02 | 2 | 19 | 10.53% | 0 | 0 | 30 | 57 | 52.63% | 49.93% | -3.18 | -2.94 | No |
| Jun-02 | 2 | 21 | 9.52% | 0 | 0 | 22 | 73 | 30.14% | 45.89% | -1.81 | -2.1 | No |
| Jul-02 | 2 | 13 | 15.38% | 0 | 0 | 21 | 57 | 36.84% | 48.24% | -1.45 | -1.88 | No |
| Aug-02 | 1 | 19 | 5.26% | 0 | 0 | 21 | 78 | 26.92% | 44.36% | -1.91 | -2.16 | No |
| Sep-02 | 0 | 3 | 0.00% | 0 | 0 | 18 | 47 | 38.30% | 48.61% | -1.32 | -1.8 | No |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

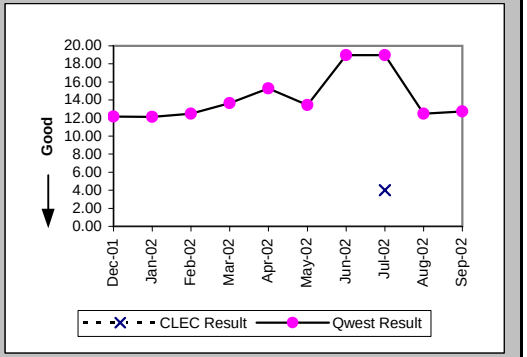
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 140 | 162 | 86.42% | 34.26% | | | |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | | | | | | 162 | 174 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 126 | 159 | 79.25% | 40.56% | | | |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | | | | | | 162 | 177 | 91.53% | 27.85% | | | |
| Jun-02 | | | | | | 232 | 239 | 97.07% | 16.86% | | | |
| Jul-02 | 10 | 10 | 100.00% | 0 | 0 | 149 | 172 | 86.63% | 34.04% | -1.21 | -1.73 | No |
| Aug-02 | | | | | | 127 | 156 | 81.41% | 38.90% | | | |
| Sep-02 | | | | | | 149 | 174 | 85.63% | 35.08% | | | |



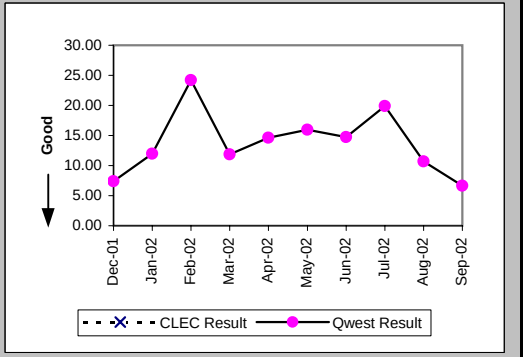

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | | | | | | 2773 | 203 | 13.66 | 9.86 | | | |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |
| Jun-02 | | | | | | 5064 | 267 | 18.97 | 12.62 | | | |
| Jul-02 | 8 | 2 | 4.00 | 8 | 0 | 4382 | 231 | 18.97 | 14.61 | -1.44 | -1.88 | No |
| Aug-02 | | | | | | 2608 | 209 | 12.48 | 9.60 | | | |
| Sep-02 | | | | | | 2520 | 198 | 12.73 | 6.42 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

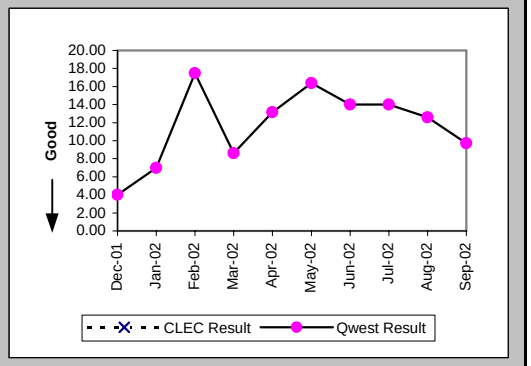
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |
| Jun-02 | | | | | | 103 | 7 | 14.71 | 6.70 | | | |
| Jul-02 | | | | | | 438 | 22 | 19.91 | 21.15 | | | |
| Aug-02 | | | | | | 235 | 22 | 10.68 | 13.73 | | | |
| Sep-02 | | | | | | 60 | 9 | 6.67 | 3.57 | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

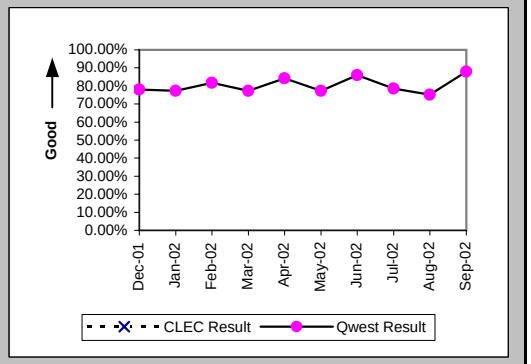
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |
| Jun-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Jul-02 | | | | | | 112 | 8 | 14.00 | 8.25 | | | |
| Aug-02 | | | | | | 151 | 12 | 12.58 | 10.84 | | | |
| Sep-02 | | | | | | 165 | 17 | 9.71 | 6.94 | | | |



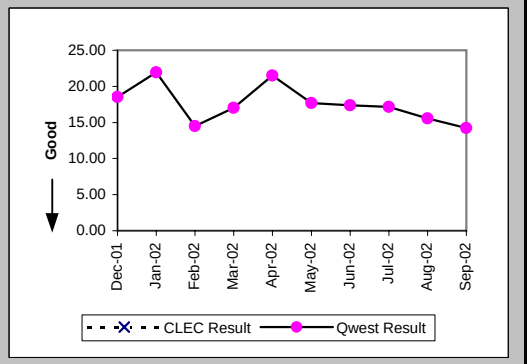

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | | | | | | 58 | 75 | 77.33% | 41.87% | | | |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |
| Jun-02 | | | | | | 61 | 71 | 85.92% | 34.79% | | | |
| Jul-02 | | | | | | 88 | 112 | 78.57% | 41.03% | | | |
| Aug-02 | | | | | | 100 | 133 | 75.19% | 43.19% | | | |
| Sep-02 | | | | | | 102 | 116 | 87.93% | 32.58% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

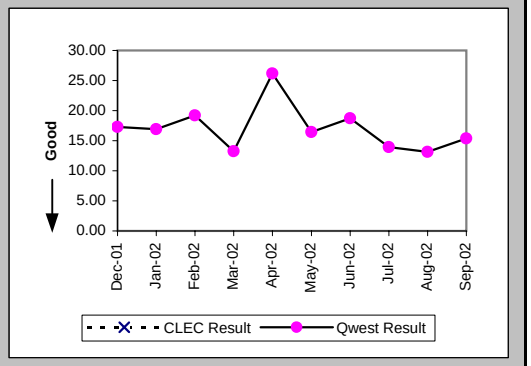
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | | | | | | 1532 | 90 | 17.02 | 8.35 | | | |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |
| Jun-02 | | | | | | 1458 | 84 | 17.36 | 10.99 | | | |
| Jul-02 | | | | | | 2284 | 133 | 17.17 | 9.03 | | | |
| Aug-02 | | | | | | 2228 | 143 | 15.58 | 8.98 | | | |
| Sep-02 | | | | | | 1750 | 123 | 14.23 | 9.16 | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

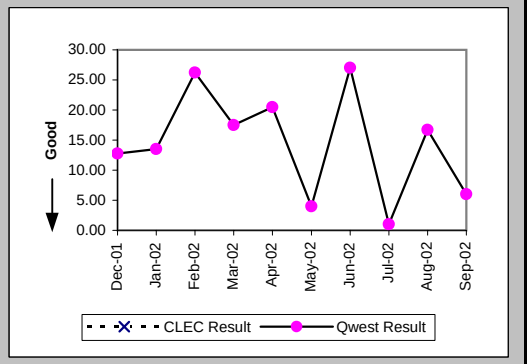
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |
| Jun-02 | | | | | | 225 | 12 | 18.75 | 16.09 | | | |
| Jul-02 | | | | | | 348 | 25 | 13.92 | 11.05 | | | |
| Aug-02 | | | | | | 328 | 25 | 13.12 | 9.87 | | | |
| Sep-02 | | | | | | 215 | 14 | 15.36 | 12.23 | | | |



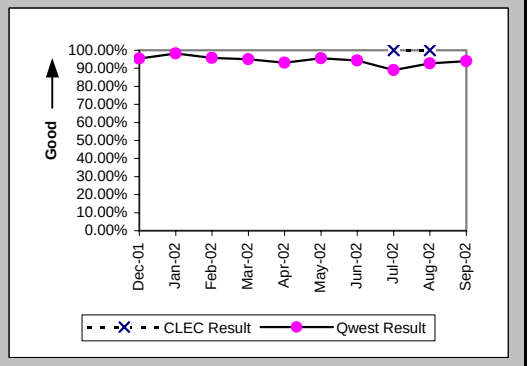

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jun-02 | | | | | | 27 | 1 | 27.00 | | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 167 | 10 | 16.70 | 8.71 | | | |
| Sep-02 | | | | | | 6 | 1 | 6.00 | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

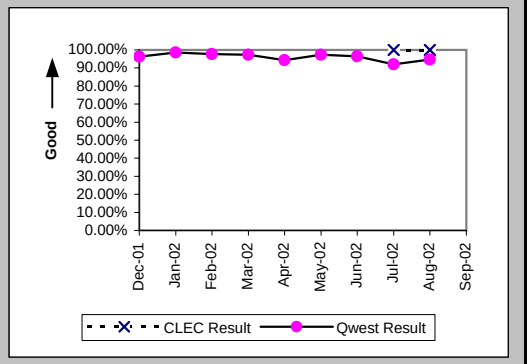
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 241 | 95.44% | 20.87% | | | |
| Jan-02 | | | | | | 276 | 281 | 98.22% | 13.22% | | | |
| Feb-02 | | | | | | 299 | 312 | 95.83% | 19.98% | | | |
| Mar-02 | | | | | | 291 | 306 | 95.10% | 21.59% | | | |
| Apr-02 | | | | | | 340 | 365 | 93.15% | 25.26% | | | |
| May-02 | | | | | | 361 | 378 | 95.50% | 20.72% | | | |
| Jun-02 | | | | | | 316 | 335 | 94.33% | 23.13% | | | |
| Jul-02 | 5 | 5 | 100.00% | 0 | 0 | 323 | 363 | 88.98% | 31.31% | -0.78 | -1.48 | No |
| Aug-02 | 5 | 5 | 100.00% | 0 | 0 | 344 | 371 | 92.72% | 25.98% | -0.62 | -1.38 | No |
| Sep-02 | | | | | | 324 | 345 | 93.91% | 23.91% | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

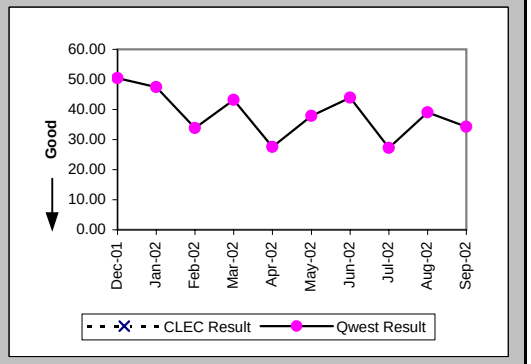
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 232 | 241 | 96.27% | 18.96% | | | |
| Jan-02 | | | | | | 277 | 281 | 98.58% | 11.85% | | | |
| Feb-02 | | | | | | 305 | 312 | 97.76% | 14.81% | | | |
| Mar-02 | | | | | | 298 | 306 | 97.39% | 15.96% | | | |
| Apr-02 | | | | | | 344 | 365 | 94.25% | 23.29% | | | |
| May-02 | | | | | | 368 | 378 | 97.35% | 16.05% | | | |
| Jun-02 | | | | | | 323 | 335 | 96.42% | 18.58% | | | |
| Jul-02 | 5 | 5 | 100.00% | 0 | 0 | 334 | 363 | 92.01% | 27.11% | -0.65 | -1.4 | No |
| Aug-02 | 5 | 5 | 100.00% | 0 | 0 | 351 | 371 | 94.61% | 22.58% | -0.53 | -1.32 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

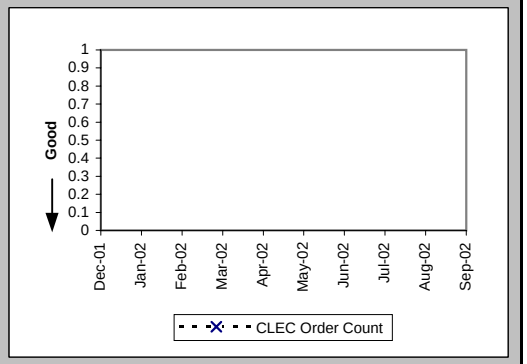
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | | | | | | 1773 | 41 | 43.24 | 49.06 | | | |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |
| Jun-02 | | | | | | 1319 | 30 | 43.97 | 62.11 | | | |
| Jul-02 | | | | | | 1364 | 50 | 27.28 | 58.98 | | | |
| Aug-02 | | | | | | 1560 | 40 | 39.00 | 69.14 | | | |
| Sep-02 | | | | | | 1576 | 46 | 34.26 | 53.92 | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 4 Wire Non-Loaded (OP-15B) (Diagnostic)

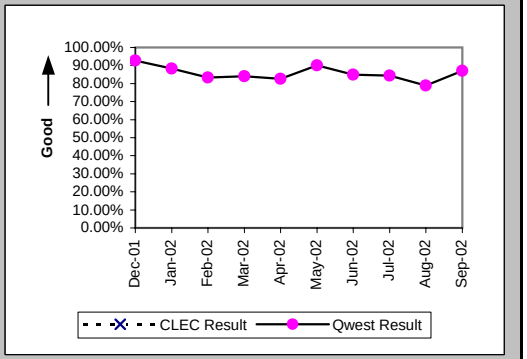
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

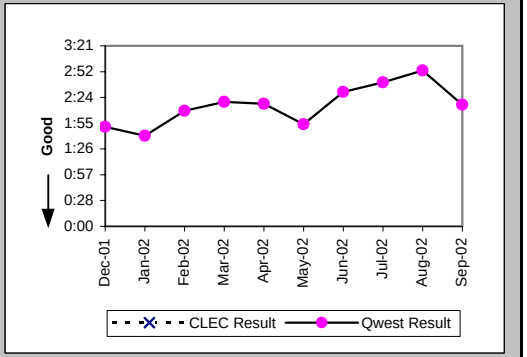
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | | | | | | 100 | 121 | 82.64% | 37.87% | | | |
| May-02 | | | | | | 91 | 101 | 90.10% | 29.87% | | | |
| Jun-02 | | | | | | 118 | 139 | 84.89% | 35.81% | | | |
| Jul-02 | | | | | | 135 | 160 | 84.38% | 36.31% | | | |
| Aug-02 | | | | | | 139 | 176 | 78.98% | 40.75% | | | |
| Sep-02 | | | | | | 121 | 139 | 87.05% | 33.57% | | | |



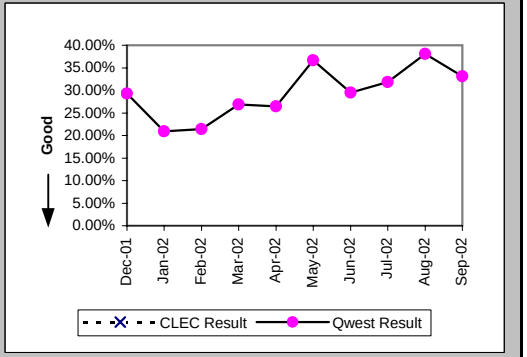

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | | | | | | 276:56 | 121 | 2:17 | 2:35 | | | |
| May-02 | | | | | | 191:46 | 101 | 1:54 | 2:15 | | | |
| Jun-02 | | | | | | 347:37 | 139 | 2:30 | 3:04 | | | |
| Jul-02 | | | | | | 430:21 | 160 | 2:41 | 3:16 | | | |
| Aug-02 | | | | | | 510:54 | 176 | 2:54 | 3:28 | | | |
| Sep-02 | | | | | | 315:22 | 139 | 2:16 | 3:22 | | | |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

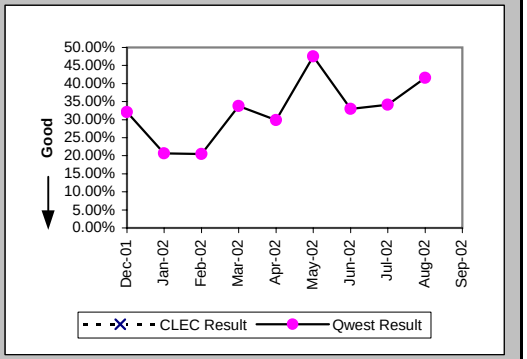
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | | | | | | 32 | 121 | 26.45% | 44.10% | | | |
| May-02 | | | | | | 37 | 101 | 36.63% | 48.18% | | | |
| Jun-02 | | | | | | 41 | 139 | 29.50% | 45.60% | | | |
| Jul-02 | | | | | | 51 | 160 | 31.88% | 46.60% | | | |
| Aug-02 | | | | | | 67 | 176 | 38.07% | 48.56% | | | |
| Sep-02 | | | | | | 46 | 139 | 33.09% | 47.06% | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

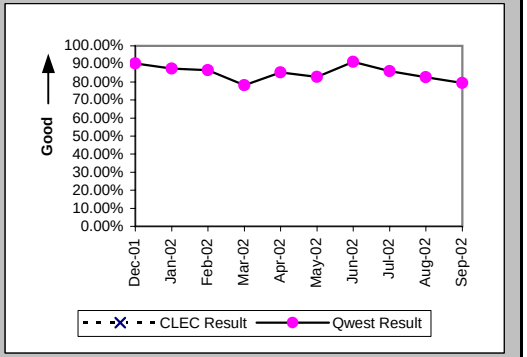
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | | | | | | 26 | 87 | 29.89% | 45.78% | | | |
| May-02 | | | | | | 29 | 61 | 47.54% | 49.94% | | | |
| Jun-02 | | | | | | 33 | 100 | 33.00% | 47.02% | | | |
| Jul-02 | | | | | | 41 | 120 | 34.17% | 47.43% | | | |
| Aug-02 | | | | | | 54 | 130 | 41.54% | 49.28% | | | |
| Sep-02 | | | | | | | | | | | | |



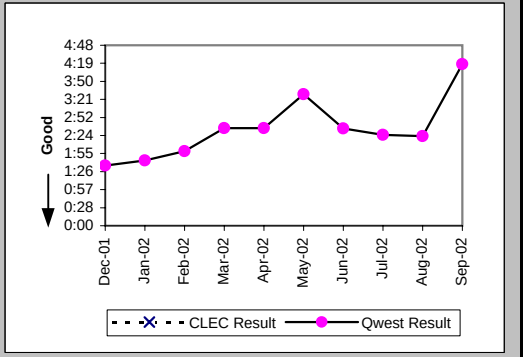

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | | | | | | 36 | 46 | 78.26% | 41.25% | | | |
| Apr-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |
| Jun-02 | | | | | | 82 | 90 | 91.11% | 28.46% | | | |
| Jul-02 | | | | | | 74 | 86 | 86.05% | 34.65% | | | |
| Aug-02 | | | | | | 90 | 109 | 82.57% | 37.94% | | | |
| Sep-02 | | | | | | 62 | 78 | 79.49% | 40.38% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

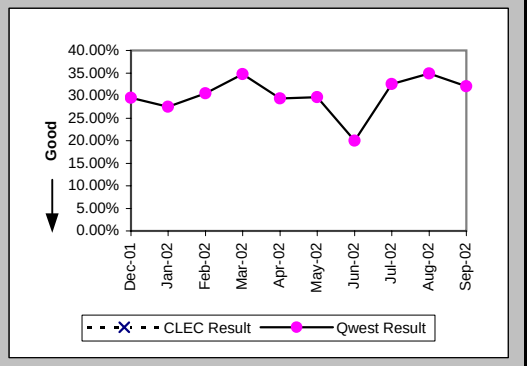
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | | | | | | 119:28 | 46 | 2:36 | 3:10 | | | |
| Apr-02 | | | | | | 195:29 | 75 | 2:36 | 3:24 | | | |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |
| Jun-02 | | | | | | 231:49 | 90 | 2:35 | 3:15 | | | |
| Jul-02 | | | | | | 207:44 | 86 | 2:25 | 2:01 | | | |
| Aug-02 | | | | | | 258:56 | 109 | 2:23 | 2:15 | | | |
| Sep-02 | | | | | | 335:19 | 78 | 4:18 | 16:41 | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

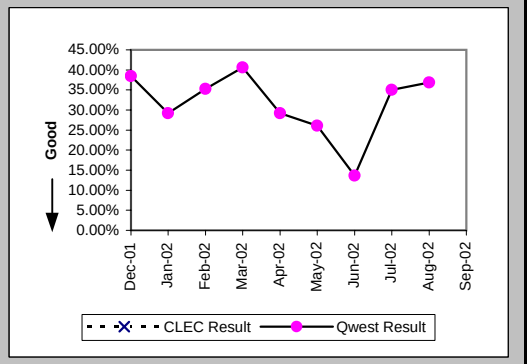
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | | | | | | 16 | 46 | 34.78% | 47.63% | | | |
| Apr-02 | | | | | | 22 | 75 | 29.33% | 45.53% | | | |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |
| Jun-02 | | | | | | 18 | 90 | 20.00% | 40.00% | | | |
| Jul-02 | | | | | | 28 | 86 | 32.56% | 46.86% | | | |
| Aug-02 | | | | | | 38 | 109 | 34.86% | 47.65% | | | |
| Sep-02 | | | | | | 25 | 78 | 32.05% | 46.67% | | | |



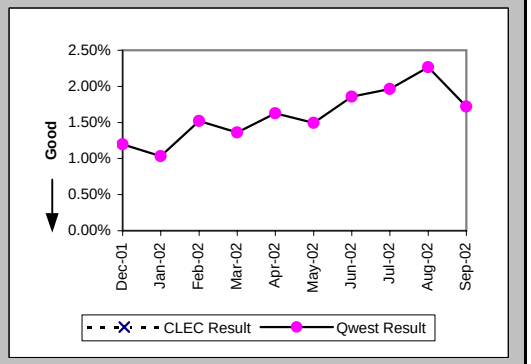

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | | | | | | 13 | 32 | 40.63% | 49.11% | | | |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | 18 | 69 | 26.09% | 43.91% | | | |
| Jun-02 | | | | | | 9 | 66 | 13.64% | 34.32% | | | |
| Jul-02 | | | | | | 21 | 60 | 35.00% | 47.70% | | | |
| Aug-02 | | | | | | 28 | 76 | 36.84% | 48.24% | | | |
| Sep-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

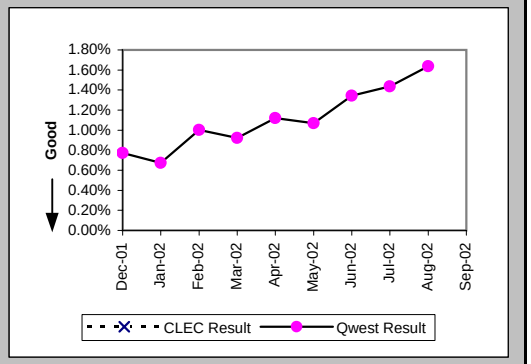
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 143 | 11934 | 1.20% | 10.88% | | | |
| Jan-02 | | | | | | 126 | 12182 | 1.03% | 10.12% | | | |
| Feb-02 | | | | | | 185 | 12170 | 1.52% | 12.24% | | | |
| Mar-02 | | | | | | 165 | 12127 | 1.36% | 11.58% | | | |
| Apr-02 | | | | | | 196 | 12050 | 1.63% | 12.65% | | | |
| May-02 | | | | | | 182 | 12171 | 1.50% | 12.14% | | | |
| Jun-02 | | | | | | 229 | 12340 | 1.86% | 13.50% | | | |
| Jul-02 | | | | | | 246 | 12522 | 1.96% | 13.88% | | | |
| Aug-02 | | | | | | 285 | 12580 | 2.27% | 14.88% | | | |
| Sep-02 | | | | | | 217 | 12614 | 1.72% | 13.00% | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

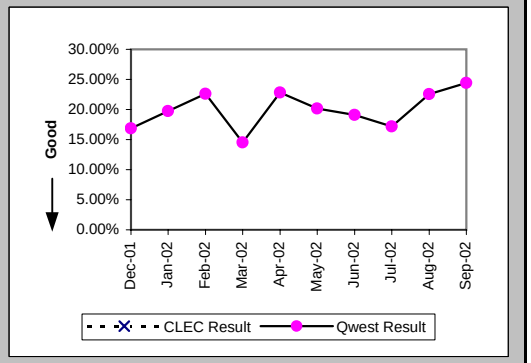
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 92 | 11934 | 0.77% | 8.75% | | | |
| Jan-02 | | | | | | 82 | 12182 | 0.67% | 8.18% | | | |
| Feb-02 | | | | | | 122 | 12170 | 1.00% | 9.96% | | | |
| Mar-02 | | | | | | 112 | 12127 | 0.92% | 9.57% | | | |
| Apr-02 | | | | | | 135 | 12050 | 1.12% | 10.53% | | | |
| May-02 | | | | | | 130 | 12171 | 1.07% | 10.28% | | | |
| Jun-02 | | | | | | 166 | 12340 | 1.35% | 11.52% | | | |
| Jul-02 | | | | | | 180 | 12522 | 1.44% | 11.90% | | | |
| Aug-02 | | | | | | 206 | 12580 | 1.64% | 12.69% | | | |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

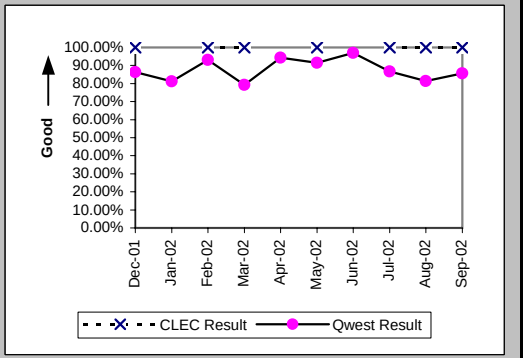
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | | | | | | 28 | 193 | 14.51% | 35.22% | | | |
| Apr-02 | | | | | | 58 | 254 | 22.83% | 41.98% | | | |
| May-02 | | | | | | 46 | 228 | 20.18% | 40.13% | | | |
| Jun-02 | | | | | | 54 | 283 | 19.08% | 39.29% | | | |
| Jul-02 | | | | | | 51 | 297 | 17.17% | 37.71% | | | |
| Aug-02 | | | | | | 83 | 368 | 22.55% | 41.79% | | | |
| Sep-02 | | | | | | 70 | 287 | 24.39% | 42.94% | | | |



## Checklist #4 - Unbundled Loop - DS1 Capable Installation

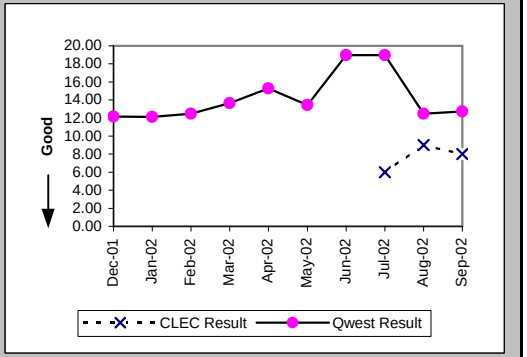
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 140 | 162 | 86.42% | 34.26% | -0.56 | -1.34 | No |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 162 | 174 | 93.10% | 25.34% | -0.27 | -1.16 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 126 | 159 | 79.25% | 40.56% | -0.72 | -1.44 | No |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 162 | 177 | 91.53% | 27.85% | -0.43 | -1.26 | No |
| Jun-02 | | | | | | 232 | 239 | 97.07% | 16.86% | | | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 149 | 172 | 86.63% | 34.04% | -0.39 | -1.24 | No |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 127 | 156 | 81.41% | 38.90% | -0.67 | -1.41 | No |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 149 | 174 | 85.63% | 35.08% | -0.41 | -1.25 | No |



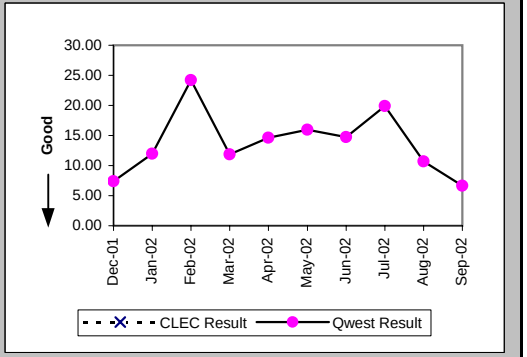

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | | | | | | 2773 | 203 | 13.66 | 9.86 | | | |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |
| Jun-02 | | | | | | 5064 | 267 | 18.97 | 12.62 | | | |
| Jul-02 | 6 | 1 | 6.00 | 0 | 0 | 4382 | 231 | 18.97 | 14.61 | -0.89 | -1.54 | No |
| Aug-02 | 9 | 1 | 9.00 | 1 | 0 | 2608 | 209 | 12.48 | 9.60 | -0.36 | -1.22 | No |
| Sep-02 | 8 | 1 | 8.00 | 0 | 0 | 2520 | 198 | 12.73 | 6.42 | -0.73 | -1.45 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

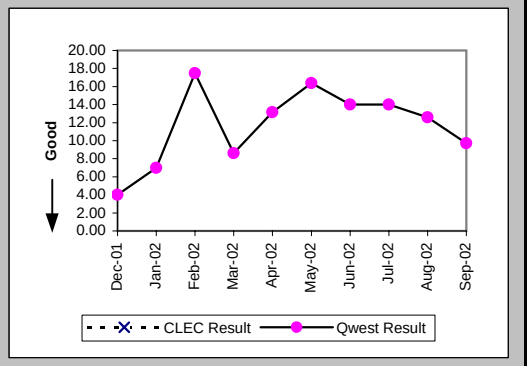
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |
| Jun-02 | | | | | | 103 | 7 | 14.71 | 6.70 | | | |
| Jul-02 | | | | | | 438 | 22 | 19.91 | 21.15 | | | |
| Aug-02 | | | | | | 235 | 22 | 10.68 | 13.73 | | | |
| Sep-02 | | | | | | 60 | 9 | 6.67 | 3.57 | | | |



## Checklist #4 - Unbundled Loop - DS1 Capable Installation

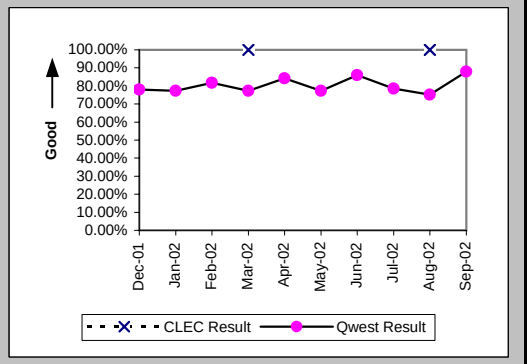
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |
| Jun-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Jul-02 | | | | | | 112 | 8 | 14.00 | 8.25 | | | |
| Aug-02 | | | | | | 151 | 12 | 12.58 | 10.84 | | | |
| Sep-02 | | | | | | 165 | 17 | 9.71 | 6.94 | | | |



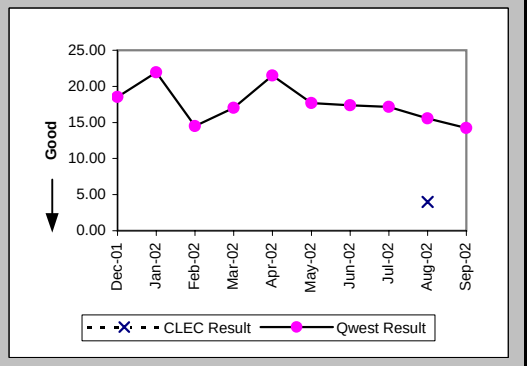

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 58 | 75 | 77.33% | 41.87% | -0.54 | -1.33 | No |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |
| Jun-02 | | | | | | 61 | 71 | 85.92% | 34.79% | | | |
| Jul-02 | | | | | | 88 | 112 | 78.57% | 41.03% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 100 | 133 | 75.19% | 43.19% | -0.57 | -1.35 | No |
| Sep-02 | | | | | | 102 | 116 | 87.93% | 32.58% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

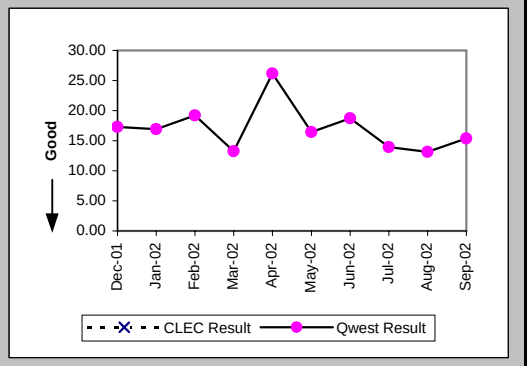
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | | | | | | 1532 | 90 | 17.02 | 8.35 | | | |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |
| Jun-02 | | | | | | 1458 | 84 | 17.36 | 10.99 | | | |
| Jul-02 | | | | | | 2284 | 133 | 17.17 | 9.03 | | | |
| Aug-02 | 4 | 1 | 4.00 | 0 | 0 | 2228 | 143 | 15.58 | 8.98 | -1.28 | -1.78 | No |
| Sep-02 | | | | | | 1750 | 123 | 14.23 | 9.16 | | | |



## Checklist #4 - Unbundled Loop - DS1 Capable Installation

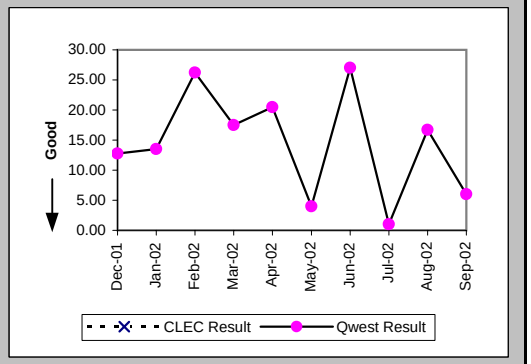
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |
| Jun-02 | | | | | | 225 | 12 | 18.75 | 16.09 | | | |
| Jul-02 | | | | | | 348 | 25 | 13.92 | 11.05 | | | |
| Aug-02 | | | | | | 328 | 25 | 13.12 | 9.87 | | | |
| Sep-02 | | | | | | 215 | 14 | 15.36 | 12.23 | | | |



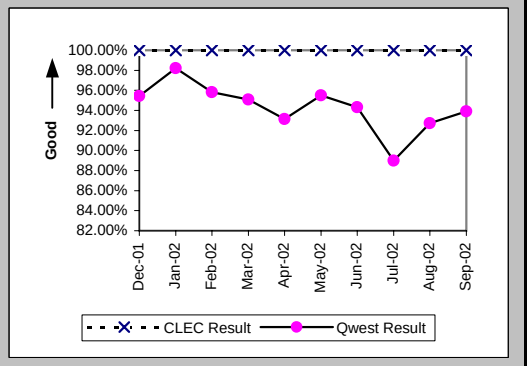

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jun-02 | | | | | | 27 | 1 | 27.00 | | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 167 | 10 | 16.70 | 8.71 | | | |
| Sep-02 | | | | | | 6 | 1 | 6.00 | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

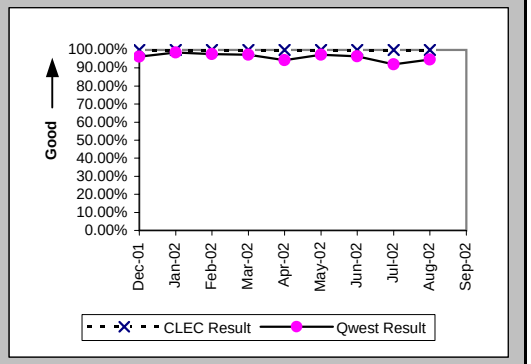
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 230 | 241 | 95.44% | 20.87% | -0.31 | -1.19 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 276 | 281 | 98.22% | 13.22% | -0.19 | -1.12 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 299 | 312 | 95.83% | 19.98% | -0.21 | -1.13 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 291 | 306 | 95.10% | 21.59% | -0.32 | -1.19 | No |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 340 | 365 | 93.15% | 25.26% | -0.38 | -1.23 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 361 | 378 | 95.50% | 20.72% | -0.22 | -1.13 | No |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 316 | 335 | 94.33% | 23.13% | -0.24 | -1.15 | No |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 323 | 363 | 88.98% | 31.31% | -0.35 | -1.21 | No |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 344 | 371 | 92.72% | 25.98% | -0.4 | -1.24 | No |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 324 | 345 | 93.91% | 23.91% | -0.36 | -1.22 | No |



## Checklist #4 - Unbundled Loop - DS1 Capable Installation

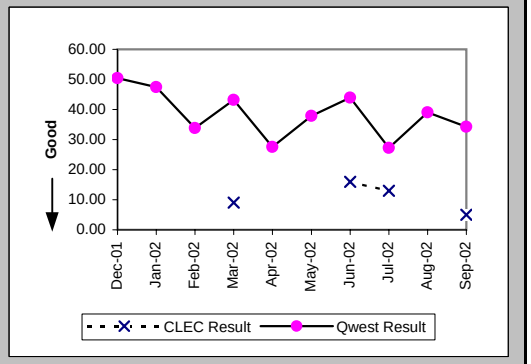
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 232 | 241 | 96.27% | 18.96% | -0.28 | -1.17 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 277 | 281 | 98.58% | 11.85% | -0.17 | -1.1 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 305 | 312 | 97.76% | 14.81% | -0.15 | -1.09 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 298 | 306 | 97.39% | 15.96% | -0.23 | -1.14 | No |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 344 | 365 | 94.25% | 23.29% | -0.35 | -1.21 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 368 | 378 | 97.35% | 16.05% | -0.16 | -1.1 | No |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 323 | 335 | 96.42% | 18.58% | -0.19 | -1.12 | No |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 334 | 363 | 92.01% | 27.11% | -0.29 | -1.18 | No |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 351 | 371 | 94.61% | 22.58% | -0.34 | -1.2 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

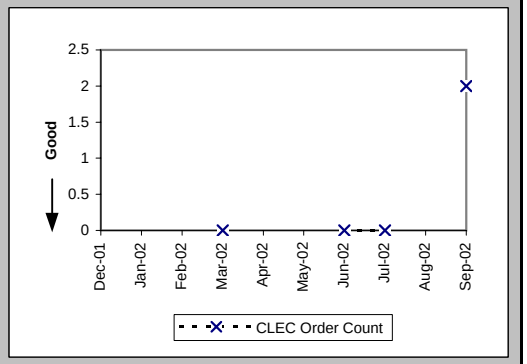
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | 18 | 2 | 9.00 | 0 | 0 | 1773 | 41 | 43.24 | 49.06 | -0.96 | -1.59 | No |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |
| Jun-02 | 16 | 1 | 16.00 | 0 | 0 | 1319 | 30 | 43.97 | 62.11 | -0.44 | -1.27 | No |
| Jul-02 | 13 | 1 | 13.00 | 0 | 0 | 1364 | 50 | 27.28 | 58.98 | -0.24 | -1.15 | No |
| Aug-02 | | | | | | 1560 | 40 | 39.00 | 69.14 | | | |
| Sep-02 | 10 | 2 | 5.00 | 0 | 0 | 1576 | 46 | 34.26 | 53.92 | -0.75 | -1.46 | No |



## Checklist #4 - Unbundled Loop - DS1 Capable Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable (OP-15B) (Diagnostic)

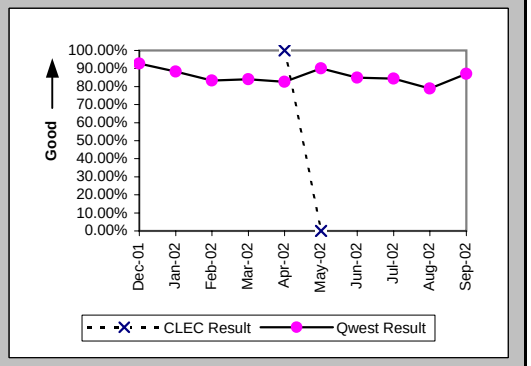
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | 0 |
| Apr-02 | |
| May-02 | |
| Jun-02 | 0 |
| Jul-02 | 0 |
| Aug-02 | |
| Sep-02 | 2 |



## Checklist #4 - Unbundled Loop - DS1 Capable Repair

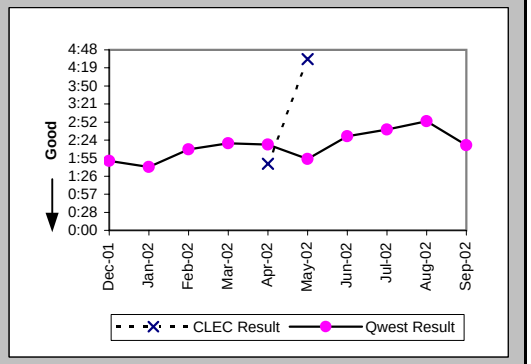
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 100 | 121 | 82.64% | 37.87% | -0.64 | -1.39 | No |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 91 | 101 | 90.10% | 29.87% | 1.64 | 0 | No |
| Jun-02 | | | | | | 118 | 139 | 84.89% | 35.81% | | | |
| Jul-02 | | | | | | 135 | 160 | 84.38% | 36.31% | | | |
| Aug-02 | | | | | | 139 | 176 | 78.98% | 40.75% | | | |
| Sep-02 | | | | | | 121 | 139 | 87.05% | 33.57% | | | |



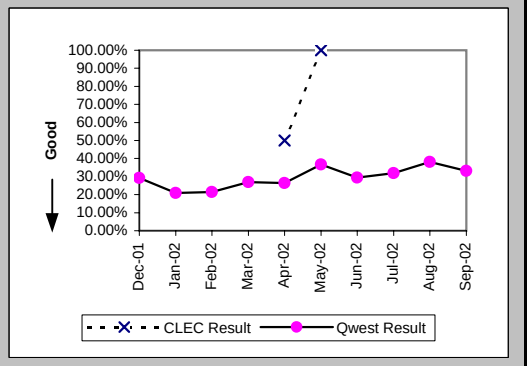

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | 3:32 | 2 | 1:46 | 0 | 0 | 276:56 | 121 | 2:17 | 2:35 | -0.28 | -1.17 | No |
| May-02 | 4:33 | 1 | 4:33 | 0 | 0 | 191:46 | 101 | 1:54 | 2:15 | 1.42 | -0.14 | No |
| Jun-02 | | | | | | 347:37 | 139 | 2:30 | 3:04 | | | |
| Jul-02 | | | | | | 430:21 | 160 | 2:41 | 3:16 | | | |
| Aug-02 | | | | | | 510:54 | 176 | 2:54 | 3:28 | | | |
| Sep-02 | | | | | | 315:22 | 139 | 2:16 | 3:22 | | | |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

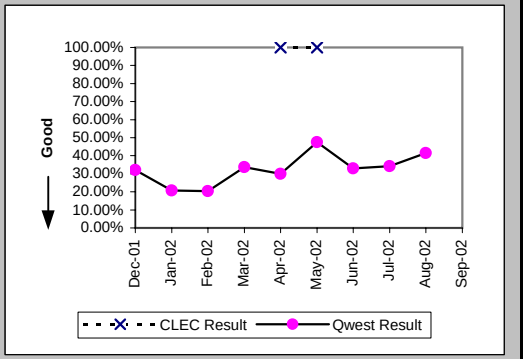
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | 1 | 2 | 50.00% | 0 | 0 | 32 | 121 | 26.45% | 44.10% | 0.61 | -0.63 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 37 | 101 | 36.63% | 48.18% | 0.9 | -0.45 | No |
| Jun-02 | | | | | | 41 | 139 | 29.50% | 45.60% | | | |
| Jul-02 | | | | | | 51 | 160 | 31.88% | 46.60% | | | |
| Aug-02 | | | | | | 67 | 176 | 38.07% | 48.56% | | | |
| Sep-02 | | | | | | 46 | 139 | 33.09% | 47.06% | | | |



## Checklist #4 - Unbundled Loop - DS1 Capable Repair

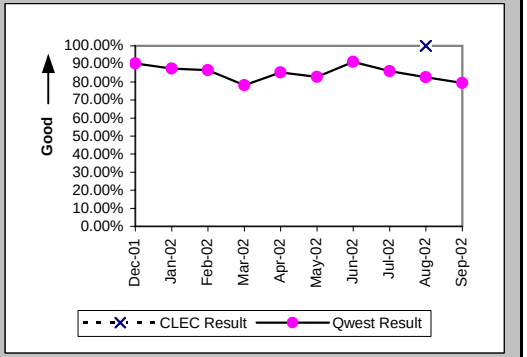
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 26 | 87 | 29.89% | 45.78% | 1.04 | -0.37 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 29 | 61 | 47.54% | 49.94% | 0.7 | -0.57 | No |
| Jun-02 | | | | | | 33 | 100 | 33.00% | 47.02% | | | |
| Jul-02 | | | | | | 41 | 120 | 34.17% | 47.43% | | | |
| Aug-02 | | | | | | 54 | 130 | 41.54% | 49.28% | | | |
| Sep-02 | | | | | | | | | | | | |



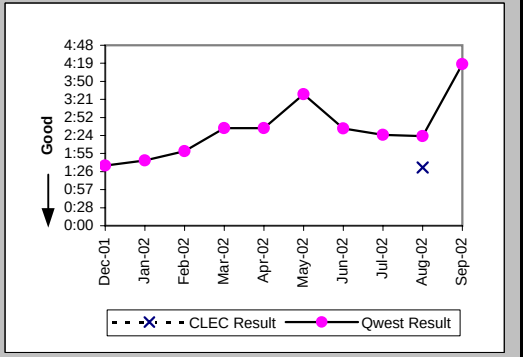

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | | | | | | 36 | 46 | 78.26% | 41.25% | | | |
| Apr-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |
| Jun-02 | | | | | | 82 | 90 | 91.11% | 28.46% | | | |
| Jul-02 | | | | | | 74 | 86 | 86.05% | 34.65% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 90 | 109 | 82.57% | 37.94% | -0.46 | -1.28 | No |
| Sep-02 | | | | | | 62 | 78 | 79.49% | 40.38% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

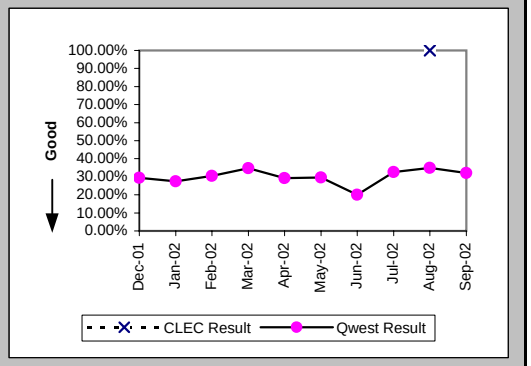
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | | | | | | 119:28 | 46 | 2:36 | 3:10 | | | |
| Apr-02 | | | | | | 195:29 | 75 | 2:36 | 3:24 | | | |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |
| Jun-02 | | | | | | 231:49 | 90 | 2:35 | 3:15 | | | |
| Jul-02 | | | | | | 207:44 | 86 | 2:25 | 2:01 | | | |
| Aug-02 | 1:33 | 1 | 1:33 | 0 | 0 | 258:56 | 109 | 2:23 | 2:15 | -0.36 | -1.22 | No |
| Sep-02 | | | | | | 335:19 | 78 | 4:18 | 16:41 | | | |



## Checklist #4 - Unbundled Loop - DS1 Capable Repair

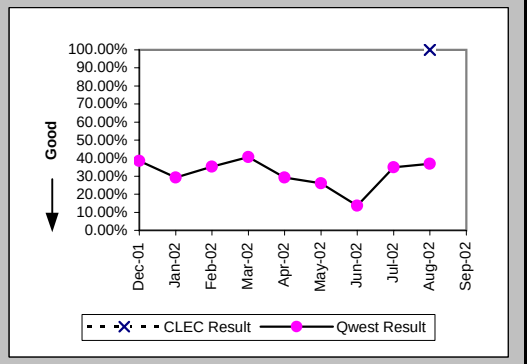
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | | | | | | 16 | 46 | 34.78% | 47.63% | | | |
| Apr-02 | | | | | | 22 | 75 | 29.33% | 45.53% | | | |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |
| Jun-02 | | | | | | 18 | 90 | 20.00% | 40.00% | | | |
| Jul-02 | | | | | | 28 | 86 | 32.56% | 46.86% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 38 | 109 | 34.86% | 47.65% | 0.94 | -0.43 | No |
| Sep-02 | | | | | | 25 | 78 | 32.05% | 46.67% | | | |



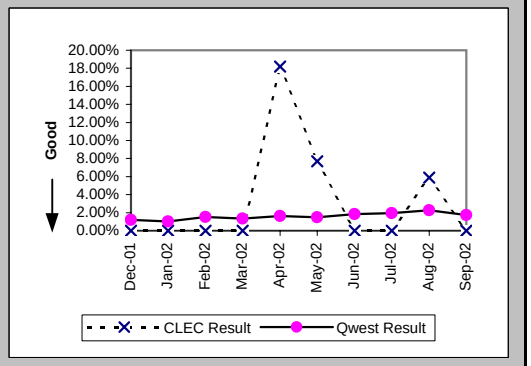

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | | | | | | 13 | 32 | 40.63% | 49.11% | | | |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | 18 | 69 | 26.09% | 43.91% | | | |
| Jun-02 | | | | | | 9 | 66 | 13.64% | 34.32% | | | |
| Jul-02 | | | | | | 21 | 60 | 35.00% | 47.70% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 28 | 76 | 36.84% | 48.24% | 0.89 | -0.46 | No |
| Sep-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

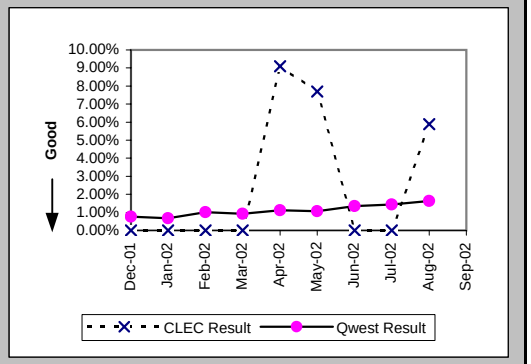
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 143 | 11934 | 1.20% | 10.88% | -0.27 | -1.16 | No |
| Jan-02 | 0 | 7 | 0.00% | 0 | 0 | 126 | 12182 | 1.03% | 10.12% | -0.27 | -1.16 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 185 | 12170 | 1.52% | 12.24% | -0.35 | -1.21 | No |
| Mar-02 | 0 | 11 | 0.00% | 0 | 0 | 165 | 12127 | 1.36% | 11.58% | -0.39 | -1.24 | No |
| Apr-02 | 2 | 11 | 18.18% | 0 | 0 | 196 | 12050 | 1.63% | 12.65% | 2.48 | 0.51 | Yes |
| May-02 | 1 | 13 | 7.69% | 0 | 0 | 182 | 12171 | 1.50% | 12.14% | 1.3 | -0.21 | No |
| Jun-02 | 0 | 14 | 0.00% | 0 | 0 | 229 | 12340 | 1.86% | 13.50% | -0.51 | -1.31 | No |
| Jul-02 | 0 | 15 | 0.00% | 0 | 0 | 246 | 12522 | 1.96% | 13.88% | -0.55 | -1.33 | No |
| Aug-02 | 1 | 17 | 5.88% | 0 | 0 | 285 | 12580 | 2.27% | 14.88% | 0.88 | -0.47 | No |
| Sep-02 | 0 | 18 | 0.00% | 0 | 0 | 217 | 12614 | 1.72% | 13.00% | -0.56 | -1.34 | No |



## Checklist #4 - Unbundled Loop - DS1 Capable Repair

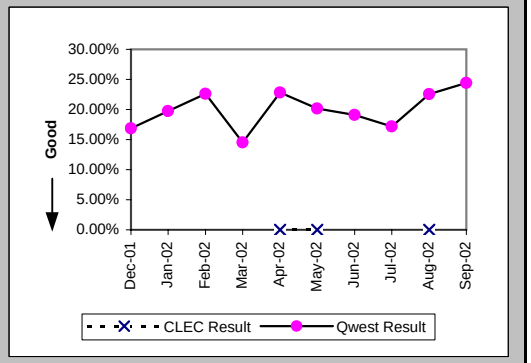
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 92 | 11934 | 0.77% | 8.75% | -0.22 | -1.13 | No |
| Jan-02 | 0 | 7 | 0.00% | 0 | 0 | 82 | 12182 | 0.67% | 8.18% | -0.22 | -1.13 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 122 | 12170 | 1.00% | 9.96% | -0.28 | -1.17 | No |
| Mar-02 | 0 | 11 | 0.00% | 0 | 0 | 112 | 12127 | 0.92% | 9.57% | -0.32 | -1.19 | No |
| Apr-02 | 1 | 11 | 9.09% | 0 | 0 | 135 | 12050 | 1.12% | 10.53% | 1.55 | -0.06 | No |
| May-02 | 1 | 13 | 7.69% | 0 | 0 | 130 | 12171 | 1.07% | 10.28% | 1.48 | -0.1 | No |
| Jun-02 | 0 | 14 | 0.00% | 0 | 0 | 166 | 12340 | 1.35% | 11.52% | -0.44 | -1.27 | No |
| Jul-02 | 0 | 15 | 0.00% | 0 | 0 | 180 | 12522 | 1.44% | 11.90% | -0.47 | -1.28 | No |
| Aug-02 | 1 | 17 | 5.88% | 0 | 0 | 206 | 12580 | 1.64% | 12.69% | 1.09 | -0.34 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

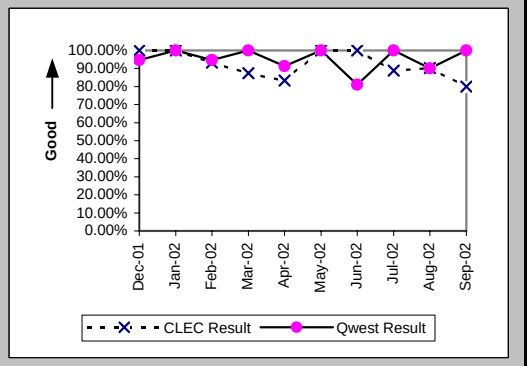
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | | | | | | 28 | 193 | 14.51% | 35.22% | | | |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 58 | 254 | 22.83% | 41.98% | -0.77 | -1.47 | No |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 46 | 228 | 20.18% | 40.13% | -0.5 | -1.3 | No |
| Jun-02 | | | | | | 54 | 283 | 19.08% | 39.29% | | | |
| Jul-02 | | | | | | 51 | 297 | 17.17% | 37.71% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 83 | 368 | 22.55% | 41.79% | -0.54 | -1.33 | No |
| Sep-02 | | | | | | 70 | 287 | 24.39% | 42.94% | | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

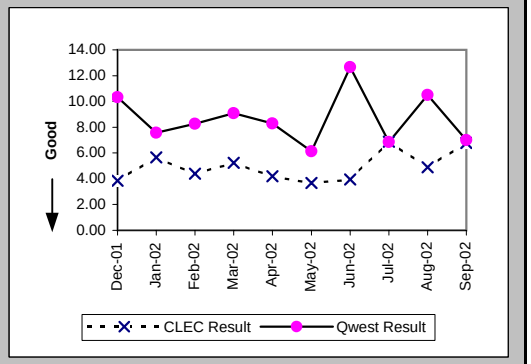
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 13 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.65 | -1.4 | No |
| Jan-02 | 3 | 3 | 100.00% | 0 | 1 | 21 | 21 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 14 | 15 | 93.33% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | 0.09 | -0.94 | No |
| Mar-02 | 7 | 8 | 87.50% | 0 | 0 | 27 | 27 | 100.00% | N/A | N/A | -0.24 | No |
| Apr-02 | 5 | 6 | 83.33% | 0 | 0 | 21 | 23 | 91.30% | 28.18% | 0.46 | -0.72 | No |
| May-02 | 10 | 10 | 100.00% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 18 | 18 | 100.00% | 1 | 1 | 17 | 21 | 80.95% | 39.27% | -1.51 | -1.92 | No |
| Jul-02 | 8 | 9 | 88.89% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | -0.42 | No |
| Aug-02 | 28 | 31 | 90.32% | 0 | 0 | 18 | 20 | 90.00% | 30.00% | -0.04 | -1.02 | No |
| Sep-02 | 8 | 10 | 80.00% | 0 | 0 | 6 | 6 | 100.00% | N/A | N/A | -0.43 | No |



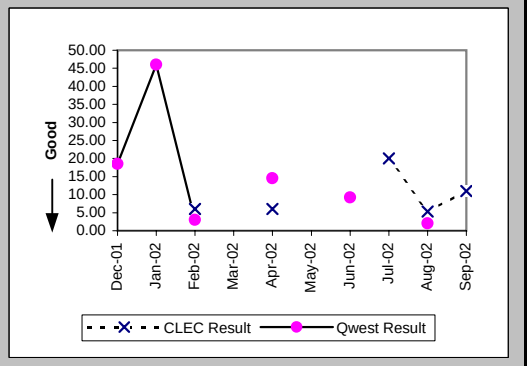

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 50 | 13 | 3.85 | 1 | 0 | 217 | 21 | 10.33 | 8.09 | -2.27 | -2.38 | No |
| Jan-02 | 17 | 3 | 5.67 | 1 | 1 | 144 | 19 | 7.58 | 12.67 | -0.24 | -1.15 | No |
| Feb-02 | 44 | 10 | 4.40 | 5 | 0 | 157 | 19 | 8.26 | 4.87 | -2.03 | -2.23 | No |
| Mar-02 | 42 | 8 | 5.25 | 0 | 0 | 227 | 25 | 9.08 | 4.34 | -2.17 | -2.32 | No |
| Apr-02 | 21 | 5 | 4.20 | 1 | 0 | 191 | 23 | 8.30 | 7.74 | -1.07 | -1.65 | No |
| May-02 | 33 | 9 | 3.67 | 1 | 0 | 129 | 21 | 6.14 | 3.48 | -1.78 | -2.08 | No |
| Jun-02 | 75 | 19 | 3.95 | 0 | 1 | 266 | 21 | 12.67 | 13.58 | -2.03 | -2.23 | No |
| Jul-02 | 55 | 8 | 6.88 | 1 | 0 | 96 | 14 | 6.86 | 5.20 | -0.02 | -1.01 | No |
| Aug-02 | 152 | 31 | 4.90 | 0 | 0 | 189 | 18 | 10.50 | 4.64 | -4.07 | -3.47 | No |
| Sep-02 | 61 | 9 | 6.78 | 1 | 0 | 35 | 5 | 7.00 | 3.39 | -0.12 | -1.07 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

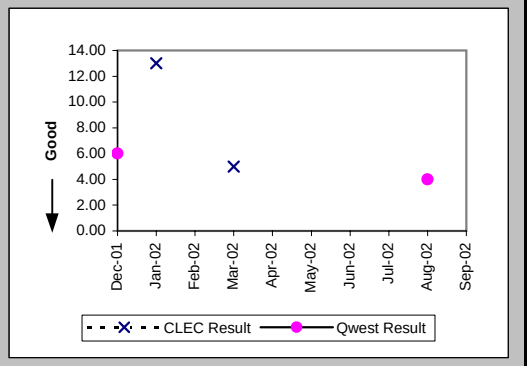
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 37 | 2 | 18.50 | 4.95 | | | |
| Jan-02 | | | | | | 46 | 1 | 46.00 | | | | |
| Feb-02 | 6 | 1 | 6.00 | 0 | 0 | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | 6 | 1 | 6.00 | 0 | 0 | 29 | 2 | 14.50 | 14.85 | -0.47 | -1.28 | No |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 37 | 4 | 9.25 | 6.24 | | | |
| Jul-02 | 20 | 1 | 20.00 | 0 | 0 | | | | | | | |
| Aug-02 | 16 | 3 | 5.33 | 0 | 0 | 2 | 1 | 2.00 | | | | |
| Sep-02 | 22 | 2 | 11.00 | 0 | 0 | | | | | | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

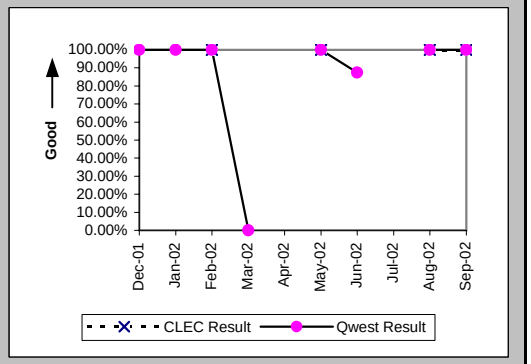
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | 13 | 1 | 13.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | 5 | 1 | 5.00 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



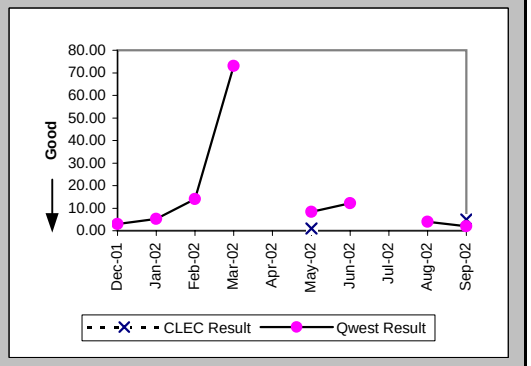

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 7 | 8 | 87.50% | 33.07% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

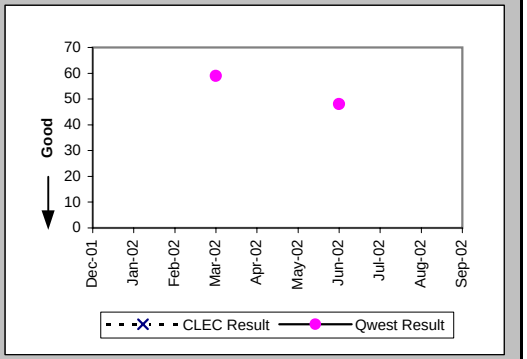
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 4 | 3.00 | 0.00 | | | |
| Jan-02 | | | | | | 21 | 4 | 5.25 | 4.50 | | | |
| Feb-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Mar-02 | | | | | | 73 | 1 | 73.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | 1 | 1 | 1.00 | 0 | 0 | 42 | 5 | 8.40 | 4.62 | -1.46 | -1.89 | No |
| Jun-02 | | | | | | 98 | 8 | 12.25 | 20.06 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 8 | 2 | 4.00 | 2.83 | | | |
| Sep-02 | 10 | 2 | 5.00 | 0 | 0 | 2 | 1 | 2.00 | | | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

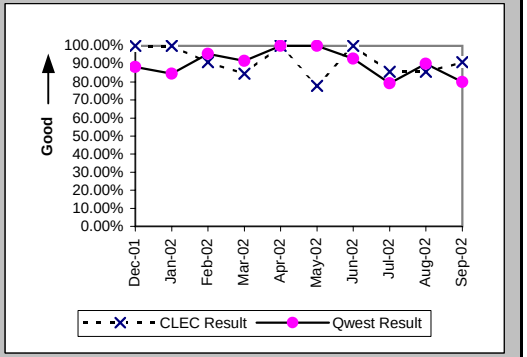
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 59 | 1 | 59.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 48 | 1 | 48.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



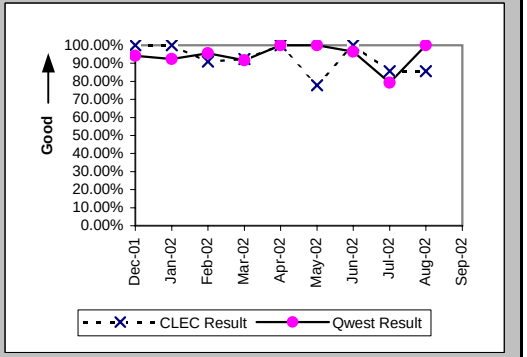

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 15 | 15 | 100.00% | 0 | 0 | 30 | 34 | 88.24% | 32.22% | -1.18 | -1.72 | No |
| Jan-02 | 9 | 9 | 100.00% | 0 | 0 | 22 | 26 | 84.62% | 36.08% | -1.1 | -1.67 | No |
| Feb-02 | 10 | 11 | 90.91% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | 0.41 | -0.75 | No |
| Mar-02 | 11 | 13 | 84.62% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | 0.57 | -0.65 | No |
| Apr-02 | 7 | 7 | 100.00% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| May-02 | 7 | 9 | 77.78% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | 0.15 | Yes |
| Jun-02 | 16 | 16 | 100.00% | 0 | 0 | 26 | 28 | 92.86% | 25.75% | -0.88 | -1.54 | No |
| Jul-02 | 12 | 14 | 85.71% | 0 | 0 | 19 | 24 | 79.17% | 40.61% | -0.48 | -1.29 | No |
| Aug-02 | 18 | 21 | 85.71% | 0 | 0 | 18 | 20 | 90.00% | 30.00% | 0.3 | -0.82 | No |
| Sep-02 | 20 | 22 | 90.91% | 0 | 0 | 12 | 15 | 80.00% | 40.00% | -0.81 | -1.5 | No |




### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

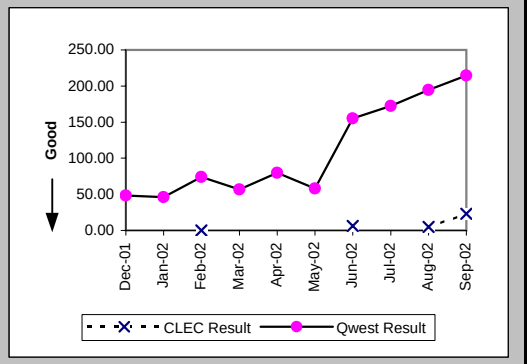
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 15 | 15 | 100.00% | 0 | 0 | 32 | 34 | 94.12% | 23.53% | -0.81 | -1.49 | No |
| Jan-02 | 9 | 9 | 100.00% | 0 | 0 | 24 | 26 | 92.31% | 26.65% | -0.75 | -1.45 | No |
| Feb-02 | 10 | 11 | 90.91% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | 0.41 | -0.75 | No |
| Mar-02 | 12 | 13 | 92.31% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -0.07 | -1.04 | No |
| Apr-02 | 7 | 7 | 100.00% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| May-02 | 7 | 9 | 77.78% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | 0.15 | Yes |
| Jun-02 | 16 | 16 | 100.00% | 0 | 0 | 27 | 28 | 96.43% | 18.56% | -0.61 | -1.37 | No |
| Jul-02 | 12 | 14 | 85.71% | 0 | 0 | 19 | 24 | 79.17% | 40.61% | -0.48 | -1.29 | No |
| Aug-02 | 18 | 21 | 85.71% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | 0 | Yes |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

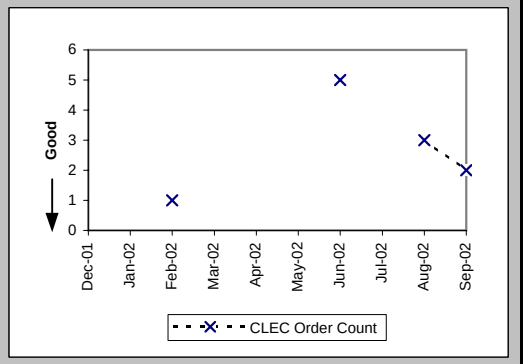
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 145 | 3 | 48.33 | 47.04 | | | |
| Jan-02 | | | | | | 230 | 5 | 46.00 | 47.19 | | | |
| Feb-02 | 0 | 1 | 0.00 | 0 | 0 | 296 | 4 | 74.00 | 50.42 | -1.31 | -1.8 | No |
| Mar-02 | | | | | | 283 | 5 | 56.60 | 71.95 | | | |
| Apr-02 | | | | | | 478 | 6 | 79.67 | 67.64 | | | |
| May-02 | | | | | | 466 | 8 | 58.25 | 77.17 | | | |
| Jun-02 | 30 | 5 | 6.00 | 0 | 0 | 465 | 3 | 155.00 | 76.90 | -2.65 | -2.61 | No |
| Jul-02 | | | | | | 345 | 2 | 172.50 | 108.19 | | | |
| Aug-02 | 15 | 3 | 5.00 | 0 | 0 | 389 | 2 | 194.50 | 108.19 | -1.92 | -2.17 | No |
| Sep-02 | 46 | 2 | 23.00 | 0 | 0 | 429 | 2 | 214.50 | 108.19 | -1.77 | -2.08 | No |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop ISDN Capable (OP-15B) (Diagnostic)

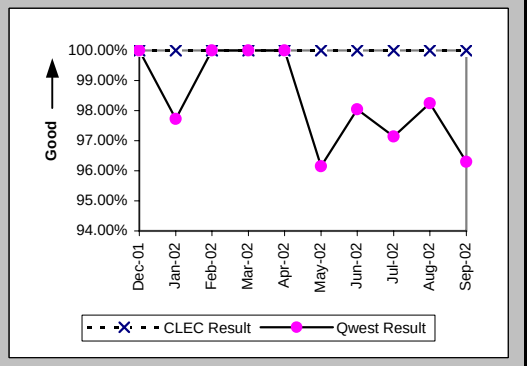
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | 1 |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | 5 |
| Jul-02 | |
| Aug-02 | 3 |
| Sep-02 | 2 |



## Checklist #4 - Unbundled Loop - ISDN Capable Repair

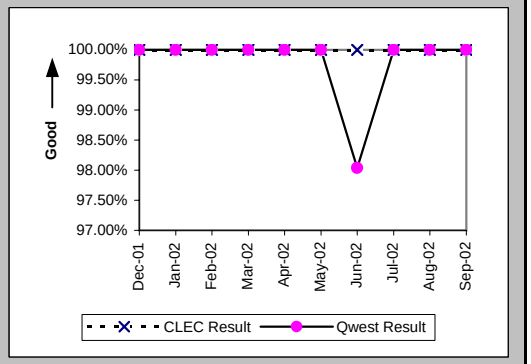
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 4 | 100.00% | 0 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 1 | 0 | 43 | 44 | 97.73% | 14.90% | -0.32 | -1.2 | No |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 8 | 8 | 100.00% | 1 | 0 | 25 | 25 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 5 | 5 | 100.00% | 0 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 5 | 5 | 100.00% | 2 | 0 | 25 | 26 | 96.15% | 19.23% | -0.41 | -1.25 | No |
| Jun-02 | 6 | 6 | 100.00% | 3 | 0 | 50 | 51 | 98.04% | 13.86% | -0.33 | -1.2 | No |
| Jul-02 | 5 | 5 | 100.00% | 0 | 0 | 34 | 35 | 97.14% | 16.66% | -0.36 | -1.22 | No |
| Aug-02 | 8 | 8 | 100.00% | 1 | 0 | 56 | 57 | 98.25% | 13.13% | -0.35 | -1.22 | No |
| Sep-02 | 7 | 7 | 100.00% | 4 | 0 | 26 | 27 | 96.30% | 18.89% | -0.46 | -1.28 | No |



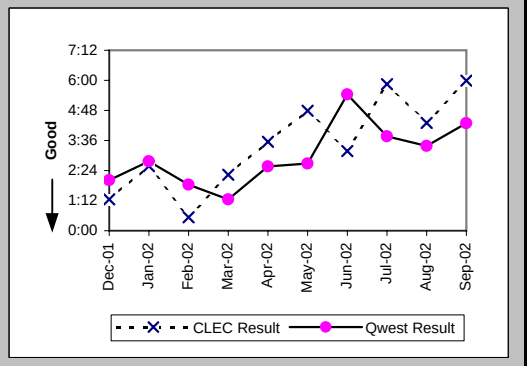

All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 4 | 100.00% | 0 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 1 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 8 | 8 | 100.00% | 1 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 5 | 5 | 100.00% | 0 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 5 | 5 | 100.00% | 2 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 6 | 6 | 100.00% | 3 | 0 | 50 | 51 | 98.04% | 13.86% | -0.33 | -1.2 | No |
| Jul-02 | 5 | 5 | 100.00% | 0 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 8 | 8 | 100.00% | 1 | 0 | 57 | 57 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 7 | 7 | 100.00% | 4 | 0 | 28 | 28 | 100.00% | N/A | N/A | N/A | |




Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

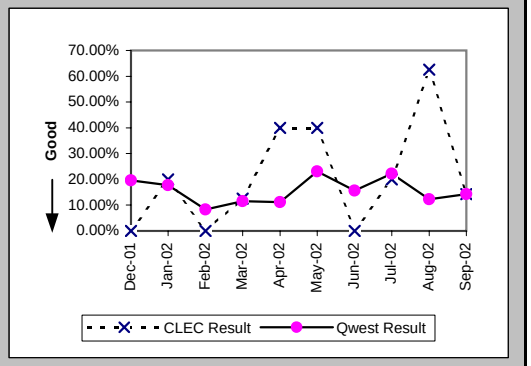
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4:59 | 4 | 1:15 | 0 | 0 | 102:28 | 51 | 2:01 | 2:57 | -0.5 | -1.3 | No |
| Jan-02 | 12:55 | 5 | 2:35 | 1 | 0 | 124:12 | 45 | 2:46 | 4:48 | -0.08 | -1.05 | No |
| Feb-02 | 1:04 | 2 | 0:32 | 1 | 0 | 65:47 | 36 | 1:50 | 2:24 | -0.74 | -1.45 | No |
| Mar-02 | 17:55 | 8 | 2:14 | 1 | 0 | 32:19 | 26 | 1:15 | 1:27 | 1.62 | -0.02 | No |
| Apr-02 | 17:45 | 5 | 3:33 | 0 | 0 | 115:37 | 45 | 2:34 | 3:23 | 0.73 | -0.56 | No |
| May-02 | 23:55 | 5 | 4:47 | 2 | 0 | 69:55 | 26 | 2:41 | 4:48 | 1.26 | -0.23 | No |
| Jun-02 | 19:07 | 6 | 3:11 | 3 | 0 | 277:03 | 51 | 5:26 | 13:26 | -0.39 | -1.24 | No |
| Jul-02 | 29:15 | 5 | 5:51 | 0 | 0 | 135:38 | 36 | 3:46 | 5:59 | 0.63 | -0.61 | No |
| Aug-02 | 34:21 | 8 | 4:18 | 1 | 0 | 193:12 | 57 | 3:23 | 4:28 | 0.71 | -0.57 | No |
| Sep-02 | 41:53 | 7 | 5:59 | 4 | 0 | 119:52 | 28 | 4:17 | 6:03 | 0.56 | -0.66 | No |



## Checklist #4 - Unbundled Loop - ISDN Capable Repair

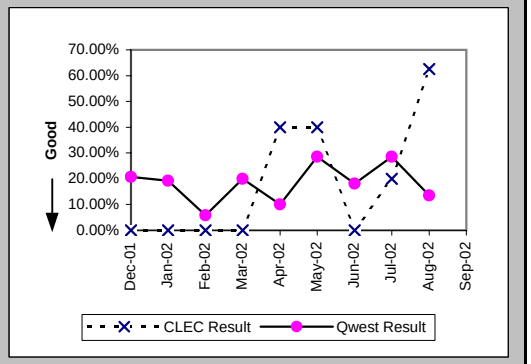
### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 0 | 0 | 10 | 51 | 19.61% | 39.70% | -0.95 | -1.58 | No |
| Jan-02 | 1 | 5 | 20.00% | 1 | 0 | 8 | 45 | 17.78% | 38.23% | 0.11 | -0.93 | No |
| Feb-02 | 0 | 2 | 0.00% | 1 | 0 | 3 | 36 | 8.33% | 27.64% | -0.42 | -1.25 | No |
| Mar-02 | 1 | 8 | 12.50% | 1 | 0 | 3 | 26 | 11.54% | 31.95% | 0.04 | -0.98 | No |
| Apr-02 | 2 | 5 | 40.00% | 0 | 0 | 5 | 45 | 11.11% | 31.43% | 1.48 | -0.1 | No |
| May-02 | 2 | 5 | 40.00% | 2 | 0 | 6 | 26 | 23.08% | 42.13% | 0.71 | -0.57 | No |
| Jun-02 | 0 | 6 | 0.00% | 3 | 0 | 8 | 51 | 15.69% | 36.37% | -1 | -1.61 | No |
| Jul-02 | 1 | 5 | 20.00% | 0 | 0 | 8 | 36 | 22.22% | 41.57% | -0.11 | -1.07 | No |
| Aug-02 | 5 | 8 | 62.50% | 1 | 0 | 7 | 57 | 12.28% | 32.82% | 2.93 | 0.78 | Yes |
| Sep-02 | 1 | 7 | 14.29% | 4 | 0 | 4 | 28 | 14.29% | 34.99% | 0 | -1 | No |



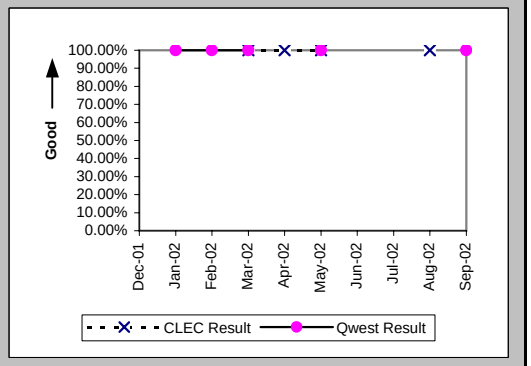

### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 3 | 0.00% | 0 | 0 | 6 | 29 | 20.69% | 40.51% | -0.84 | -1.51 | No |
| Jan-02 | 0 | 4 | 0.00% | 1 | 0 | 5 | 26 | 19.23% | 39.41% | -0.91 | -1.55 | No |
| Feb-02 | 0 | 1 | 0.00% | 1 | 0 | 1 | 17 | 5.88% | 23.53% | -0.24 | -1.15 | No |
| Mar-02 | 0 | 5 | 0.00% | 1 | 0 | 2 | 10 | 20.00% | 40.00% | -0.91 | -1.55 | No |
| Apr-02 | 2 | 5 | 40.00% | 0 | 0 | 2 | 20 | 10.00% | 30.00% | 1.37 | -0.17 | No |
| May-02 | 2 | 5 | 40.00% | 2 | 0 | 4 | 14 | 28.57% | 45.18% | 0.39 | -0.77 | No |
| Jun-02 | 0 | 3 | 0.00% | 3 | 0 | 6 | 33 | 18.18% | 38.57% | -0.78 | -1.48 | No |
| Jul-02 | 1 | 5 | 20.00% | 0 | 0 | 6 | 21 | 28.57% | 45.18% | -0.38 | -1.23 | No |
| Aug-02 | 5 | 8 | 62.50% | 1 | 0 | 5 | 37 | 13.51% | 34.19% | 2.69 | 0.63 | Yes |
| Sep-02 | | | | | | | | | | | | |




### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

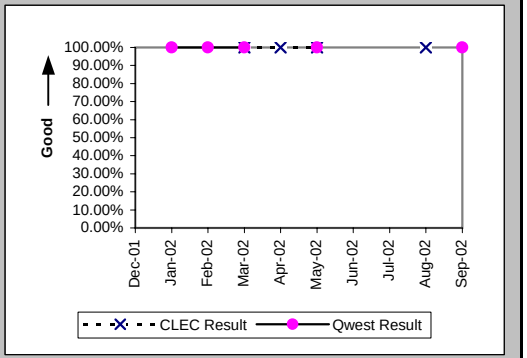
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Repair

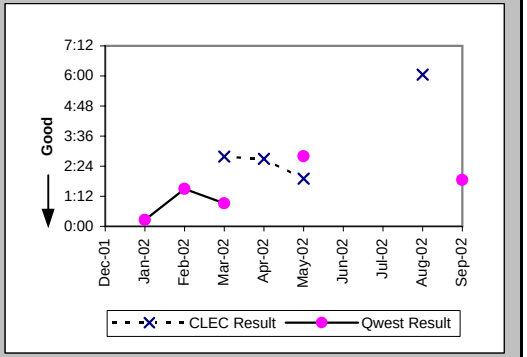
### All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |



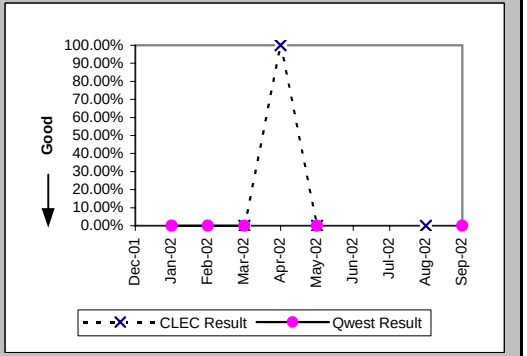

### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0:15 | 1 | 0:15 | | | | |
| Feb-02 | | | | | | 1:30 | 1 | 1:30 | | | | |
| Mar-02 | 5:34 | 2 | 2:47 | 0 | 0 | 0:55 | 1 | 0:55 | | | | |
| Apr-02 | 2:42 | 1 | 2:42 | 0 | 0 | | | | | | | |
| May-02 | 1:54 | 1 | 1:54 | 0 | 0 | 2:48 | 1 | 2:48 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | 12:07 | 2 | 6:03 | 0 | 0 | | | | | | | |
| Sep-02 | | | | | | 1:51 | 1 | 1:51 | | | | |




### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

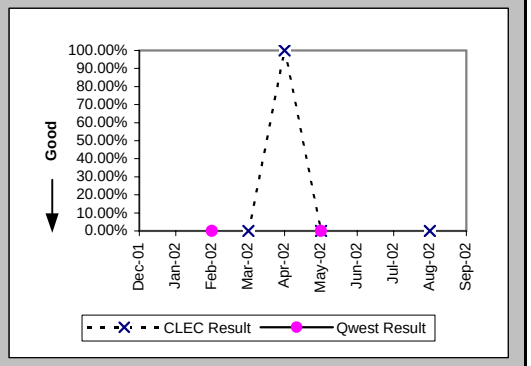
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Sep-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Repair

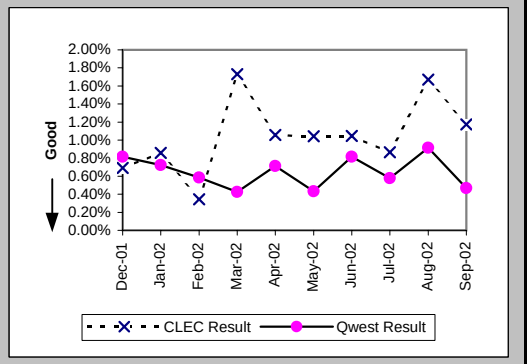
### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



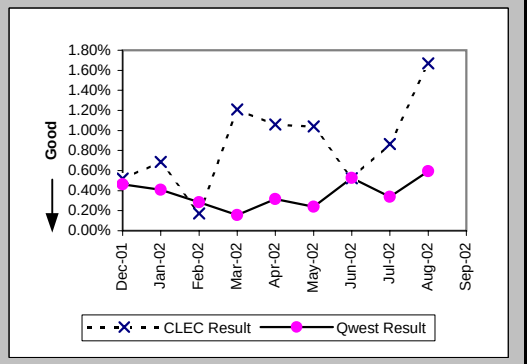

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 578 | 0.69% | 1 | 0 | 51 | 6249 | 0.82% | 9.00% | -0.32 | -1.19 | No |
| Jan-02 | 5 | 582 | 0.86% | 1 | 0 | 46 | 6368 | 0.72% | 8.47% | 0.37 | -0.77 | No |
| Feb-02 | 2 | 584 | 0.34% | 1 | 0 | 37 | 6337 | 0.58% | 7.62% | -0.73 | -1.45 | No |
| Mar-02 | 10 | 578 | 1.73% | 1 | 0 | 27 | 6334 | 0.43% | 6.52% | 4.61 | 1.8 | Yes |
| Apr-02 | 6 | 567 | 1.06% | 0 | 0 | 45 | 6304 | 0.71% | 8.42% | 0.93 | -0.43 | No |
| May-02 | 6 | 576 | 1.04% | 2 | 0 | 27 | 6261 | 0.43% | 6.55% | 2.14 | 0.3 | Yes |
| Jun-02 | 6 | 574 | 1.05% | 3 | 0 | 51 | 6250 | 0.82% | 9.00% | 0.58 | -0.64 | No |
| Jul-02 | 5 | 579 | 0.86% | 0 | 0 | 36 | 6228 | 0.58% | 7.58% | 0.87 | -0.47 | No |
| Aug-02 | 10 | 599 | 1.67% | 1 | 0 | 57 | 6219 | 0.92% | 9.53% | 1.85 | 0.12 | Yes |
| Sep-02 | 7 | 597 | 1.17% | 4 | 0 | 29 | 6192 | 0.47% | 6.83% | 2.41 | 0.46 | Yes |




### Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

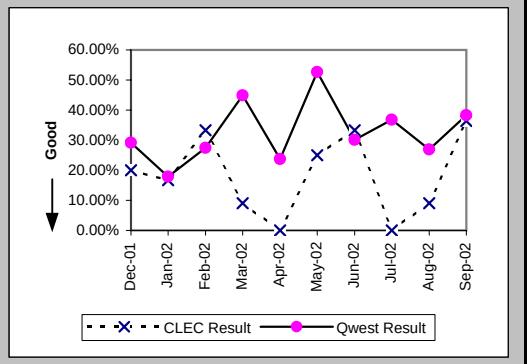
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 578 | 0.52% | 1 | 0 | 29 | 6249 | 0.46% | 6.80% | 0.19 | -0.89 | No |
| Jan-02 | 4 | 582 | 0.69% | 1 | 0 | 26 | 6368 | 0.41% | 6.38% | 1.01 | -0.39 | No |
| Feb-02 | 1 | 584 | 0.17% | 1 | 0 | 18 | 6337 | 0.28% | 5.32% | -0.49 | -1.3 | No |
| Mar-02 | 7 | 578 | 1.21% | 1 | 0 | 10 | 6334 | 0.16% | 3.97% | 6.11 | 2.71 | Yes |
| Apr-02 | 6 | 567 | 1.06% | 0 | 0 | 20 | 6304 | 0.32% | 5.62% | 3.01 | 0.83 | Yes |
| May-02 | 6 | 576 | 1.04% | 2 | 0 | 15 | 6261 | 0.24% | 4.89% | 3.77 | 1.29 | Yes |
| Jun-02 | 3 | 574 | 0.52% | 3 | 0 | 33 | 6250 | 0.53% | 7.25% | -0.02 | -1.01 | No |
| Jul-02 | 5 | 579 | 0.86% | 0 | 0 | 21 | 6228 | 0.34% | 5.80% | 2.09 | 0.27 | Yes |
| Aug-02 | 10 | 599 | 1.67% | 1 | 0 | 37 | 6219 | 0.60% | 7.69% | 3.27 | 0.99 | Yes |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

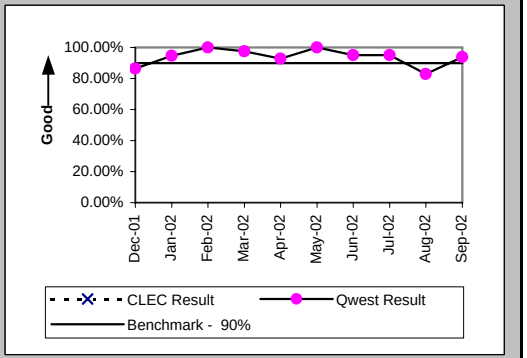
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 5 | 20.00% | 0 | 0 | 21 | 72 | 29.17% | 45.45% | -0.44 | -1.27 | No |
| Jan-02 | 1 | 6 | 16.67% | 0 | 0 | 10 | 56 | 17.86% | 38.30% | -0.07 | -1.04 | No |
| Feb-02 | 1 | 3 | 33.33% | 0 | 0 | 14 | 51 | 27.45% | 44.63% | 0.18 | -0.89 | No |
| Mar-02 | 1 | 11 | 9.09% | 0 | 0 | 22 | 49 | 44.90% | 49.74% | -2.16 | -2.31 | No |
| Apr-02 | 0 | 6 | 0.00% | 0 | 0 | 14 | 59 | 23.73% | 42.54% | -1.3 | -1.79 | No |
| May-02 | 2 | 8 | 25.00% | 0 | 0 | 30 | 57 | 52.63% | 49.93% | -1.47 | -1.89 | No |
| Jun-02 | 3 | 9 | 33.33% | 0 | 0 | 22 | 73 | 30.14% | 45.89% | 0.19 | -0.88 | No |
| Jul-02 | 0 | 5 | 0.00% | 0 | 0 | 21 | 57 | 36.84% | 48.24% | -1.64 | -2 | No |
| Aug-02 | 1 | 11 | 9.09% | 0 | 0 | 21 | 78 | 26.92% | 44.36% | -1.25 | -1.76 | No |
| Sep-02 | 4 | 11 | 36.36% | 0 | 0 | 18 | 47 | 38.30% | 48.61% | -0.12 | -1.07 | No |



## Checklist #4 - Unbundled Loop - ADSL Qualified Installation

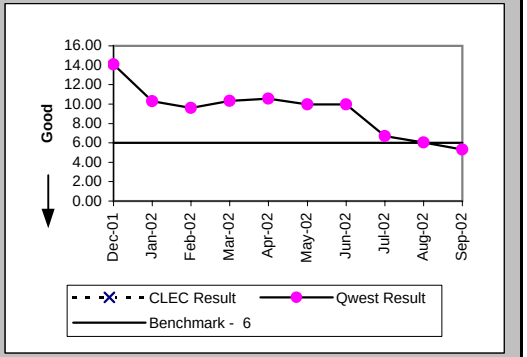
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 32 | 37 | 86.49% | 34.19% | | | |
| Jan-02 | | | | | | 36 | 38 | 94.74% | 22.33% | | | |
| Feb-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 38 | 39 | 97.44% | 15.81% | | | |
| Apr-02 | | | | | | 39 | 42 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 38 | 40 | 95.00% | 21.79% | | | |
| Jul-02 | | | | | | 39 | 41 | 95.12% | 21.54% | | | |
| Aug-02 | | | | | | 29 | 35 | 82.86% | 37.69% | | | |
| Sep-02 | | | | | | 30 | 32 | 93.75% | 24.21% | | | |



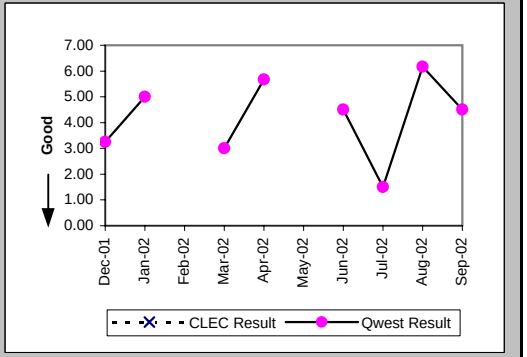

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 550 | 39 | 14.10 | 18.70 | | | |
| Jan-02 | | | | | | 412 | 40 | 10.30 | 2.39 | | | |
| Feb-02 | | | | | | 336 | 35 | 9.60 | 3.84 | | | |
| Mar-02 | | | | | | 413 | 40 | 10.32 | 2.84 | | | |
| Apr-02 | | | | | | 444 | 42 | 10.57 | 2.59 | | | |
| May-02 | | | | | | 309 | 31 | 9.97 | 0.80 | | | |
| Jun-02 | | | | | | 428 | 43 | 9.95 | 2.22 | | | |
| Jul-02 | | | | | | 281 | 42 | 6.69 | 3.01 | | | |
| Aug-02 | | | | | | 211 | 35 | 6.03 | 2.90 | | | |
| Sep-02 | | | | | | 175 | 33 | 5.30 | 1.38 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

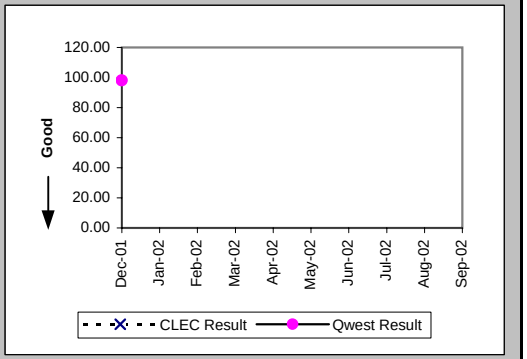
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 4 | 3.25 | 2.06 | | | |
| Jan-02 | | | | | | 10 | 2 | 5.00 | 1.41 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | | | | | | 17 | 3 | 5.67 | 4.51 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 9 | 2 | 4.50 | 3.54 | | | |
| Jul-02 | | | | | | 3 | 2 | 1.50 | 0.71 | | | |
| Aug-02 | | | | | | 37 | 6 | 6.17 | 4.49 | | | |
| Sep-02 | | | | | | 9 | 2 | 4.50 | 2.12 | | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Installation

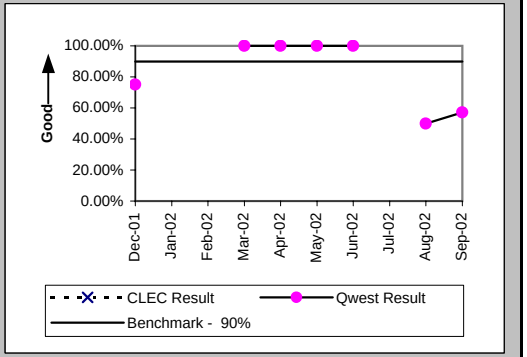
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 98 | 1 | 98.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



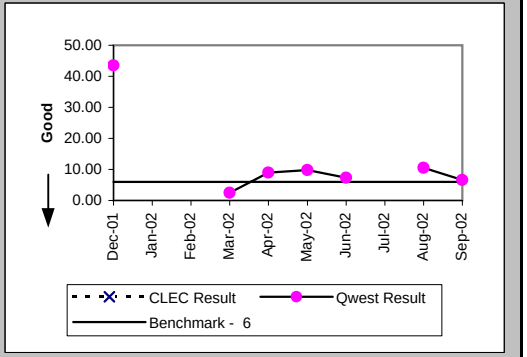

### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |




### Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

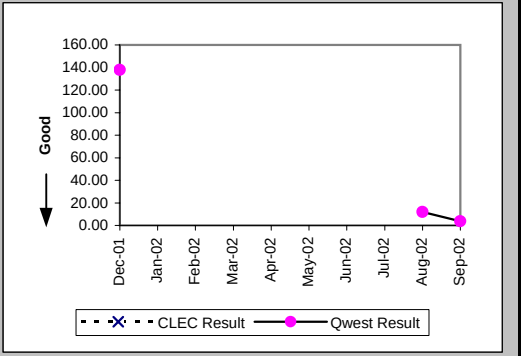
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 174 | 4 | 43.50 | 70.37 | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Apr-02 | | | | | | 9 | 1 | 9.00 | | | | |
| May-02 | | | | | | 59 | 6 | 9.83 | 0.98 | | | |
| Jun-02 | | | | | | 22 | 3 | 7.33 | 3.79 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 21 | 2 | 10.50 | 9.19 | | | |
| Sep-02 | | | | | | 53 | 8 | 6.62 | 2.56 | | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Installation

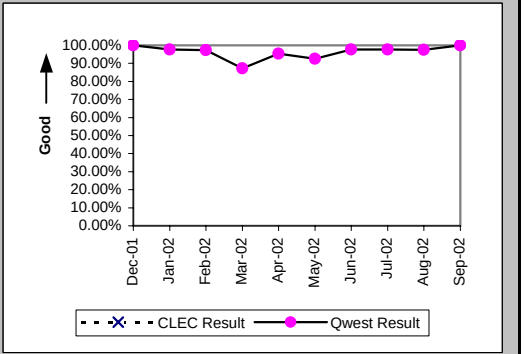
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 138 | 1 | 138.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Sep-02 | | | | | | 11 | 3 | 3.67 | 1.53 | | | |



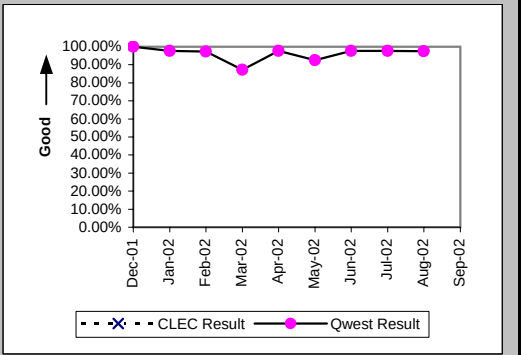

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 38 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 41 | 42 | 97.62% | 15.25% | | | |
| Feb-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |
| Mar-02 | | | | | | 34 | 39 | 87.18% | 33.43% | | | |
| Apr-02 | | | | | | 41 | 43 | 95.35% | 21.06% | | | |
| May-02 | | | | | | 37 | 40 | 92.50% | 26.34% | | | |
| Jun-02 | | | | | | 41 | 42 | 97.62% | 15.25% | | | |
| Jul-02 | | | | | | 43 | 44 | 97.73% | 14.90% | | | |
| Aug-02 | | | | | | 39 | 40 | 97.50% | 15.61% | | | |
| Sep-02 | | | | | | 39 | 39 | 100.00% | 0.00% | | | |




### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

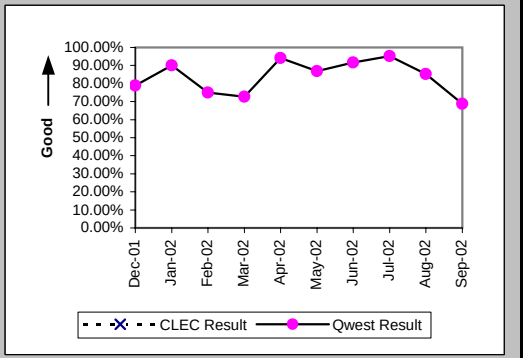
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 38 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 41 | 42 | 97.62% | 15.25% | | | |
| Feb-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |
| Mar-02 | | | | | | 34 | 39 | 87.18% | 33.43% | | | |
| Apr-02 | | | | | | 42 | 43 | 97.67% | 15.07% | | | |
| May-02 | | | | | | 37 | 40 | 92.50% | 26.34% | | | |
| Jun-02 | | | | | | 41 | 42 | 97.62% | 15.25% | | | |
| Jul-02 | | | | | | 43 | 44 | 97.73% | 14.90% | | | |
| Aug-02 | | | | | | 39 | 40 | 97.50% | 15.61% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Repair

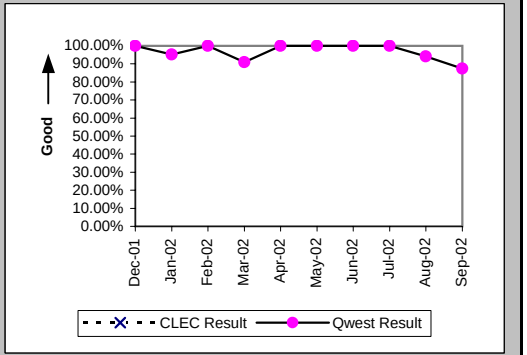
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 19 | 78.95% | 40.77% | | | |
| Jan-02 | | | | | | 18 | 20 | 90.00% | 30.00% | | | |
| Feb-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Mar-02 | | | | | | 8 | 11 | 72.73% | 44.54% | | | |
| Apr-02 | | | | | | 16 | 17 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 20 | 23 | 86.96% | 33.68% | | | |
| Jun-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Jul-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |
| Aug-02 | | | | | | 29 | 34 | 85.29% | 35.42% | | | |
| Sep-02 | | | | | | 11 | 16 | 68.75% | 46.35% | | | |



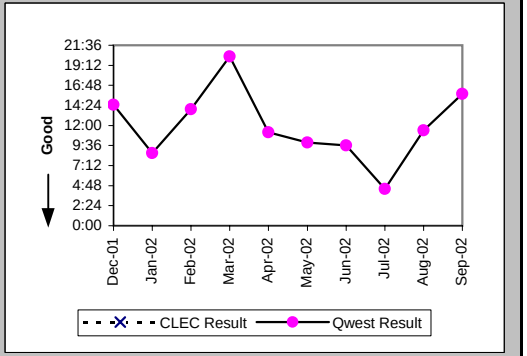

All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 23 | 23 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| Sep-02 | | | | | | 14 | 16 | 87.50% | 33.07% | | | |




Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

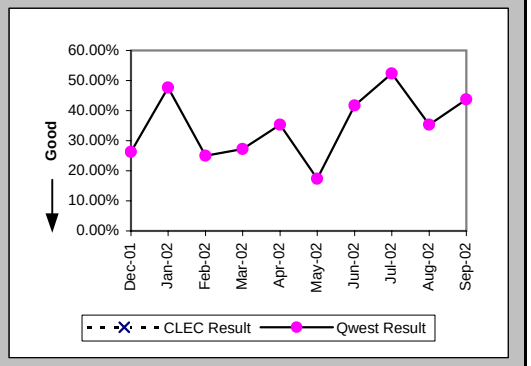
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 274:46 | 19 | 14:28 | 12:02 | | | |
| Jan-02 | | | | | | 182:11 | 21 | 8:41 | 19:46 | | | |
| Feb-02 | | | | | | 55:48 | 4 | 13:57 | 18:37 | | | |
| Mar-02 | | | | | | 222:40 | 11 | 20:15 | 20:44 | | | |
| Apr-02 | | | | | | 190:24 | 17 | 11:12 | 8:56 | | | |
| May-02 | | | | | | 229:01 | 23 | 9:57 | 11:34 | | | |
| Jun-02 | | | | | | 115:27 | 12 | 9:37 | 7:54 | | | |
| Jul-02 | | | | | | 92:50 | 21 | 4:25 | 8:22 | | | |
| Aug-02 | | | | | | 387:32 | 34 | 11:24 | 28:09 | | | |
| Sep-02 | | | | | | 252:33 | 16 | 15:47 | 17:28 | | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Repair

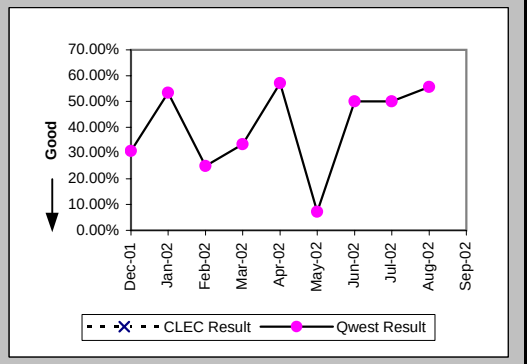
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 19 | 26.32% | 44.03% | | | |
| Jan-02 | | | | | | 10 | 21 | 47.62% | 49.94% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 3 | 11 | 27.27% | 44.54% | | | |
| Apr-02 | | | | | | 6 | 17 | 35.29% | 47.79% | | | |
| May-02 | | | | | | 4 | 23 | 17.39% | 37.90% | | | |
| Jun-02 | | | | | | 5 | 12 | 41.67% | 49.30% | | | |
| Jul-02 | | | | | | 11 | 21 | 52.38% | 49.94% | | | |
| Aug-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Sep-02 | | | | | | 7 | 16 | 43.75% | 49.61% | | | |



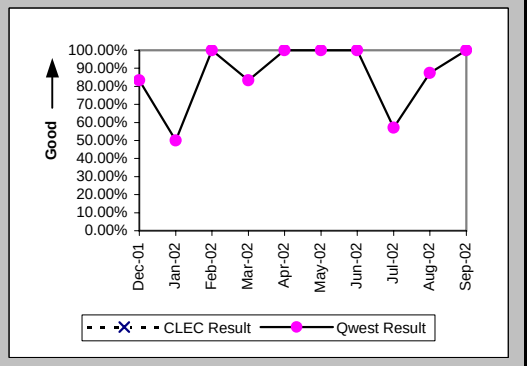

Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| Jan-02 | | | | | | 8 | 15 | 53.33% | 49.89% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| May-02 | | | | | | 1 | 14 | 7.14% | 25.75% | | | |
| Jun-02 | | | | | | 4 | 8 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | 7 | 14 | 50.00% | 50.00% | | | |
| Aug-02 | | | | | | 10 | 18 | 55.56% | 49.69% | | | |
| Sep-02 | | | | | | | | | | | | |




Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

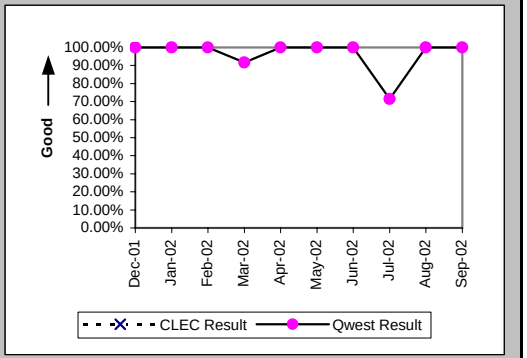
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 12 | 83.33% | 37.27% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| Aug-02 | | | | | | 7 | 8 | 87.50% | 33.07% | | | |
| Sep-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Repair

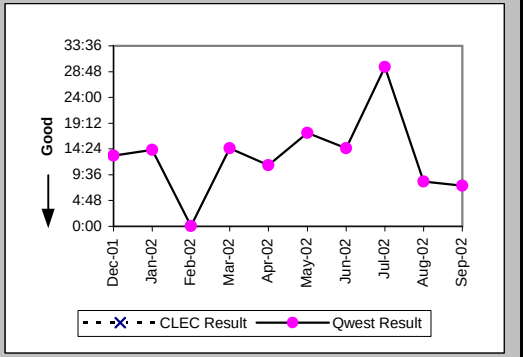
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 5 | 7 | 71.43% | 45.18% | | | |
| Aug-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



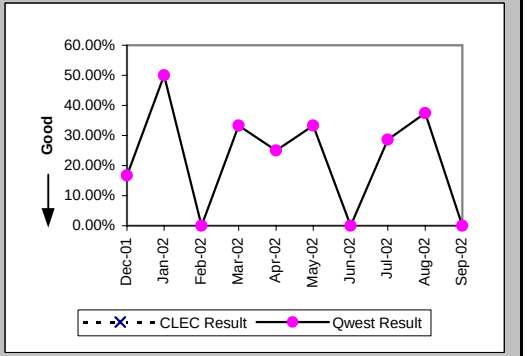

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 79:05 | 6 | 13:11 | 16:12 | | | |
| Jan-02 | | | | | | 28:29 | 2 | 14:14 | 18:27 | | | |
| Feb-02 | | | | | | 0:02 | 1 | 0:02 | | | | |
| Mar-02 | | | | | | 174:37 | 12 | 14:33 | 21:20 | | | |
| Apr-02 | | | | | | 45:35 | 4 | 11:24 | 9:36 | | | |
| May-02 | | | | | | 52:10 | 3 | 17:23 | 7:47 | | | |
| Jun-02 | | | | | | 58:09 | 4 | 14:32 | 8:47 | | | |
| Jul-02 | | | | | | 207:42 | 7 | 29:40 | 26:01 | | | |
| Aug-02 | | | | | | 66:54 | 8 | 8:22 | 10:58 | | | |
| Sep-02 | | | | | | 22:41 | 3 | 7:34 | 12:39 | | | |




Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

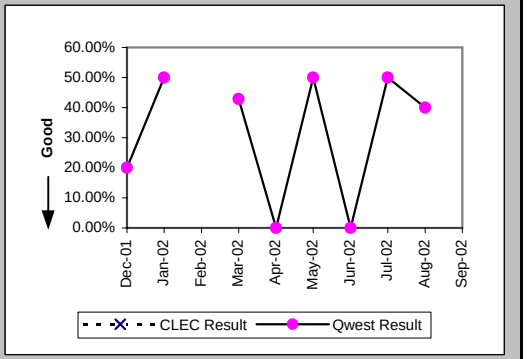
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 6 | 16.67% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 12 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Jun-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Aug-02 | | | | | | 3 | 8 | 37.50% | 48.41% | | | |
| Sep-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Repair

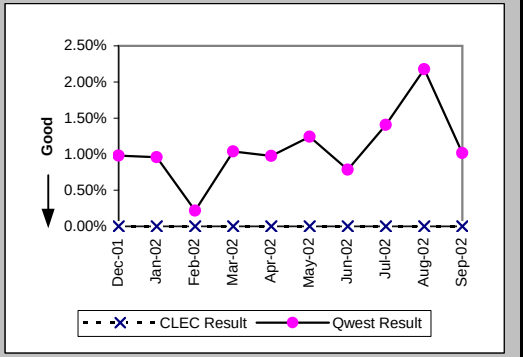
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| Aug-02 | | | | | | 2 | 5 | 40.00% | 48.99% | | | |
| Sep-02 | | | | | | | | | | | | |



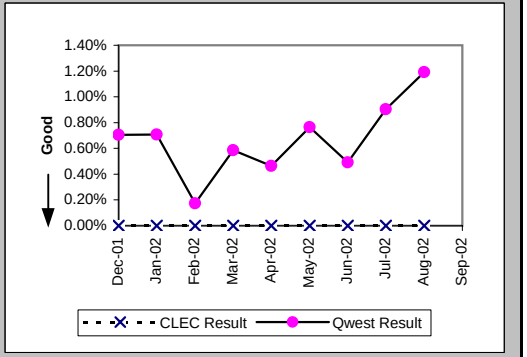

Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 25 | 2549 | 0.98% | 9.85% | -0.14 | -1.09 | No |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 23 | 2404 | 0.96% | 9.73% | -0.14 | -1.08 | No |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 5 | 2299 | 0.22% | 4.66% | -0.07 | -1.04 | No |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | 23 | 2220 | 1.04% | 10.13% | -0.14 | -1.09 | No |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 21 | 2156 | 0.97% | 9.82% | -0.14 | -1.09 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 26 | 2095 | 1.24% | 11.07% | -0.16 | -1.1 | No |
| Jun-02 | 0 | 2 | 0.00% | 0 | 0 | 16 | 2039 | 0.78% | 8.82% | -0.13 | -1.08 | No |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 28 | 1990 | 1.41% | 11.78% | -0.17 | -1.1 | No |
| Aug-02 | 0 | 2 | 0.00% | 0 | 0 | 42 | 1931 | 2.18% | 14.59% | -0.21 | -1.13 | No |
| Sep-02 | 0 | 2 | 0.00% | 0 | 0 | 19 | 1873 | 1.01% | 10.02% | -0.14 | -1.09 | No |




Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

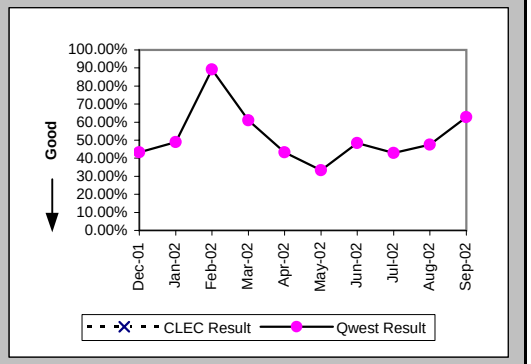
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 18 | 2549 | 0.71% | 8.37% | -0.12 | -1.07 | No |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 17 | 2404 | 0.71% | 8.38% | -0.12 | -1.07 | No |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 4 | 2299 | 0.17% | 4.17% | -0.06 | -1.04 | No |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | 13 | 2220 | 0.59% | 7.63% | -0.11 | -1.07 | No |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 10 | 2156 | 0.46% | 6.79% | -0.1 | -1.06 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 16 | 2095 | 0.76% | 8.71% | -0.12 | -1.08 | No |
| Jun-02 | 0 | 2 | 0.00% | 0 | 0 | 10 | 2039 | 0.49% | 6.99% | -0.1 | -1.06 | No |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 18 | 1990 | 0.90% | 9.47% | -0.14 | -1.08 | No |
| Aug-02 | 0 | 2 | 0.00% | 0 | 0 | 23 | 1931 | 1.19% | 10.85% | -0.16 | -1.09 | No |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

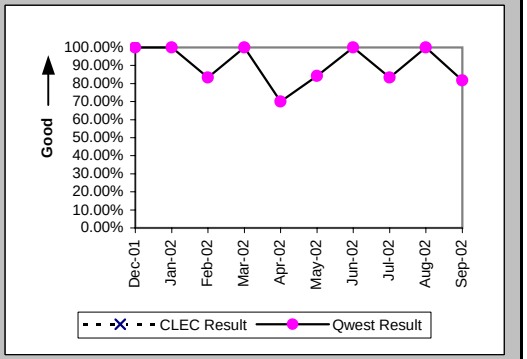
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 44 | 43.18% | 49.53% | | | |
| Jan-02 | | | | | | 22 | 45 | 48.89% | 49.99% | | | |
| Feb-02 | | | | | | 41 | 46 | 89.13% | 31.13% | | | |
| Mar-02 | | | | | | 36 | 59 | 61.02% | 48.77% | | | |
| Apr-02 | | | | | | 16 | 37 | 43.24% | 49.54% | | | |
| May-02 | | | | | | 13 | 39 | 33.33% | 47.14% | | | |
| Jun-02 | | | | | | 15 | 31 | 48.39% | 49.97% | | | |
| Jul-02 | | | | | | 21 | 49 | 42.86% | 49.49% | | | |
| Aug-02 | | | | | | 38 | 80 | 47.50% | 49.94% | | | |
| Sep-02 | | | | | | 32 | 51 | 62.75% | 48.35% | | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

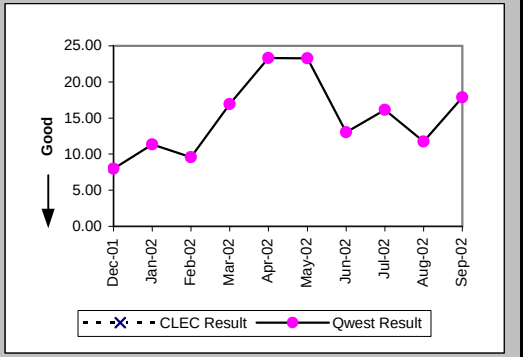
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| May-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |
| Jun-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 15 | 18 | 83.33% | 37.27% | | | |
| Aug-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |



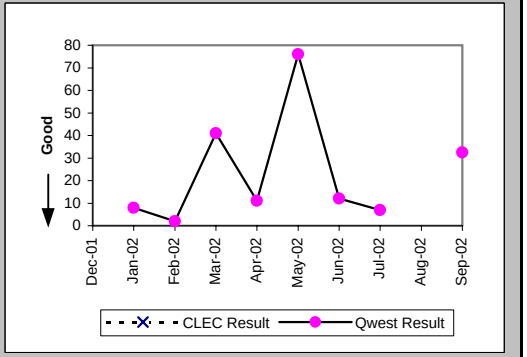

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40 | 5 | 8.00 | 2.45 | | | |
| Jan-02 | | | | | | 227 | 20 | 11.35 | 6.91 | | | |
| Feb-02 | | | | | | 67 | 7 | 9.57 | 3.78 | | | |
| Mar-02 | | | | | | 220 | 13 | 16.92 | 13.51 | | | |
| Apr-02 | | | | | | 233 | 10 | 23.30 | 17.02 | | | |
| May-02 | | | | | | 489 | 21 | 23.29 | 35.06 | | | |
| Jun-02 | | | | | | 443 | 34 | 13.03 | 5.96 | | | |
| Jul-02 | | | | | | 387 | 24 | 16.12 | 8.44 | | | |
| Aug-02 | | | | | | 129 | 11 | 11.73 | 5.80 | | | |
| Sep-02 | | | | | | 304 | 17 | 17.88 | 19.25 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

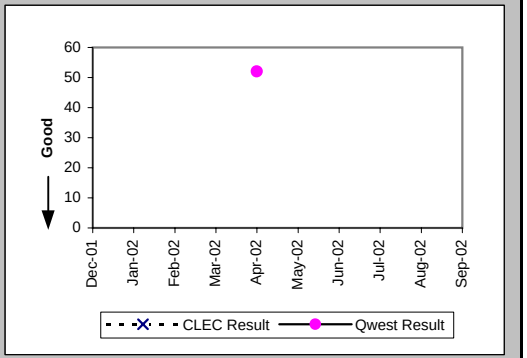
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 8 | 1 | 8.00 | | | | |
| Feb-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Mar-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Apr-02 | | | | | | 22 | 2 | 11.00 | 0.00 | | | |
| May-02 | | | | | | 304 | 4 | 76.00 | 39.05 | | | |
| Jun-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Jul-02 | | | | | | 21 | 3 | 7.00 | 5.20 | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 130 | 4 | 32.50 | 25.62 | | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

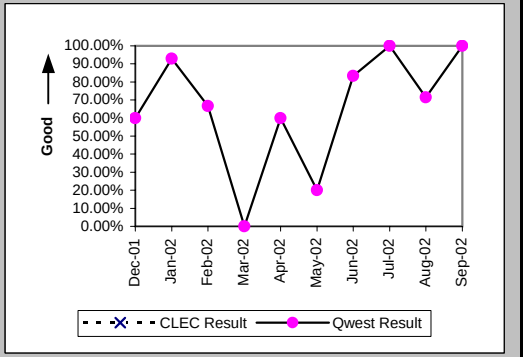
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 52 | 1 | 52.00 | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



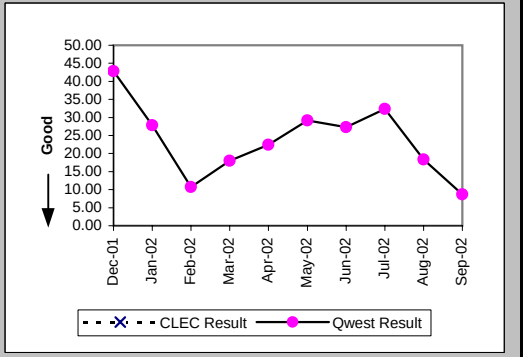

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| May-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jun-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 5 | 7 | 71.43% | 45.18% | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

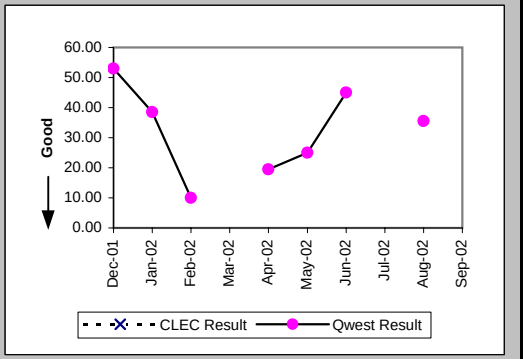
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 300 | 7 | 42.86 | 29.20 | | | |
| Jan-02 | | | | | | 501 | 18 | 27.83 | 16.66 | | | |
| Feb-02 | | | | | | 86 | 8 | 10.75 | 5.65 | | | |
| Mar-02 | | | | | | 36 | 2 | 18.00 | 4.24 | | | |
| Apr-02 | | | | | | 202 | 9 | 22.44 | 10.94 | | | |
| May-02 | | | | | | 204 | 7 | 29.14 | 15.67 | | | |
| Jun-02 | | | | | | 191 | 7 | 27.29 | 25.93 | | | |
| Jul-02 | | | | | | 97 | 3 | 32.33 | 36.09 | | | |
| Aug-02 | | | | | | 165 | 9 | 18.33 | 27.35 | | | |
| Sep-02 | | | | | | 26 | 3 | 8.67 | 3.06 | | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

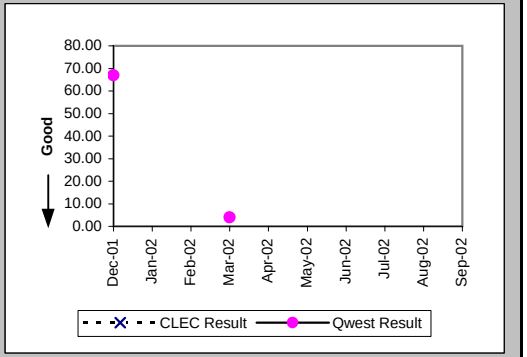
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 106 | 2 | 53.00 | 19.80 | | | |
| Jan-02 | | | | | | 154 | 4 | 38.50 | 21.30 | | | |
| Feb-02 | | | | | | 10 | 1 | 10.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 39 | 2 | 19.50 | 2.12 | | | |
| May-02 | | | | | | 100 | 4 | 25.00 | 18.89 | | | |
| Jun-02 | | | | | | 90 | 2 | 45.00 | 28.28 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 71 | 2 | 35.50 | 45.96 | | | |
| Sep-02 | | | | | | | | | | | | |



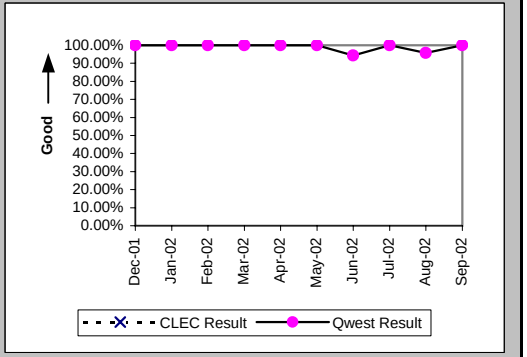

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 67 | 1 | 67.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

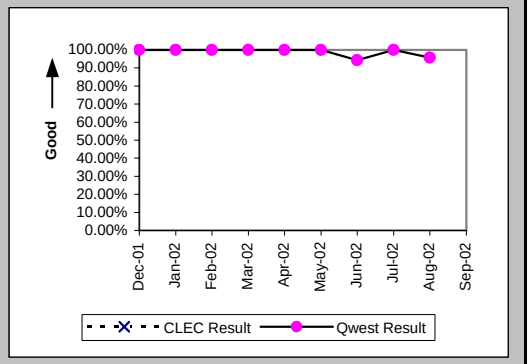
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 33 | 35 | 94.29% | 23.21% | | | |
| Jul-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 23 | 24 | 95.83% | 19.98% | | | |
| Sep-02 | | | | | | 20 | 20 | 100.00% | 0.00% | | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

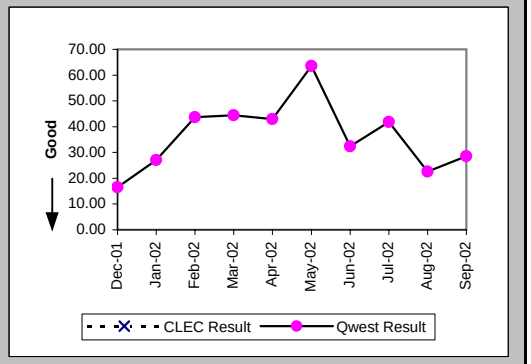
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 33 | 35 | 94.29% | 23.21% | | | |
| Jul-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 23 | 24 | 95.83% | 19.98% | | | |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

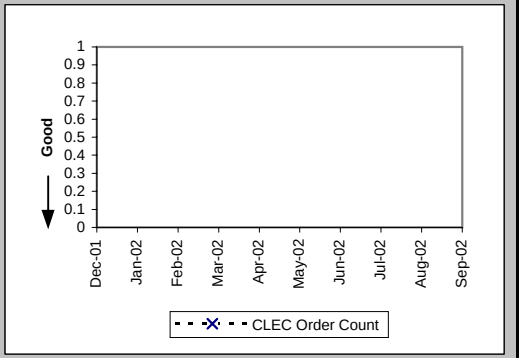
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 33 | 2 | 16.50 | 2.12 | | | |
| Jan-02 | | | | | | 108 | 4 | 27.00 | 13.64 | | | |
| Feb-02 | | | | | | 175 | 4 | 43.75 | 18.93 | | | |
| Mar-02 | | | | | | 311 | 7 | 44.43 | 28.69 | | | |
| Apr-02 | | | | | | 258 | 6 | 43.00 | 38.90 | | | |
| May-02 | | | | | | 318 | 5 | 63.60 | 49.00 | | | |
| Jun-02 | | | | | | 162 | 5 | 32.40 | 52.98 | | | |
| Jul-02 | | | | | | 293 | 7 | 41.86 | 48.34 | | | |
| Aug-02 | | | | | | 158 | 7 | 22.57 | 20.32 | | | |
| Sep-02 | | | | | | 171 | 6 | 28.50 | 28.01 | | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS3 Capable (OP-15B) (Diagnostic)

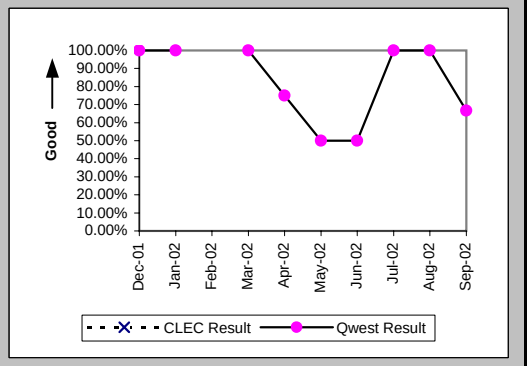
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

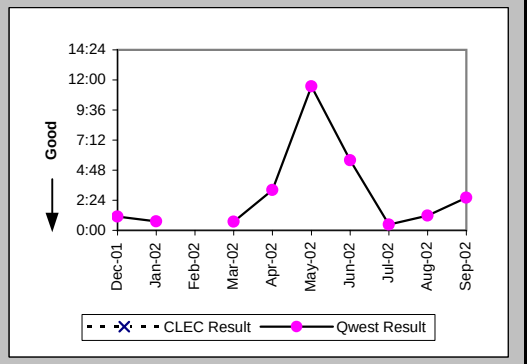
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jun-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |



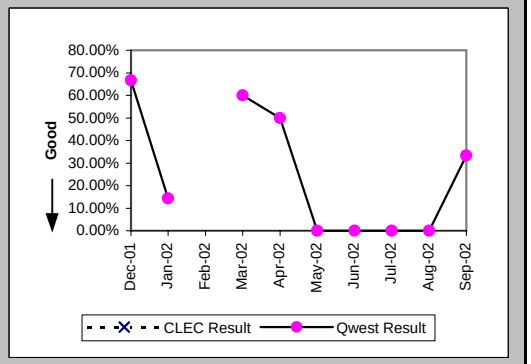

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3:19 | 3 | 1:06 | 0:23 | | | |
| Jan-02 | | | | | | 4:59 | 7 | 0:43 | 0:24 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3:26 | 5 | 0:41 | 0:43 | | | |
| Apr-02 | | | | | | 12:51 | 4 | 3:13 | 4:12 | | | |
| May-02 | | | | | | 22:58 | 2 | 11:29 | 13:37 | | | |
| Jun-02 | | | | | | 11:12 | 2 | 5:36 | 6:18 | | | |
| Jul-02 | | | | | | 1:53 | 4 | 0:28 | 0:15 | | | |
| Aug-02 | | | | | | 1:10 | 1 | 1:10 | | | | |
| Sep-02 | | | | | | 7:50 | 3 | 2:37 | 2:52 | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

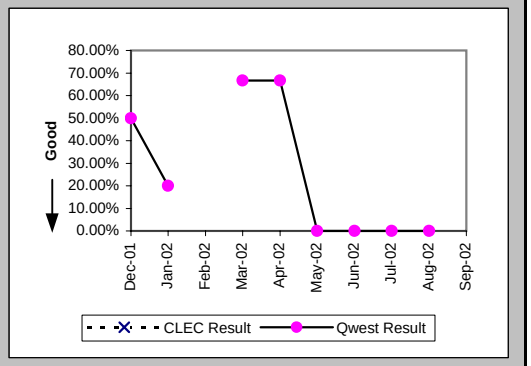
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |



## Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

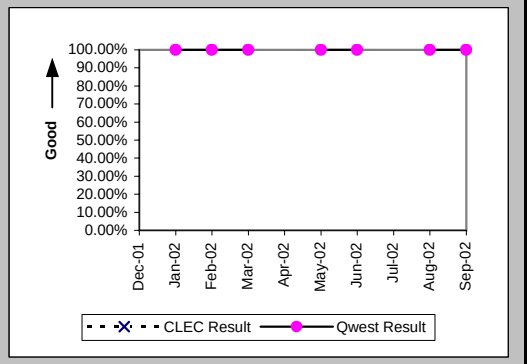
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



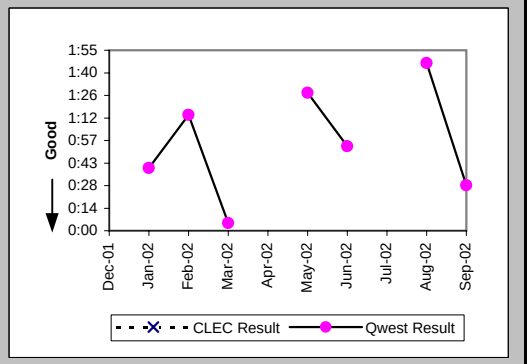

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

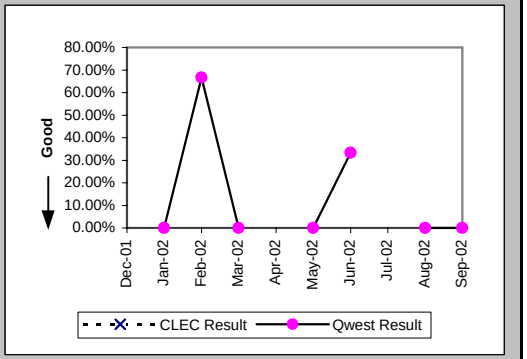
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2:40 | 4 | 0:40 | 0:28 | | | |
| Feb-02 | | | | | | 3:42 | 3 | 1:14 | 0:39 | | | |
| Mar-02 | | | | | | 0:05 | 1 | 0:05 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:56 | 2 | 1:28 | 0:13 | | | |
| Jun-02 | | | | | | 2:43 | 3 | 0:54 | 0:11 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1:47 | 1 | 1:47 | | | | |
| Sep-02 | | | | | | 0:29 | 1 | 0:29 | | | | |



## Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

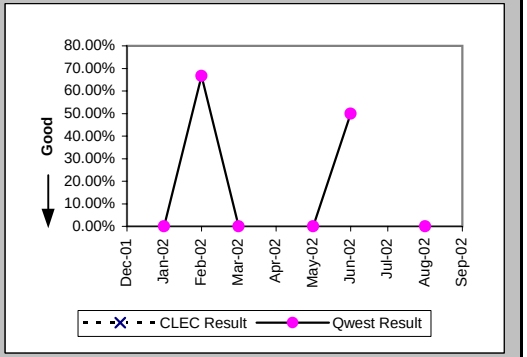
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |



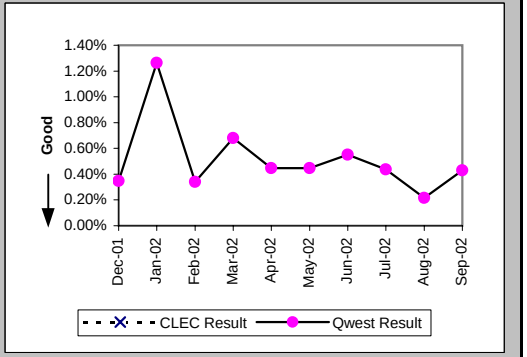

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

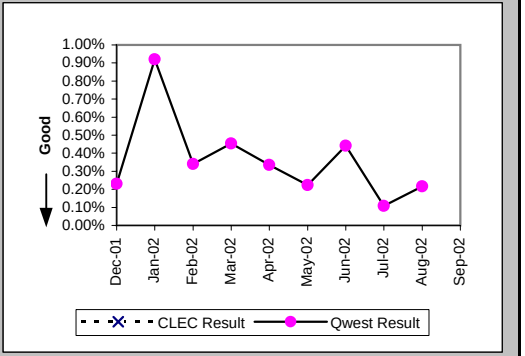
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 866 | 0.35% | 5.88% | | | |
| Jan-02 | | | | | | 11 | 870 | 1.26% | 11.17% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 6 | 882 | 0.68% | 8.22% | | | |
| Apr-02 | | | | | | 4 | 895 | 0.45% | 6.67% | | | |
| May-02 | | | | | | 4 | 897 | 0.45% | 6.66% | | | |
| Jun-02 | | | | | | 5 | 906 | 0.55% | 7.41% | | | |
| Jul-02 | | | | | | 4 | 918 | 0.44% | 6.59% | | | |
| Aug-02 | | | | | | 2 | 928 | 0.22% | 4.64% | | | |
| Sep-02 | | | | | | 4 | 931 | 0.43% | 6.54% | | | |



## Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

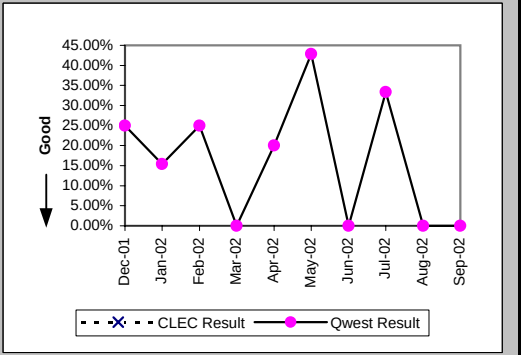
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 866 | 0.23% | 4.80% | | | |
| Jan-02 | | | | | | 8 | 870 | 0.92% | 9.55% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 4 | 882 | 0.45% | 6.72% | | | |
| Apr-02 | | | | | | 3 | 895 | 0.34% | 5.78% | | | |
| May-02 | | | | | | 2 | 897 | 0.22% | 4.72% | | | |
| Jun-02 | | | | | | 4 | 906 | 0.44% | 6.63% | | | |
| Jul-02 | | | | | | 1 | 918 | 0.11% | 3.30% | | | |
| Aug-02 | | | | | | 2 | 928 | 0.22% | 4.64% | | | |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

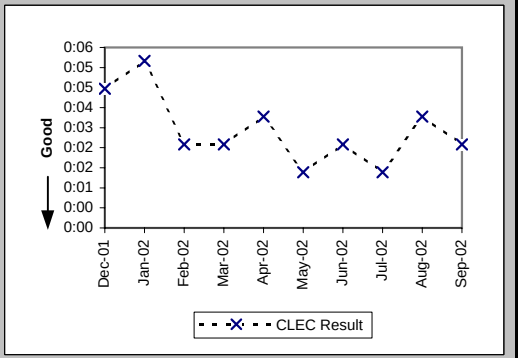
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| May-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Jun-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Aug-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |



## Checklist #4 - Unbundled Loop Cutovers

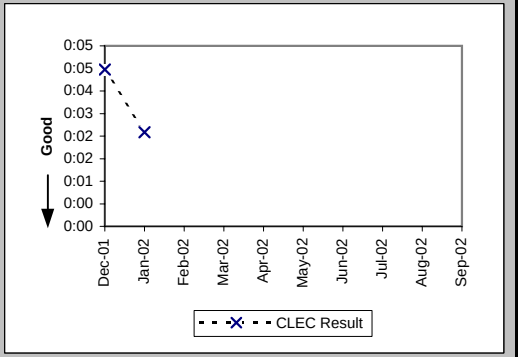
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 27:42 | 359 | 0:05 | 0 | 0 |
| Jan-02 | 27:42 | 258 | 0:06 | 0 | 0 |
| Feb-02 | 9:04 | 160 | 0:03 | 0 | 0 |
| Mar-02 | 3:56 | 73 | 0:03 | 0 | 0 |
| Apr-02 | 4:39 | 72 | 0:04 | 0 | 0 |
| May-02 | 2:56 | 76 | 0:02 | 0 | 0 |
| Jun-02 | 6:57 | 166 | 0:03 | 0 | 0 |
| Jul-02 | 4:06 | 119 | 0:02 | 0 | 0 |
| Aug-02 | 6:17 | 95 | 0:04 | 0 | 0 |
| Sep-02 | 7:22 | 130 | 0:03 | 0 | 0 |



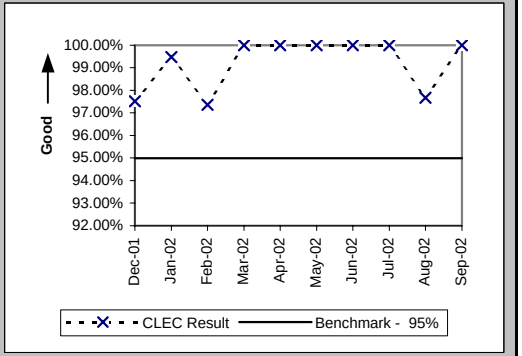

OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 0:10 | 2 | 0:05 | 0 | 0 |
| Jan-02 | 0:03 | 1 | 0:03 | 0 | 0 |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |
| Jun-02 | | | | | |
| Jul-02 | | | | | |
| Aug-02 | | | | | |
| Sep-02 | | | | | |




Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A) (Benchmark)

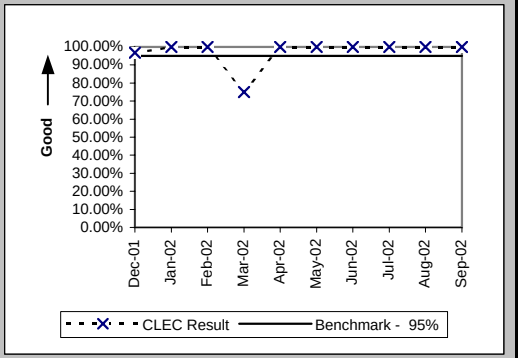
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 196 | 201 | 97.51% | 0 | 0 |
| Jan-02 | 189 | 190 | 99.47% | 0 | 0 |
| Feb-02 | 74 | 76 | 97.37% | 0 | 0 |
| Mar-02 | 24 | 24 | 100.00% | 0 | 0 |
| Apr-02 | 29 | 29 | 100.00% | 0 | 0 |
| May-02 | 28 | 28 | 100.00% | 0 | 0 |
| Jun-02 | 48 | 48 | 100.00% | 34 | 0 |
| Jul-02 | 31 | 31 | 100.00% | 0 | 0 |
| Aug-02 | 42 | 43 | 97.67% | 0 | 0 |
| Sep-02 | 43 | 43 | 100.00% | 0 | 0 |



## Checklist #4 - Unbundled Loop Cutovers

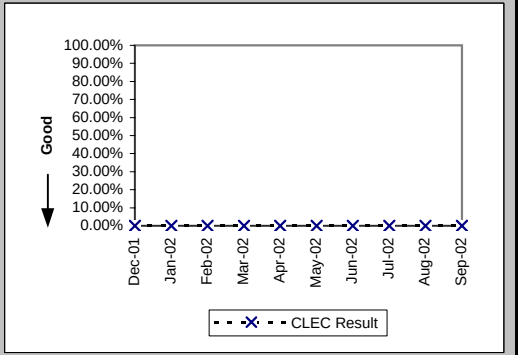
### Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 31 | 32 | 96.88% | 0 | 0 |
| Jan-02 | 12 | 12 | 100.00% | 0 | 0 |
| Feb-02 | 9 | 9 | 100.00% | 0 | 0 |
| Mar-02 | 3 | 4 | 75.00% | 0 | 0 |
| Apr-02 | 11 | 11 | 100.00% | 0 | 0 |
| May-02 | 8 | 8 | 100.00% | 0 | 0 |
| Jun-02 | 10 | 10 | 100.00% | 0 | 0 |
| Jul-02 | 4 | 4 | 100.00% | 0 | 0 |
| Aug-02 | 11 | 11 | 100.00% | 0 | 0 |
| Sep-02 | 6 | 6 | 100.00% | 0 | 0 |



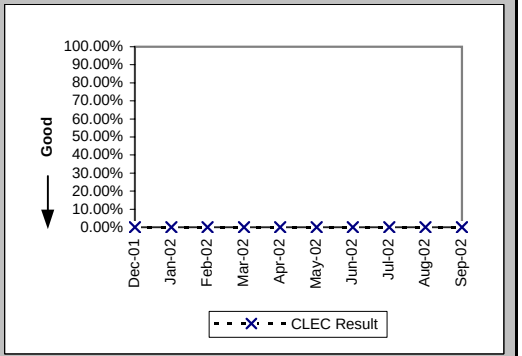

### Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 0 | 201 | 0.00% | 0 | 0 |
| Jan-02 | 0 | 190 | 0.00% | 0 | 0 |
| Feb-02 | 0 | 76 | 0.00% | 0 | 0 |
| Mar-02 | 0 | 24 | 0.00% | 0 | 0 |
| Apr-02 | 0 | 29 | 0.00% | 0 | 0 |
| May-02 | 0 | 28 | 0.00% | 0 | 0 |
| Jun-02 | 0 | 48 | 0.00% | 34 | 0 |
| Jul-02 | 0 | 31 | 0.00% | 0 | 0 |
| Aug-02 | 0 | 43 | 0.00% | 0 | 0 |
| Sep-02 | 0 | 43 | 0.00% | 0 | 0 |




### Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B) (Diagnostic)

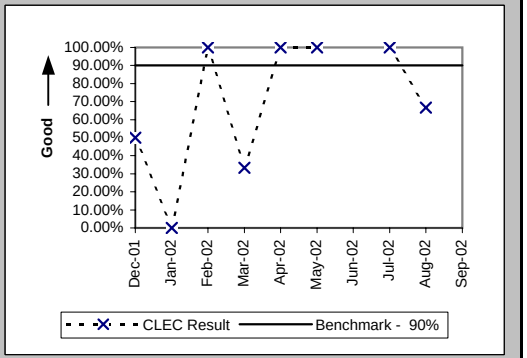
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 0 | 32 | 0.00% | 0 | 0 |
| Jan-02 | 0 | 12 | 0.00% | 0 | 0 |
| Feb-02 | 0 | 9 | 0.00% | 0 | 0 |
| Mar-02 | 0 | 4 | 0.00% | 0 | 0 |
| Apr-02 | 0 | 11 | 0.00% | 0 | 0 |
| May-02 | 0 | 8 | 0.00% | 0 | 0 |
| Jun-02 | 0 | 10 | 0.00% | 0 | 0 |
| Jul-02 | 0 | 4 | 0.00% | 0 | 0 |
| Aug-02 | 0 | 11 | 0.00% | 0 | 0 |
| Sep-02 | 0 | 6 | 0.00% | 0 | 0 |



## Checklist #4 - Unbundled Loop - Conditioned

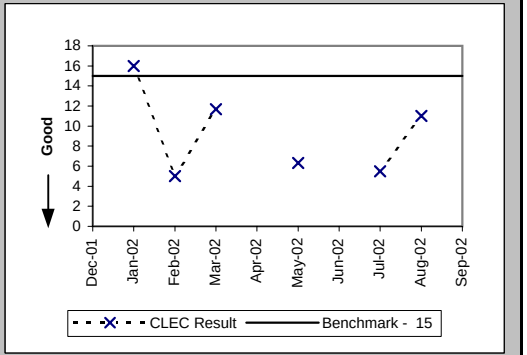
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 0 | 0 | 50.00% |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 0.00% |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 47.14% |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |
| May-02 | 3 | 3 | 100.00% | 0 | 0 | 0.00% |
| Jun-02 | | | | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 0.00% |
| Aug-02 | 2 | 3 | 66.67% | 0 | 0 | 47.14% |
| Sep-02 | | | | | | |



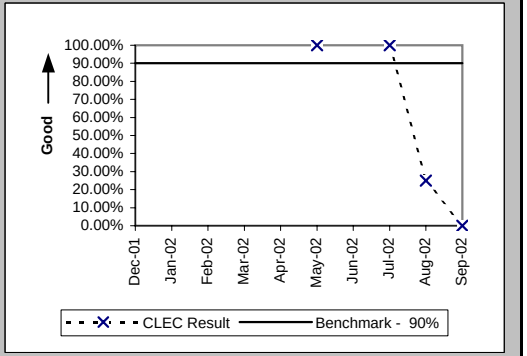

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | 16 | 1 | 16.00 | 0 | 0 | |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | |
| Mar-02 | 35 | 3 | 11.67 | 0 | 0 | 2.52 |
| Apr-02 | | | | | | |
| May-02 | 19 | 3 | 6.33 | 0 | 0 | 1.53 |
| Jun-02 | | | | | | |
| Jul-02 | 11 | 2 | 5.50 | 0 | 0 | 0.71 |
| Aug-02 | 33 | 3 | 11.00 | 0 | 0 | 2.65 |
| Sep-02 | | | | | | |




### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

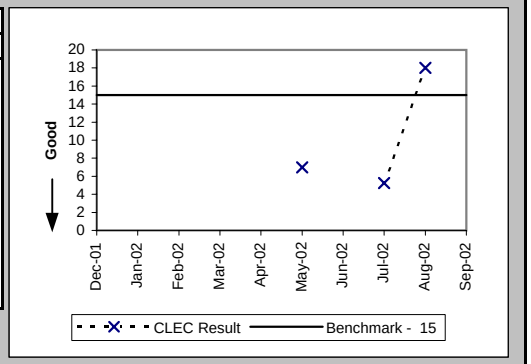
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |
| Jun-02 | | | | | | |
| Jul-02 | 4 | 4 | 100.00% | 0 | 0 | 0.00% |
| Aug-02 | 1 | 4 | 25.00% | 0 | 0 | 43.30% |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 0.00% |



## Checklist #4 - Unbundled Loop - Conditioned

Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

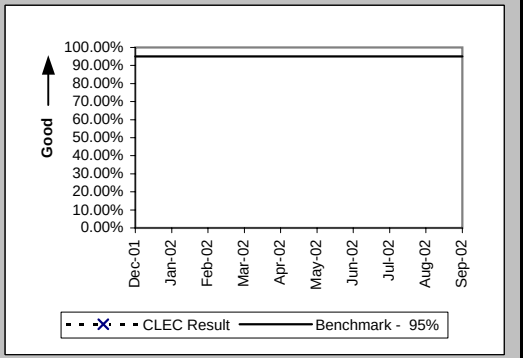
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | 7 | 1 | 7.00 | 0 | 0 | |
| Jun-02 | | | | | | |
| Jul-02 | 21 | 4 | 5.25 | 0 | 0 | 1.89 |
| Aug-02 | 54 | 3 | 18.00 | 0 | 0 | 0.00 |
| Sep-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

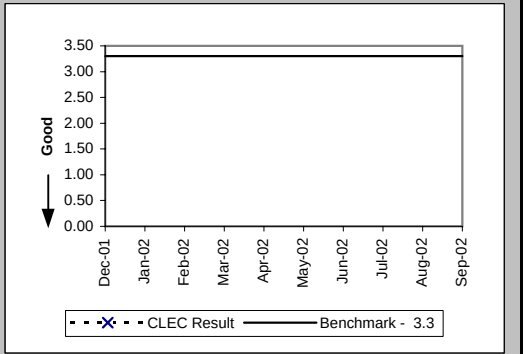
Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



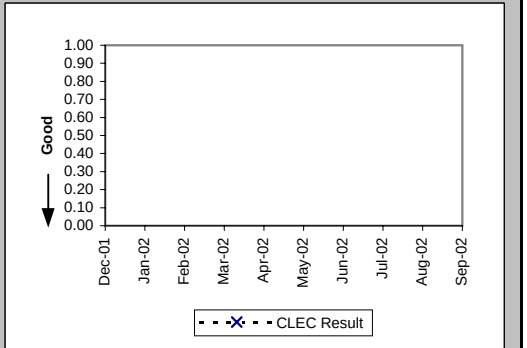

Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |




Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Diagnostic)-- Dispatches Within MSAs

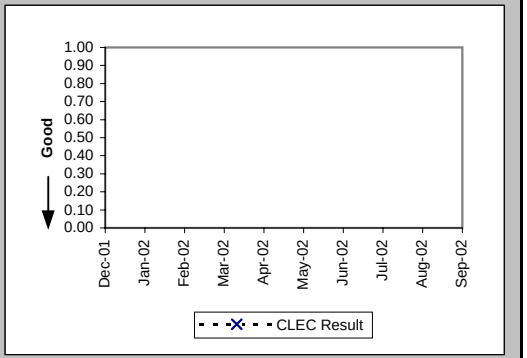
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

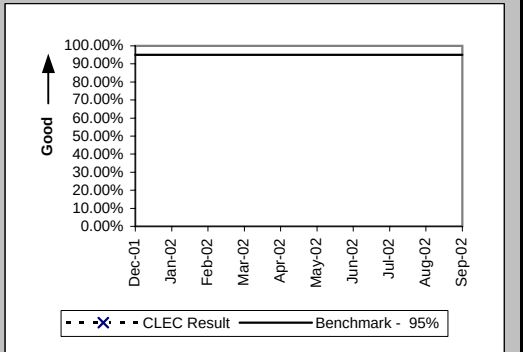
Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Diagnostic)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



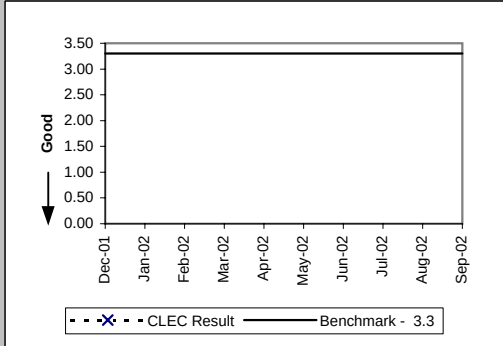

Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |




Installation Interval (Average Days) (OP-4B) (Benchmark)-- Dispatches Outside MSAs

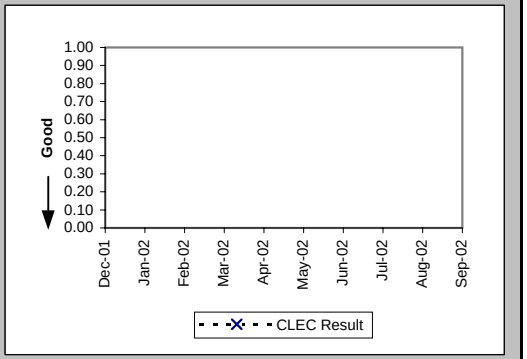
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

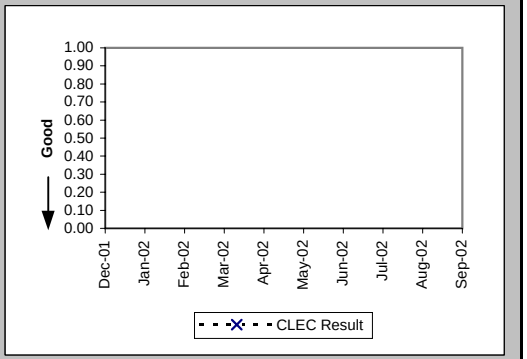
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Diagnostic)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



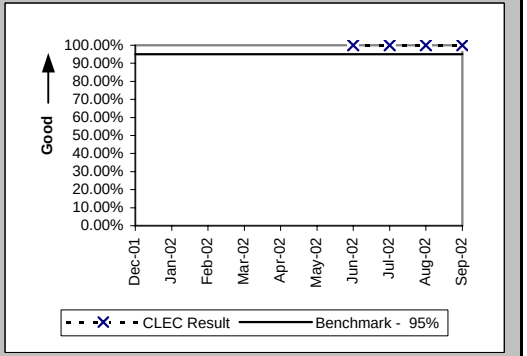

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Diagnostic)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |




Installation Commitments Met (Percent) (OP-3C) (Benchmark)-- No Dispatches

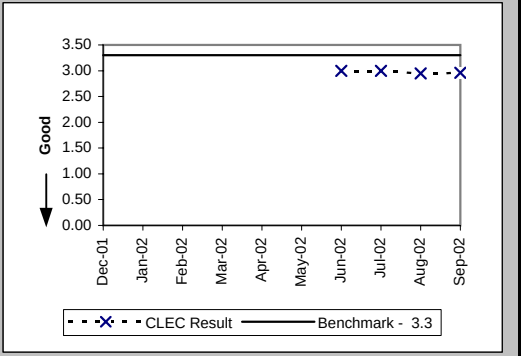
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | 15 | 15 | 100.00% | 0 | 0 | 0.00% |
| Jul-02 | 49 | 49 | 100.00% | 0 | 0 | 0.00% |
| Aug-02 | 48 | 48 | 100.00% | 0 | 0 | 0.00% |
| Sep-02 | 24 | 24 | 100.00% | 0 | 0 | 0.00% |



## Checklist #4 - Line Sharing Installation

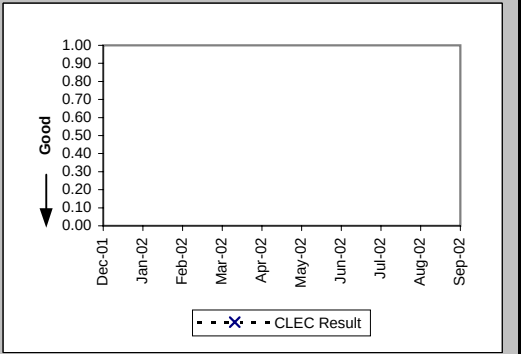
Installation Interval (Average Days) (OP-4C) (Benchmark)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | 24 | 8 | 3.00 | 7 | 0 | 0.00 |
| Jul-02 | 120 | 40 | 3.00 | 9 | 0 | 0.00 |
| Aug-02 | 124 | 42 | 2.95 | 6 | 0 | 0.31 |
| Sep-02 | 71 | 24 | 2.96 | 0 | 0 | 0.20 |



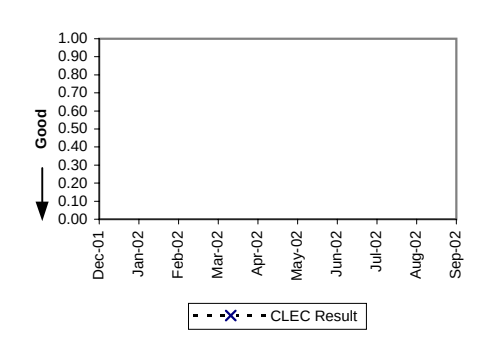

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Diagnostic)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |




Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Diagnostic)-- No Dispatches

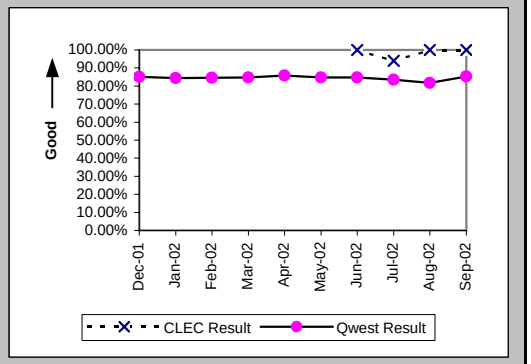
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

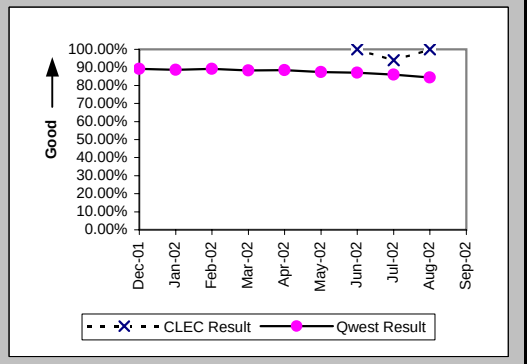
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4928 | 5791 | 85.10% | 35.61% | | | |
| Jan-02 | | | | | | 4752 | 5628 | 84.44% | 36.25% | | | |
| Feb-02 | | | | | | 4826 | 5703 | 84.62% | 36.07% | | | |
| Mar-02 | | | | | | 4980 | 5870 | 84.84% | 35.87% | | | |
| Apr-02 | | | | | | 5123 | 5971 | 85.80% | 34.91% | | | |
| May-02 | | | | | | 5062 | 5971 | 84.78% | 35.92% | | | |
| Jun-02 | 8 | 8 | 100.00% | 0 | 0 | 5042 | 5945 | 84.81% | 35.89% | -1.2 | -1.73 | No |
| Jul-02 | 31 | 33 | 93.94% | 0 | 0 | 4853 | 5811 | 83.51% | 37.11% | -1.61 | -1.98 | No |
| Aug-02 | 49 | 49 | 100.00% | 0 | 0 | 5201 | 6361 | 81.76% | 38.61% | -3.29 | -3 | No |
| Sep-02 | 36 | 36 | 100.00% | 0 | 0 | 5184 | 6080 | 85.26% | 35.45% | -2.49 | -2.51 | No |




New Service Installation Quality (Percent) (OP-5*) (Parity)

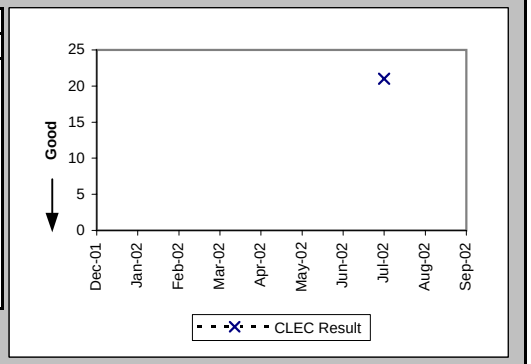
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5166 | 5791 | 89.21% | 31.03% | | | |
| Jan-02 | | | | | | 4994 | 5628 | 88.73% | 31.62% | | | |
| Feb-02 | | | | | | 5090 | 5703 | 89.25% | 30.97% | | | |
| Mar-02 | | | | | | 5188 | 5870 | 88.38% | 32.04% | | | |
| Apr-02 | | | | | | 5285 | 5971 | 88.51% | 31.89% | | | |
| May-02 | | | | | | 5215 | 5971 | 87.34% | 33.25% | | | |
| Jun-02 | 8 | 8 | 100.00% | 0 | 0 | 5180 | 5945 | 87.13% | 33.48% | -1.09 | -1.66 | No |
| Jul-02 | 31 | 33 | 93.94% | 0 | 0 | 5000 | 5811 | 86.04% | 34.65% | -1.31 | -1.79 | No |
| Aug-02 | 49 | 49 | 100.00% | 0 | 0 | 5374 | 6361 | 84.48% | 36.21% | -2.99 | -2.82 | No |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Installation

(Average Days) (OP-15A) (Diagnostic) Interval for Pending Orders Delayed Past Due Date

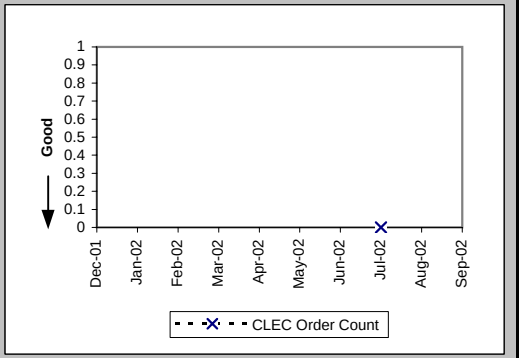
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | 21 | 1 | 21.00 | 0 | 0 | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

Count of Pending Orders Delayed for Facilities Reasons Line Sharing (OP-15B) (Diagnostic)

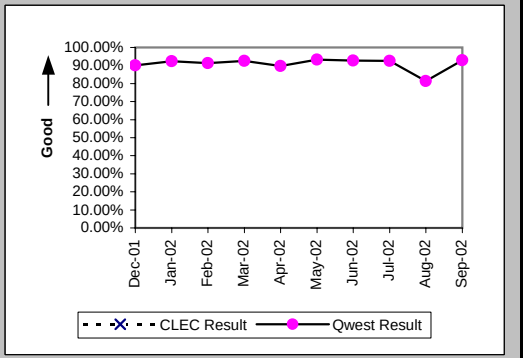
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | 0 |
| Aug-02 | |
| Sep-02 | |



## Checklist #4 - Line Sharing Repair

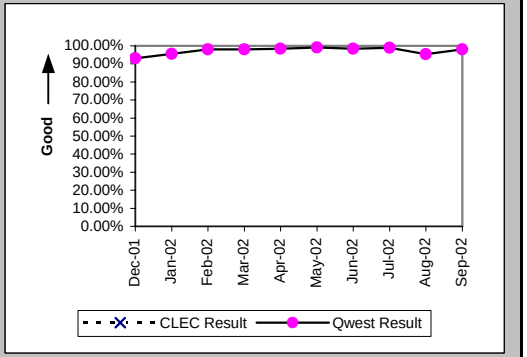
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1131 | 1256 | 90.05% | 29.94% | | | |
| Jan-02 | | | | | | 1278 | 1384 | 92.34% | 26.59% | | | |
| Feb-02 | | | | | | 1116 | 1223 | 91.25% | 28.26% | | | |
| Mar-02 | | | | | | 1105 | 1194 | 92.55% | 26.26% | | | |
| Apr-02 | | | | | | 1479 | 1650 | 89.64% | 30.48% | | | |
| May-02 | | | | | | 1729 | 1853 | 93.31% | 24.99% | | | |
| Jun-02 | | | | | | 1833 | 1976 | 92.76% | 25.91% | | | |
| Jul-02 | | | | | | 2079 | 2247 | 92.52% | 26.30% | | | |
| Aug-02 | | | | | | 2095 | 2575 | 81.36% | 38.94% | | | |
| Sep-02 | | | | | | 1717 | 1849 | 92.86% | 25.75% | | | |



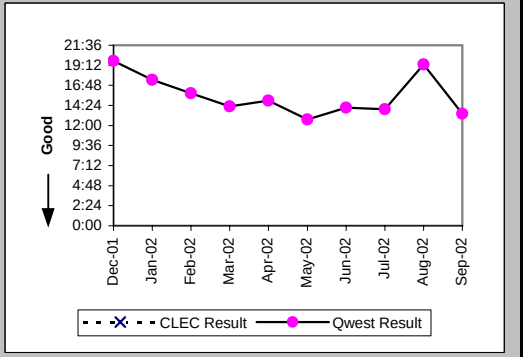

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1617 | 1738 | 93.04% | 25.45% | | | |
| Jan-02 | | | | | | 1694 | 1774 | 95.49% | 20.75% | | | |
| Feb-02 | | | | | | 1576 | 1608 | 98.01% | 13.97% | | | |
| Mar-02 | | | | | | 1560 | 1591 | 98.05% | 13.82% | | | |
| Apr-02 | | | | | | 2134 | 2169 | 98.39% | 12.60% | | | |
| May-02 | | | | | | 2368 | 2390 | 99.08% | 9.55% | | | |
| Jun-02 | | | | | | 2492 | 2534 | 98.34% | 12.77% | | | |
| Jul-02 | | | | | | 2717 | 2748 | 98.87% | 10.56% | | | |
| Aug-02 | | | | | | 3059 | 3206 | 95.41% | 20.92% | | | |
| Sep-02 | | | | | | 2204 | 2246 | 98.13% | 13.55% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

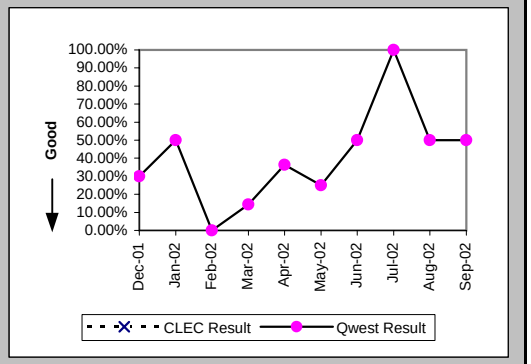
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 34295:20 | 1738 | 19:44 | 18:00 | | | |
| Jan-02 | | | | | | 30948:23 | 1774 | 17:27 | 16:12 | | | |
| Feb-02 | | | | | | 25495:42 | 1608 | 15:51 | 13:04 | | | |
| Mar-02 | | | | | | 22734:38 | 1591 | 14:17 | 12:34 | | | |
| Apr-02 | | | | | | 32480:06 | 2169 | 14:58 | 12:08 | | | |
| May-02 | | | | | | 30343:26 | 2390 | 12:42 | 10:07 | | | |
| Jun-02 | | | | | | 35874:17 | 2534 | 14:09 | 13:24 | | | |
| Jul-02 | | | | | | 38313:15 | 2748 | 13:57 | 11:06 | | | |
| Aug-02 | | | | | | 61811:46 | 3206 | 19:17 | 15:13 | | | |
| Sep-02 | | | | | | 30081:30 | 2246 | 13:24 | 13:00 | | | |



## Checklist #4 - Line Sharing Repair

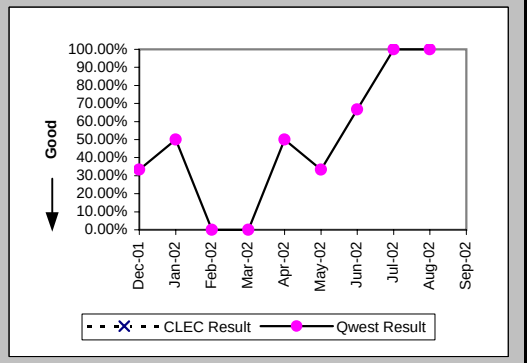
Repair Repeat Report Rate (Percent) (MR-7A) (Diagnostic)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 10 | 30.00% | 45.83% | | | |
| Jan-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Apr-02 | | | | | | 4 | 11 | 36.36% | 48.10% | | | |
| May-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Jun-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |




Repair Repeat Report Rate (Percent) (MR-7A*) (Diagnostic)-- Dispatches Within MSAs

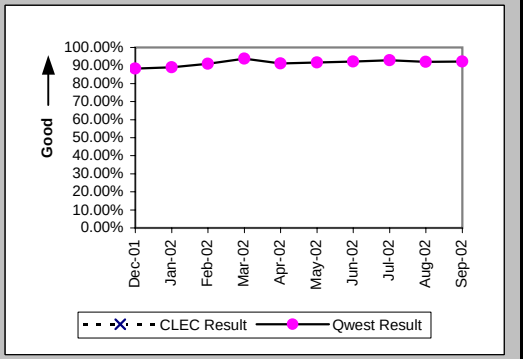
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Jun-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

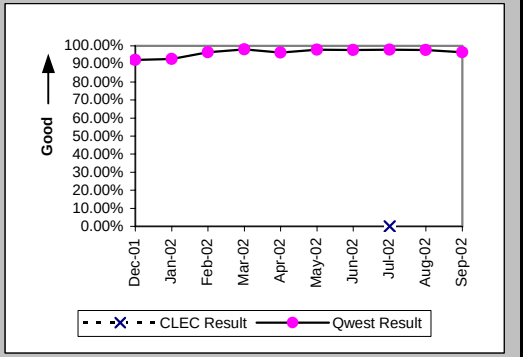
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 629 | 712 | 88.34% | 32.09% | | | |
| Jan-02 | | | | | | 498 | 560 | 88.93% | 31.38% | | | |
| Feb-02 | | | | | | 525 | 577 | 90.99% | 28.64% | | | |
| Mar-02 | | | | | | 617 | 658 | 93.77% | 24.17% | | | |
| Apr-02 | | | | | | 801 | 879 | 91.13% | 28.44% | | | |
| May-02 | | | | | | 847 | 924 | 91.67% | 27.64% | | | |
| Jun-02 | | | | | | 933 | 1011 | 92.28% | 26.68% | | | |
| Jul-02 | | | | | | 1147 | 1234 | 92.95% | 25.60% | | | |
| Aug-02 | | | | | | 1182 | 1285 | 91.98% | 27.15% | | | |
| Sep-02 | | | | | | 908 | 985 | 92.18% | 26.84% | | | |



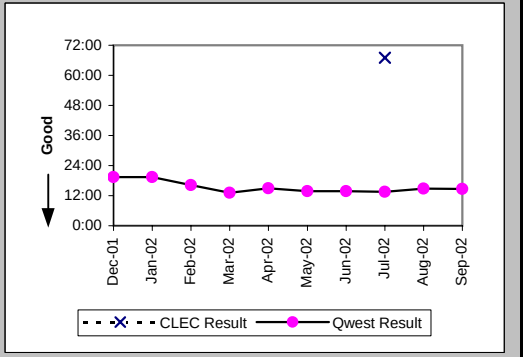

All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 965 | 1046 | 92.26% | 26.73% | | | |
| Jan-02 | | | | | | 792 | 854 | 92.74% | 25.95% | | | |
| Feb-02 | | | | | | 818 | 848 | 96.46% | 18.47% | | | |
| Mar-02 | | | | | | 907 | 925 | 98.05% | 13.81% | | | |
| Apr-02 | | | | | | 1217 | 1265 | 96.21% | 19.11% | | | |
| May-02 | | | | | | 1296 | 1323 | 97.96% | 14.14% | | | |
| Jun-02 | | | | | | 1393 | 1426 | 97.69% | 15.04% | | | |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | 1566 | 1601 | 97.81% | 14.62% | 2.3 | 0.4 | Yes |
| Aug-02 | | | | | | 1672 | 1711 | 97.72% | 14.92% | | | |
| Sep-02 | | | | | | 1353 | 1404 | 96.37% | 18.71% | | | |




Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

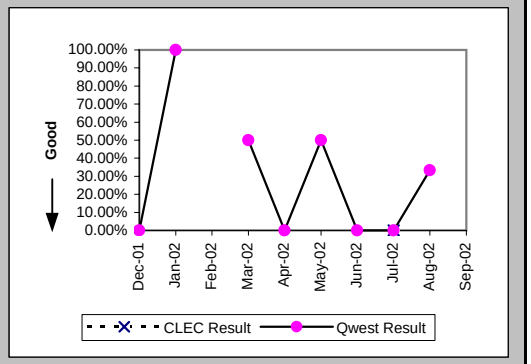
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 20342:04 | 1046 | 19:27 | 19:41 | | | |
| Jan-02 | | | | | | 16627:31 | 854 | 19:28 | 19:19 | | | |
| Feb-02 | | | | | | 13745:50 | 848 | 16:13 | 15:14 | | | |
| Mar-02 | | | | | | 12137:27 | 925 | 13:07 | 14:32 | | | |
| Apr-02 | | | | | | 18931:53 | 1265 | 14:58 | 14:17 | | | |
| May-02 | | | | | | 18174:01 | 1323 | 13:44 | 12:02 | | | |
| Jun-02 | | | | | | 19736:57 | 1426 | 13:50 | 12:20 | | | |
| Jul-02 | 67:02 | 1 | 67:02 | 0 | 0 | 21682:25 | 1601 | 13:33 | 13:17 | 2.14 | 0.3 | Yes |
| Aug-02 | | | | | | 25441:26 | 1711 | 14:52 | 13:16 | | | |
| Sep-02 | | | | | | 20538:03 | 1404 | 14:38 | 13:50 | | | |



## Checklist #4 - Line Sharing Repair

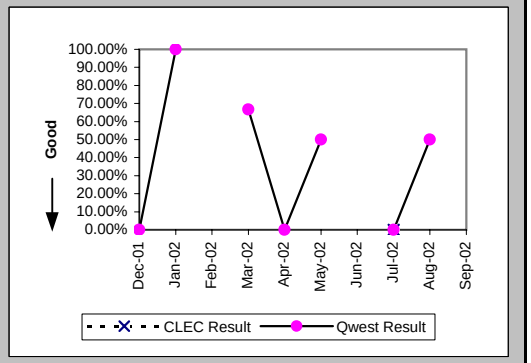
Repair Repeat Report Rate (Percent) (MR-7B) (Diagnostic)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jun-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 4 | 0.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Sep-02 | | | | | | | | | | | | |




Repair Repeat Report Rate (Percent) (MR-7B*) (Diagnostic)-- Dispatches Outside MSAs

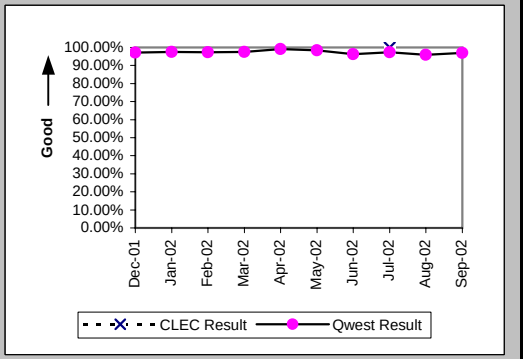
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

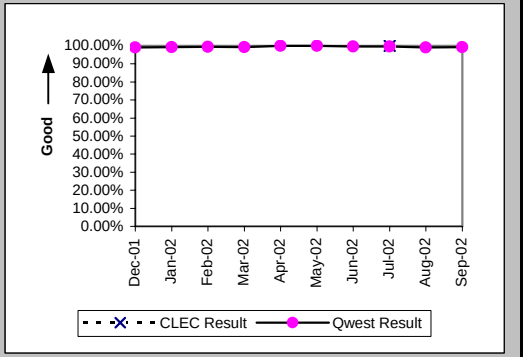
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 629 | 647 | 97.22% | 16.45% | | | |
| Jan-02 | | | | | | 567 | 581 | 97.59% | 15.33% | | | |
| Feb-02 | | | | | | 564 | 579 | 97.41% | 15.89% | | | |
| Mar-02 | | | | | | 552 | 566 | 97.53% | 15.53% | | | |
| Apr-02 | | | | | | 535 | 540 | 99.07% | 9.58% | | | |
| May-02 | | | | | | 652 | 663 | 98.34% | 12.77% | | | |
| Jun-02 | | | | | | 432 | 449 | 96.21% | 19.09% | | | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 565 | 580 | 97.41% | 15.87% | -0.16 | -1.1 | No |
| Aug-02 | | | | | | 640 | 667 | 95.95% | 19.71% | | | |
| Sep-02 | | | | | | 383 | 395 | 96.96% | 17.16% | | | |



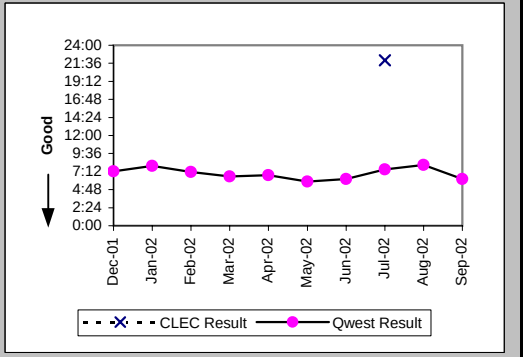

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1444 | 1458 | 99.04% | 9.75% | | | |
| Jan-02 | | | | | | 1296 | 1306 | 99.23% | 8.72% | | | |
| Feb-02 | | | | | | 1286 | 1293 | 99.46% | 7.34% | | | |
| Mar-02 | | | | | | 1282 | 1292 | 99.23% | 8.76% | | | |
| Apr-02 | | | | | | 1237 | 1238 | 99.92% | 2.84% | | | |
| May-02 | | | | | | 1298 | 1299 | 99.92% | 2.77% | | | |
| Jun-02 | | | | | | 1023 | 1026 | 99.71% | 5.40% | | | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 1163 | 1167 | 99.66% | 5.84% | -0.06 | -1.04 | No |
| Aug-02 | | | | | | 1216 | 1227 | 99.10% | 9.43% | | | |
| Sep-02 | | | | | | 826 | 832 | 99.28% | 8.46% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

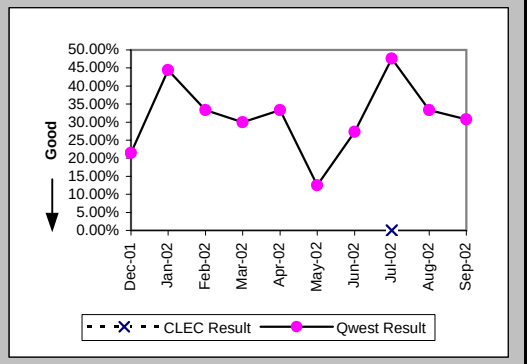
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 10556:42 | 1458 | 7:14 | 10:28 | | | |
| Jan-02 | | | | | | 10411:59 | 1306 | 7:58 | 12:47 | | | |
| Feb-02 | | | | | | 9219:07 | 1293 | 7:08 | 9:58 | | | |
| Mar-02 | | | | | | 8465:50 | 1292 | 6:33 | 10:34 | | | |
| Apr-02 | | | | | | 8334:28 | 1238 | 6:44 | 8:00 | | | |
| May-02 | | | | | | 7626:12 | 1299 | 5:52 | 7:21 | | | |
| Jun-02 | | | | | | 6360:26 | 1026 | 6:12 | 8:18 | | | |
| Jul-02 | 21:59 | 1 | 21:59 | 0 | 0 | 8743:50 | 1167 | 7:30 | 8:57 | 1.88 | 0.14 | Yes |
| Aug-02 | | | | | | 9921:26 | 1227 | 8:05 | 11:13 | | | |
| Sep-02 | | | | | | 5179:45 | 832 | 6:14 | 9:06 | | | |



## Checklist #4 - Line Sharing Repair

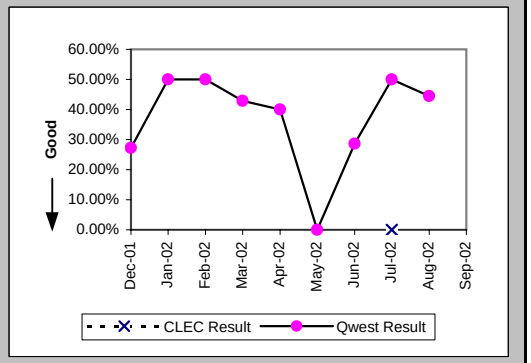
Repair Repeat Report Rate (Percent) (MR-7C) (Diagnostic)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 14 | 21.43% | 41.03% | | | |
| Jan-02 | | | | | | 8 | 18 | 44.44% | 49.69% | | | |
| Feb-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Mar-02 | | | | | | 3 | 10 | 30.00% | 45.83% | | | |
| Apr-02 | | | | | | 3 | 9 | 33.33% | 47.14% | | | |
| May-02 | | | | | | 2 | 16 | 12.50% | 33.07% | | | |
| Jun-02 | | | | | | 3 | 11 | 27.27% | 44.54% | | | |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | 10 | 21 | 47.62% | 49.94% | -0.93 | -1.57 | No |
| Aug-02 | | | | | | 11 | 33 | 33.33% | 47.14% | | | |
| Sep-02 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |




Repair Repeat Report Rate (Percent) (MR-7C*) (Diagnostic)-- No Dispatches

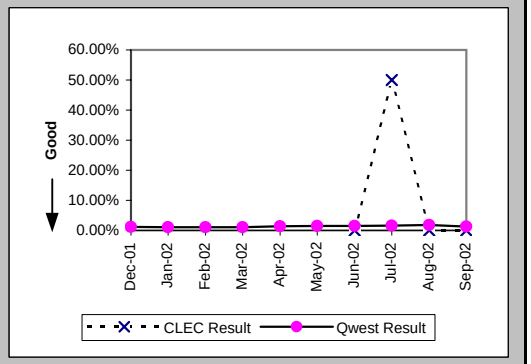
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 11 | 27.27% | 44.54% | | | |
| Jan-02 | | | | | | 7 | 14 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Apr-02 | | | | | | 2 | 5 | 40.00% | 48.99% | | | |
| May-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | 8 | 16 | 50.00% | 50.00% | -0.97 | -1.59 | No |
| Aug-02 | | | | | | 8 | 18 | 44.44% | 49.69% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

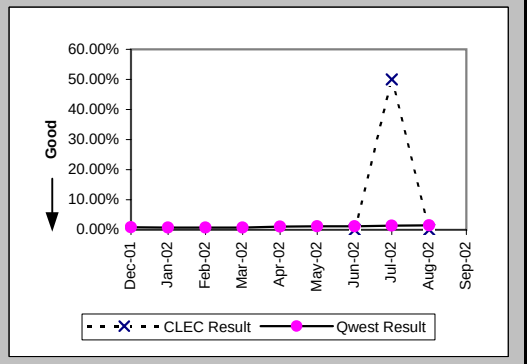
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4361 | 379575 | 1.15% | 10.66% | | | |
| Jan-02 | | | | | | 4021 | 374468 | 1.07% | 10.31% | | | |
| Feb-02 | | | | | | 3826 | 365309 | 1.05% | 10.18% | | | |
| Mar-02 | | | | | | 3901 | 364423 | 1.07% | 10.29% | | | |
| Apr-02 | | | | | | 4784 | 357203 | 1.34% | 11.50% | | | |
| May-02 | | | | | | 5132 | 353493 | 1.45% | 11.96% | | | |
| Jun-02 | 0 | 4 | 0.00% | 0 | 0 | 5122 | 348729 | 1.47% | 12.03% | -0.24 | -1.15 | No |
| Jul-02 | 2 | 4 | 50.00% | 0 | 0 | 5649 | 348729 | 1.62% | 12.62% | 3.17 | 0.93 | Yes |
| Aug-02 | 0 | 4 | 0.00% | 0 | 0 | 6281 | 348729 | 1.80% | 13.30% | -0.27 | -1.16 | No |
| Sep-02 | 0 | 4 | 0.00% | 0 | 0 | 4597 | 348729 | 1.32% | 11.41% | -0.23 | -1.14 | No |




Trouble Rate (Percent) (MR-8*) (Parity)

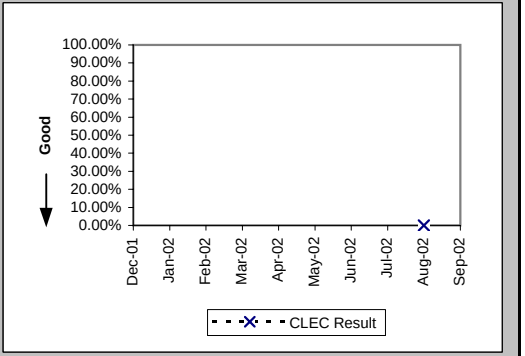
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3126 | 379575 | 0.82% | 9.04% | | | |
| Jan-02 | | | | | | 2853 | 374468 | 0.76% | 8.70% | | | |
| Feb-02 | | | | | | 2662 | 365309 | 0.73% | 8.51% | | | |
| Mar-02 | | | | | | 2782 | 364423 | 0.76% | 8.70% | | | |
| Apr-02 | | | | | | 3776 | 357203 | 1.06% | 10.23% | | | |
| May-02 | | | | | | 4221 | 353493 | 1.19% | 10.86% | | | |
| Jun-02 | 0 | 4 | 0.00% | 0 | 0 | 4231 | 348729 | 1.21% | 10.95% | -0.22 | -1.13 | No |
| Jul-02 | 2 | 4 | 50.00% | 0 | 0 | 4786 | 348729 | 1.37% | 11.63% | 3.26 | 0.98 | Yes |
| Aug-02 | 0 | 4 | 0.00% | 0 | 0 | 5208 | 348729 | 1.49% | 12.13% | -0.25 | -1.15 | No |
| Sep-02 | | | | | | | | | | | | |



## Checklist #4 - Dark Fiber - Loop Repair

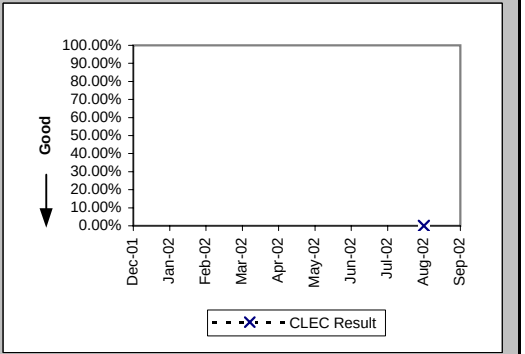
Trouble Rate (Percent) (MR-8) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | 0 | 2 | 0.00% | 0 | 0 | 0.00% |
| Sep-02 | | | | | | |




Trouble Rate (Percent) (MR-8*) (Diagnostic)-- Interval Zone One and Two

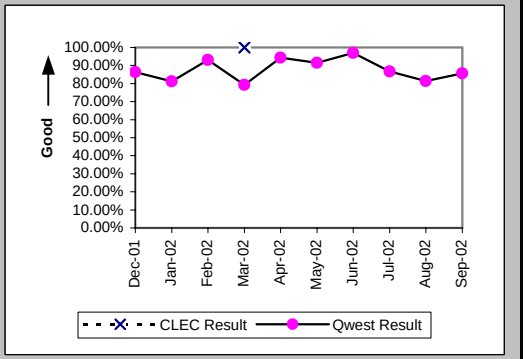
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | 0 | 2 | 0.00% | 0 | 0 | 0.00% |
| Sep-02 | | | | | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

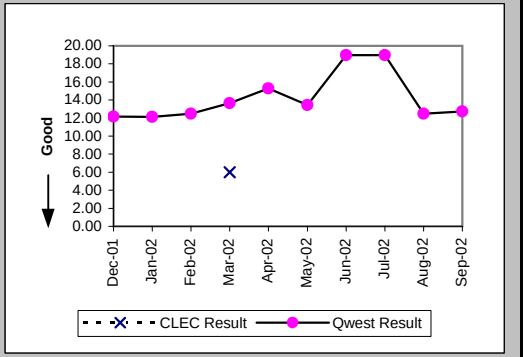
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 140 | 162 | 86.42% | 34.26% | | | |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | | | | | | 162 | 174 | 93.10% | 25.34% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 126 | 159 | 79.25% | 40.56% | -0.51 | -1.31 | No |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | | | | | | 162 | 177 | 91.53% | 27.85% | | | |
| Jun-02 | | | | | | 232 | 239 | 97.07% | 16.86% | | | |
| Jul-02 | | | | | | 149 | 172 | 86.63% | 34.04% | | | |
| Aug-02 | | | | | | 127 | 156 | 81.41% | 38.90% | | | |
| Sep-02 | | | | | | 149 | 174 | 85.63% | 35.08% | | | |



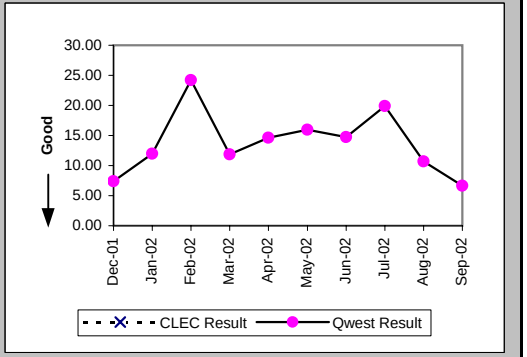

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | 6 | 1 | 6.00 | 0 | 0 | 2773 | 203 | 13.66 | 9.86 | -0.77 | -1.47 | No |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |
| Jun-02 | | | | | | 5064 | 267 | 18.97 | 12.62 | | | |
| Jul-02 | | | | | | 4382 | 231 | 18.97 | 14.61 | | | |
| Aug-02 | | | | | | 2608 | 209 | 12.48 | 9.60 | | | |
| Sep-02 | | | | | | 2520 | 198 | 12.73 | 6.42 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

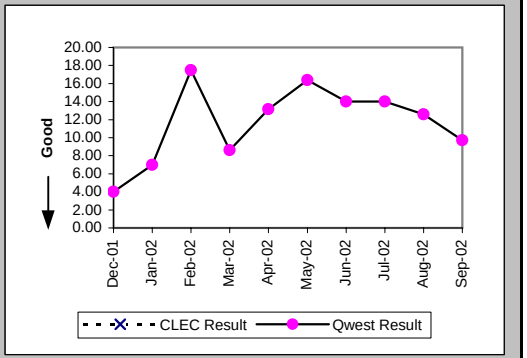
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |
| Jun-02 | | | | | | 103 | 7 | 14.71 | 6.70 | | | |
| Jul-02 | | | | | | 438 | 22 | 19.91 | 21.15 | | | |
| Aug-02 | | | | | | 235 | 22 | 10.68 | 13.73 | | | |
| Sep-02 | | | | | | 60 | 9 | 6.67 | 3.57 | | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

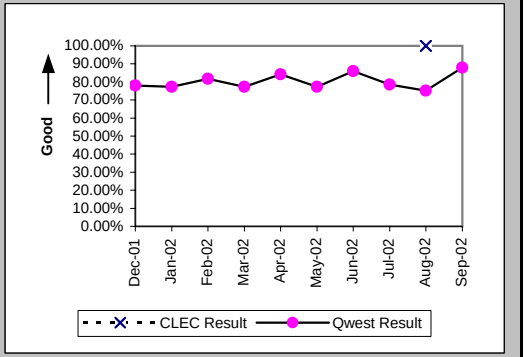
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |
| Jun-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Jul-02 | | | | | | 112 | 8 | 14.00 | 8.25 | | | |
| Aug-02 | | | | | | 151 | 12 | 12.58 | 10.84 | | | |
| Sep-02 | | | | | | 165 | 17 | 9.71 | 6.94 | | | |



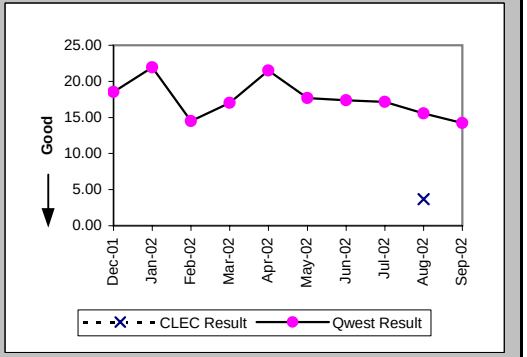

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | | | | | | 58 | 75 | 77.33% | 41.87% | | | |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |
| Jun-02 | | | | | | 61 | 71 | 85.92% | 34.79% | | | |
| Jul-02 | | | | | | 88 | 112 | 78.57% | 41.03% | | | |
| Aug-02 | 3 | 3 | 100.00% | 0 | 0 | 100 | 133 | 75.19% | 43.19% | -0.98 | -1.6 | No |
| Sep-02 | | | | | | 102 | 116 | 87.93% | 32.58% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

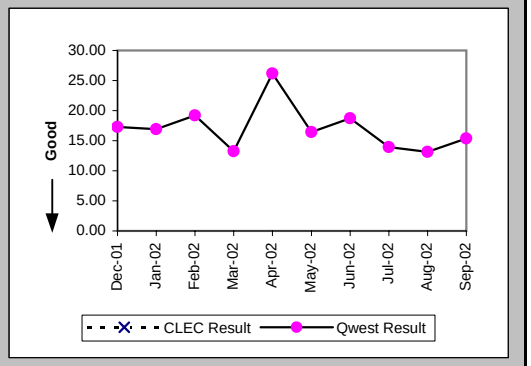
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | | | | | | 1532 | 90 | 17.02 | 8.35 | | | |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |
| Jun-02 | | | | | | 1458 | 84 | 17.36 | 10.99 | | | |
| Jul-02 | | | | | | 2284 | 133 | 17.17 | 9.03 | | | |
| Aug-02 | 11 | 3 | 3.67 | 0 | 0 | 2228 | 143 | 15.58 | 8.98 | -2.27 | -2.38 | No |
| Sep-02 | | | | | | 1750 | 123 | 14.23 | 9.16 | | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

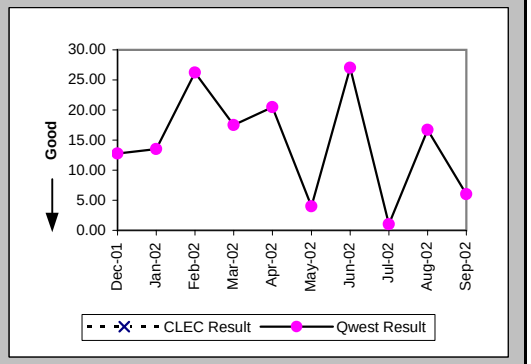
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |
| Jun-02 | | | | | | 225 | 12 | 18.75 | 16.09 | | | |
| Jul-02 | | | | | | 348 | 25 | 13.92 | 11.05 | | | |
| Aug-02 | | | | | | 328 | 25 | 13.12 | 9.87 | | | |
| Sep-02 | | | | | | 215 | 14 | 15.36 | 12.23 | | | |



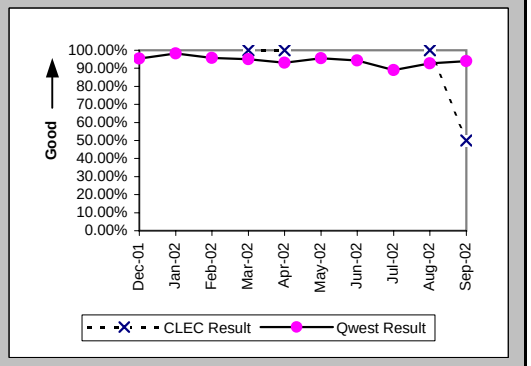

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jun-02 | | | | | | 27 | 1 | 27.00 | | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 167 | 10 | 16.70 | 8.71 | | | |
| Sep-02 | | | | | | 6 | 1 | 6.00 | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

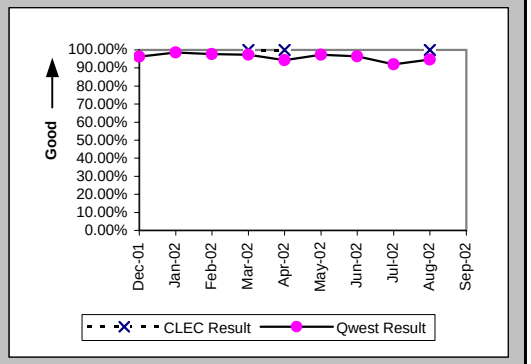
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 241 | 95.44% | 20.87% | | | |
| Jan-02 | | | | | | 276 | 281 | 98.22% | 13.22% | | | |
| Feb-02 | | | | | | 299 | 312 | 95.83% | 19.98% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 291 | 306 | 95.10% | 21.59% | -0.23 | -1.14 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 340 | 365 | 93.15% | 25.26% | -0.27 | -1.16 | No |
| May-02 | | | | | | 361 | 378 | 95.50% | 20.72% | | | |
| Jun-02 | | | | | | 316 | 335 | 94.33% | 23.13% | | | |
| Jul-02 | | | | | | 323 | 363 | 88.98% | 31.31% | | | |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 344 | 371 | 92.72% | 25.98% | -0.4 | -1.24 | No |
| Sep-02 | 1 | 2 | 50.00% | 0 | 0 | 324 | 345 | 93.91% | 23.91% | 1.55 | -0.06 | No |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

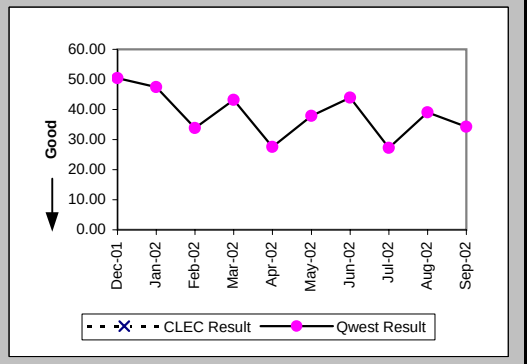
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 232 | 241 | 96.27% | 18.96% | | | |
| Jan-02 | | | | | | 277 | 281 | 98.58% | 11.85% | | | |
| Feb-02 | | | | | | 305 | 312 | 97.76% | 14.81% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 298 | 306 | 97.39% | 15.96% | -0.16 | -1.1 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 344 | 365 | 94.25% | 23.29% | -0.25 | -1.15 | No |
| May-02 | | | | | | 368 | 378 | 97.35% | 16.05% | | | |
| Jun-02 | | | | | | 323 | 335 | 96.42% | 18.58% | | | |
| Jul-02 | | | | | | 334 | 363 | 92.01% | 27.11% | | | |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 351 | 371 | 94.61% | 22.58% | -0.34 | -1.2 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

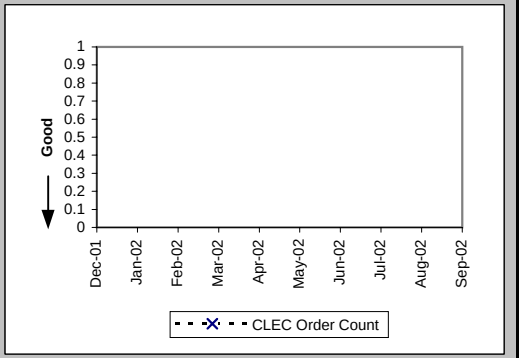
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | | | | | | 1773 | 41 | 43.24 | 49.06 | | | |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |
| Jun-02 | | | | | | 1319 | 30 | 43.97 | 62.11 | | | |
| Jul-02 | | | | | | 1364 | 50 | 27.28 | 58.98 | | | |
| Aug-02 | | | | | | 1560 | 40 | 39.00 | 69.14 | | | |
| Sep-02 | | | | | | 1576 | 46 | 34.26 | 53.92 | | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 (OP-15B) (Diagnostic)

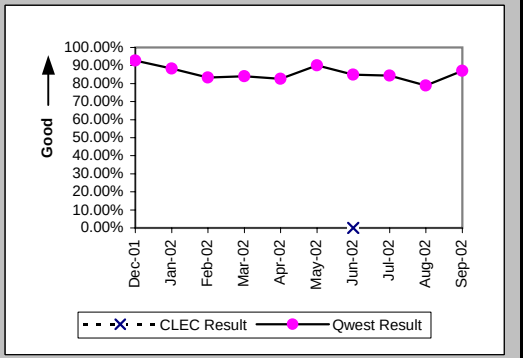
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

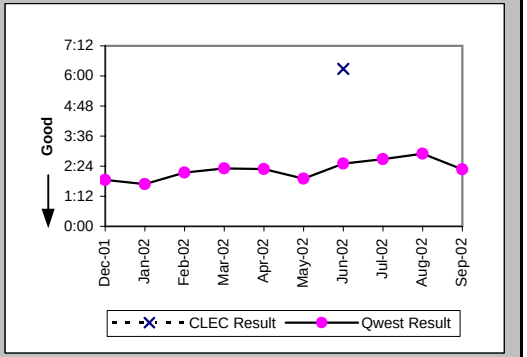
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | | | | | | 100 | 121 | 82.64% | 37.87% | | | |
| May-02 | | | | | | 91 | 101 | 90.10% | 29.87% | | | |
| Jun-02 | 0 | 1 | 0.00% | 0 | 0 | 118 | 139 | 84.89% | 35.81% | 1.44 | -0.13 | No |
| Jul-02 | | | | | | 135 | 160 | 84.38% | 36.31% | | | |
| Aug-02 | | | | | | 139 | 176 | 78.98% | 40.75% | | | |
| Sep-02 | | | | | | 121 | 139 | 87.05% | 33.57% | | | |



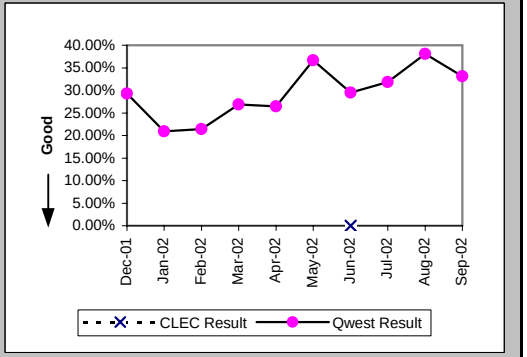

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | | | | | | 276:56 | 121 | 2:17 | 2:35 | | | |
| May-02 | | | | | | 191:46 | 101 | 1:54 | 2:15 | | | |
| Jun-02 | 6:17 | 1 | 6:17 | 0 | 0 | 347:37 | 139 | 2:30 | 3:04 | 1.26 | -0.23 | No |
| Jul-02 | | | | | | 430:21 | 160 | 2:41 | 3:16 | | | |
| Aug-02 | | | | | | 510:54 | 176 | 2:54 | 3:28 | | | |
| Sep-02 | | | | | | 315:22 | 139 | 2:16 | 3:22 | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

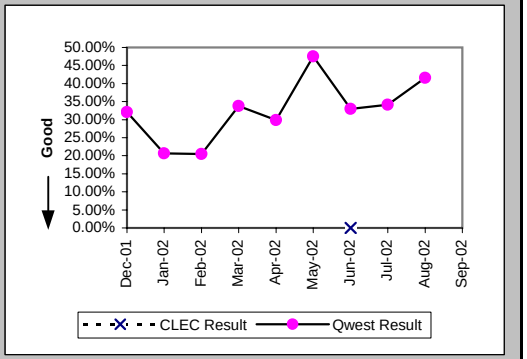
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | | | | | | 32 | 121 | 26.45% | 44.10% | | | |
| May-02 | | | | | | 37 | 101 | 36.63% | 48.18% | | | |
| Jun-02 | 0 | 1 | 0.00% | 0 | 0 | 41 | 139 | 29.50% | 45.60% | -0.64 | -1.39 | No |
| Jul-02 | | | | | | 51 | 160 | 31.88% | 46.60% | | | |
| Aug-02 | | | | | | 67 | 176 | 38.07% | 48.56% | | | |
| Sep-02 | | | | | | 46 | 139 | 33.09% | 47.06% | | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

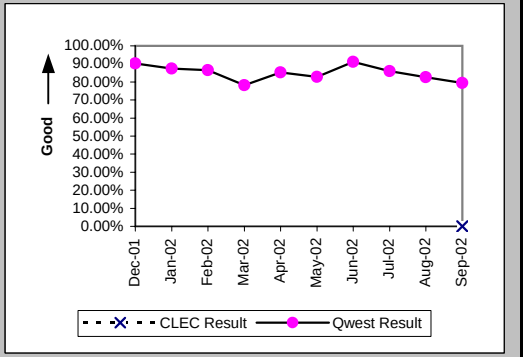
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | | | | | | 26 | 87 | 29.89% | 45.78% | | | |
| May-02 | | | | | | 29 | 61 | 47.54% | 49.94% | | | |
| Jun-02 | 0 | 1 | 0.00% | 0 | 0 | 33 | 100 | 33.00% | 47.02% | -0.7 | -1.42 | No |
| Jul-02 | | | | | | 41 | 120 | 34.17% | 47.43% | | | |
| Aug-02 | | | | | | 54 | 130 | 41.54% | 49.28% | | | |
| Sep-02 | | | | | | | | | | | | |



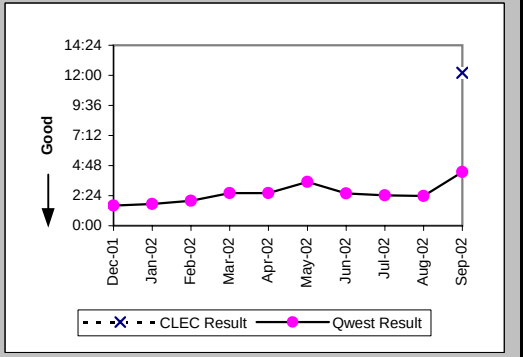

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | | | | | | 36 | 46 | 78.26% | 41.25% | | | |
| Apr-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |
| Jun-02 | | | | | | 82 | 90 | 91.11% | 28.46% | | | |
| Jul-02 | | | | | | 74 | 86 | 86.05% | 34.65% | | | |
| Aug-02 | | | | | | 90 | 109 | 82.57% | 37.94% | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 62 | 78 | 79.49% | 40.38% | 1.26 | -0.23 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

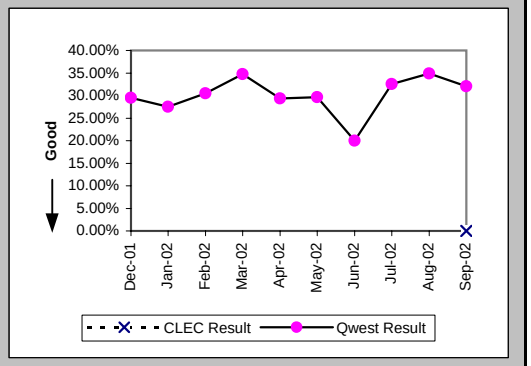
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | | | | | | 119:28 | 46 | 2:36 | 3:10 | | | |
| Apr-02 | | | | | | 195:29 | 75 | 2:36 | 3:24 | | | |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |
| Jun-02 | | | | | | 231:49 | 90 | 2:35 | 3:15 | | | |
| Jul-02 | | | | | | 207:44 | 86 | 2:25 | 2:01 | | | |
| Aug-02 | | | | | | 258:56 | 109 | 2:23 | 2:15 | | | |
| Sep-02 | 12:12 | 1 | 12:12 | 0 | 0 | 335:19 | 78 | 4:18 | 16:41 | 1.77 | 0.08 | Yes |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

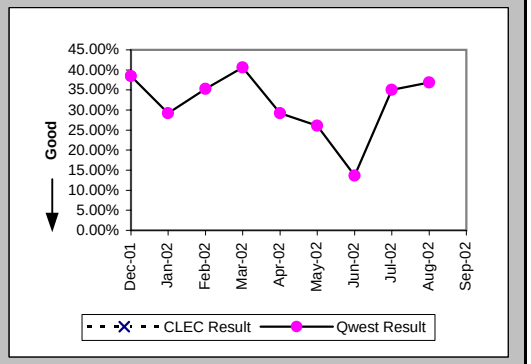
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | | | | | | 16 | 46 | 34.78% | 47.63% | | | |
| Apr-02 | | | | | | 22 | 75 | 29.33% | 45.53% | | | |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |
| Jun-02 | | | | | | 18 | 90 | 20.00% | 40.00% | | | |
| Jul-02 | | | | | | 28 | 86 | 32.56% | 46.86% | | | |
| Aug-02 | | | | | | 38 | 109 | 34.86% | 47.65% | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 25 | 78 | 32.05% | 46.67% | -0.68 | -1.41 | No |



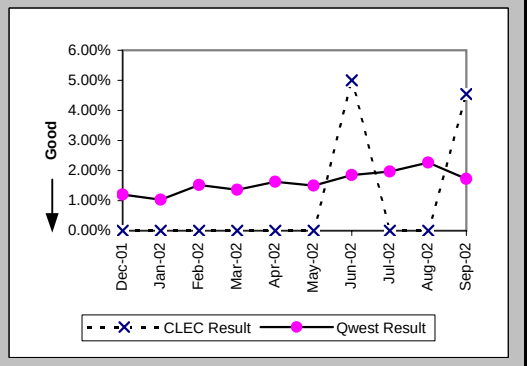

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | | | | | | 13 | 32 | 40.63% | 49.11% | | | |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | 18 | 69 | 26.09% | 43.91% | | | |
| Jun-02 | | | | | | 9 | 66 | 13.64% | 34.32% | | | |
| Jul-02 | | | | | | 21 | 60 | 35.00% | 47.70% | | | |
| Aug-02 | | | | | | 28 | 76 | 36.84% | 48.24% | | | |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

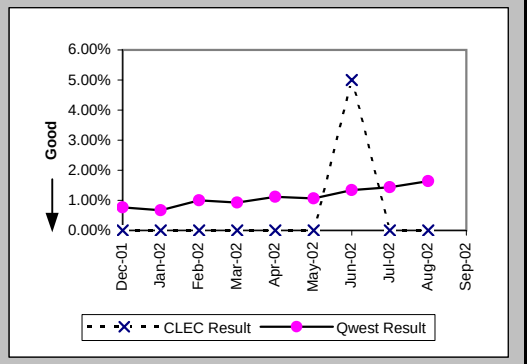
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 143 | 11934 | 1.20% | 10.88% | -0.48 | -1.29 | No |
| Jan-02 | 0 | 19 | 0.00% | 0 | 0 | 126 | 12182 | 1.03% | 10.12% | -0.45 | -1.27 | No |
| Feb-02 | 0 | 19 | 0.00% | 0 | 0 | 185 | 12170 | 1.52% | 12.24% | -0.54 | -1.33 | No |
| Mar-02 | 0 | 20 | 0.00% | 0 | 0 | 165 | 12127 | 1.36% | 11.58% | -0.52 | -1.32 | No |
| Apr-02 | 0 | 20 | 0.00% | 0 | 0 | 196 | 12050 | 1.63% | 12.65% | -0.57 | -1.35 | No |
| May-02 | 0 | 20 | 0.00% | 0 | 0 | 182 | 12171 | 1.50% | 12.14% | -0.55 | -1.33 | No |
| Jun-02 | 1 | 20 | 5.00% | 0 | 0 | 229 | 12340 | 1.86% | 13.50% | 0.9 | -0.45 | No |
| Jul-02 | 0 | 20 | 0.00% | 0 | 0 | 246 | 12522 | 1.96% | 13.88% | -0.63 | -1.38 | No |
| Aug-02 | 0 | 22 | 0.00% | 0 | 0 | 285 | 12580 | 2.27% | 14.88% | -0.71 | -1.43 | No |
| Sep-02 | 1 | 22 | 4.55% | 0 | 0 | 217 | 12614 | 1.72% | 13.00% | 0.89 | -0.46 | No |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

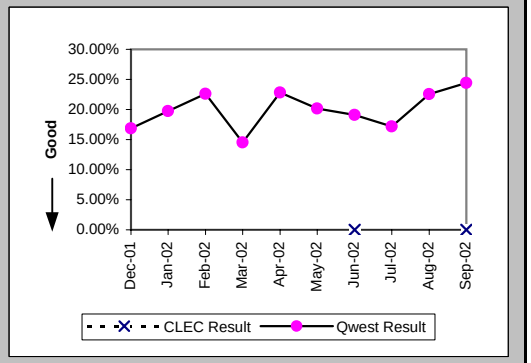
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 92 | 11934 | 0.77% | 8.75% | -0.38 | -1.23 | No |
| Jan-02 | 0 | 19 | 0.00% | 0 | 0 | 82 | 12182 | 0.67% | 8.18% | -0.36 | -1.22 | No |
| Feb-02 | 0 | 19 | 0.00% | 0 | 0 | 122 | 12170 | 1.00% | 9.96% | -0.44 | -1.27 | No |
| Mar-02 | 0 | 20 | 0.00% | 0 | 0 | 112 | 12127 | 0.92% | 9.57% | -0.43 | -1.26 | No |
| Apr-02 | 0 | 20 | 0.00% | 0 | 0 | 135 | 12050 | 1.12% | 10.53% | -0.48 | -1.29 | No |
| May-02 | 0 | 20 | 0.00% | 0 | 0 | 130 | 12171 | 1.07% | 10.28% | -0.46 | -1.28 | No |
| Jun-02 | 1 | 20 | 5.00% | 0 | 0 | 166 | 12340 | 1.35% | 11.52% | 1.11 | -0.32 | No |
| Jul-02 | 0 | 20 | 0.00% | 0 | 0 | 180 | 12522 | 1.44% | 11.90% | -0.54 | -1.33 | No |
| Aug-02 | 0 | 22 | 0.00% | 0 | 0 | 206 | 12580 | 1.64% | 12.69% | -0.6 | -1.37 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

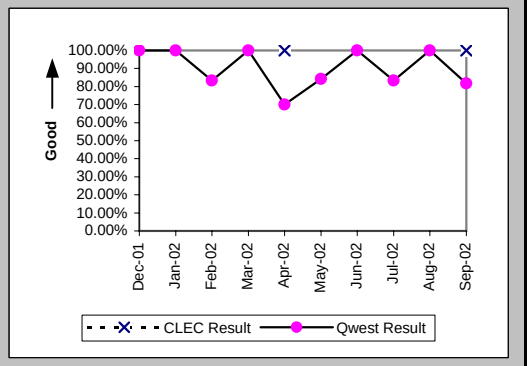
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | | | | | | 28 | 193 | 14.51% | 35.22% | | | |
| Apr-02 | | | | | | 58 | 254 | 22.83% | 41.98% | | | |
| May-02 | | | | | | 46 | 228 | 20.18% | 40.13% | | | |
| Jun-02 | 0 | 1 | 0.00% | 0 | 0 | 54 | 283 | 19.08% | 39.29% | -0.48 | -1.29 | No |
| Jul-02 | | | | | | 51 | 297 | 17.17% | 37.71% | | | |
| Aug-02 | | | | | | 83 | 368 | 22.55% | 41.79% | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 70 | 287 | 24.39% | 42.94% | -0.57 | -1.34 | No |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

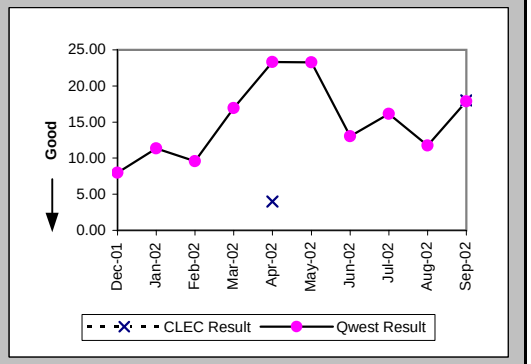
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 10 | 70.00% | 45.83% | -0.62 | -1.38 | No |
| May-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |
| Jun-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 15 | 18 | 83.33% | 37.27% | | | |
| Aug-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 9 | 11 | 81.82% | 38.57% | -0.45 | -1.27 | No |



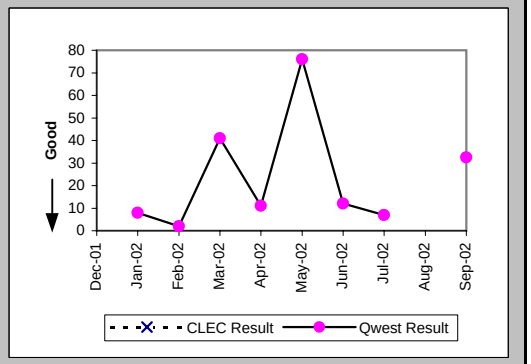

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40 | 5 | 8.00 | 2.45 | | | |
| Jan-02 | | | | | | 227 | 20 | 11.35 | 6.91 | | | |
| Feb-02 | | | | | | 67 | 7 | 9.57 | 3.78 | | | |
| Mar-02 | | | | | | 220 | 13 | 16.92 | 13.51 | | | |
| Apr-02 | 4 | 1 | 4.00 | 0 | 0 | 233 | 10 | 23.30 | 17.02 | -1.08 | -1.66 | No |
| May-02 | | | | | | 489 | 21 | 23.29 | 35.06 | | | |
| Jun-02 | | | | | | 443 | 34 | 13.03 | 5.96 | | | |
| Jul-02 | | | | | | 387 | 24 | 16.12 | 8.44 | | | |
| Aug-02 | | | | | | 129 | 11 | 11.73 | 5.80 | | | |
| Sep-02 | 18 | 1 | 18.00 | 0 | 0 | 304 | 17 | 17.88 | 19.25 | 0.83 | -0.5 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

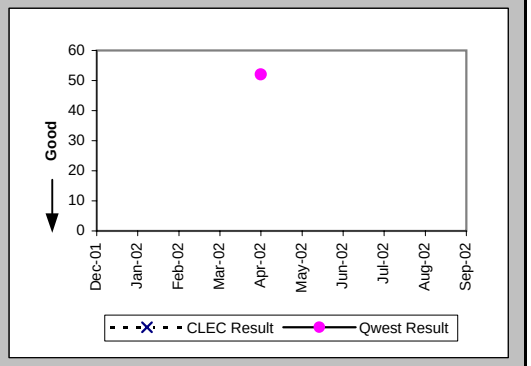
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 8 | 1 | 8.00 | | | | |
| Feb-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Mar-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Apr-02 | | | | | | 22 | 2 | 11.00 | 0.00 | | | |
| May-02 | | | | | | 304 | 4 | 76.00 | 39.05 | | | |
| Jun-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Jul-02 | | | | | | 21 | 3 | 7.00 | 5.20 | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 130 | 4 | 32.50 | 25.62 | | | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

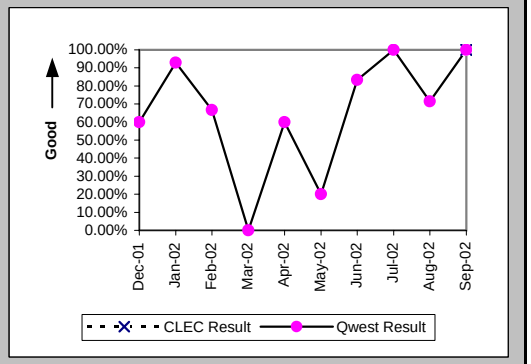
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 52 | 1 | 52.00 | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



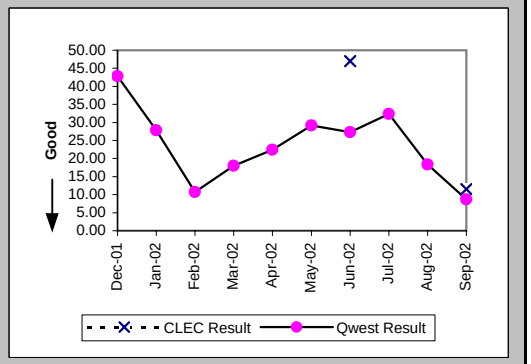

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| May-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jun-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 5 | 7 | 71.43% | 45.18% | | | |
| Sep-02 | 4 | 4 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

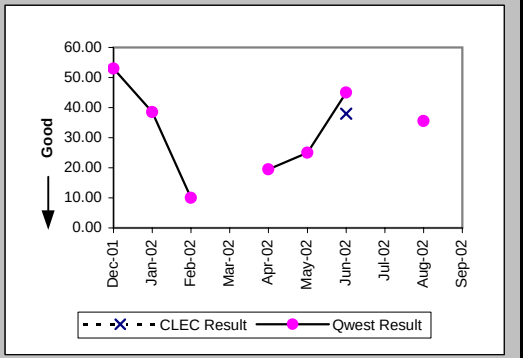
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 300 | 7 | 42.86 | 29.20 | | | |
| Jan-02 | | | | | | 501 | 18 | 27.83 | 16.66 | | | |
| Feb-02 | | | | | | 86 | 8 | 10.75 | 5.65 | | | |
| Mar-02 | | | | | | 36 | 2 | 18.00 | 4.24 | | | |
| Apr-02 | | | | | | 202 | 9 | 22.44 | 10.94 | | | |
| May-02 | | | | | | 204 | 7 | 29.14 | 15.67 | | | |
| Jun-02 | 47 | 1 | 47.00 | 0 | 0 | 191 | 7 | 27.29 | 25.93 | 0.42 | -0.75 | No |
| Jul-02 | | | | | | 97 | 3 | 32.33 | 36.09 | | | |
| Aug-02 | | | | | | 165 | 9 | 18.33 | 27.35 | | | |
| Sep-02 | 46 | 4 | 11.50 | 0 | 0 | 26 | 3 | 8.67 | 3.06 | 0.8 | -0.51 | No |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

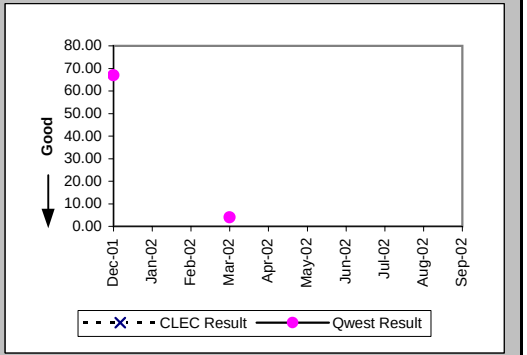
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 106 | 2 | 53.00 | 19.80 | | | |
| Jan-02 | | | | | | 154 | 4 | 38.50 | 21.30 | | | |
| Feb-02 | | | | | | 10 | 1 | 10.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 39 | 2 | 19.50 | 2.12 | | | |
| May-02 | | | | | | 100 | 4 | 25.00 | 18.89 | | | |
| Jun-02 | 38 | 1 | 38.00 | 0 | 0 | 90 | 2 | 45.00 | 28.28 | -0.2 | -1.12 | No |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 71 | 2 | 35.50 | 45.96 | | | |
| Sep-02 | | | | | | | | | | | | |



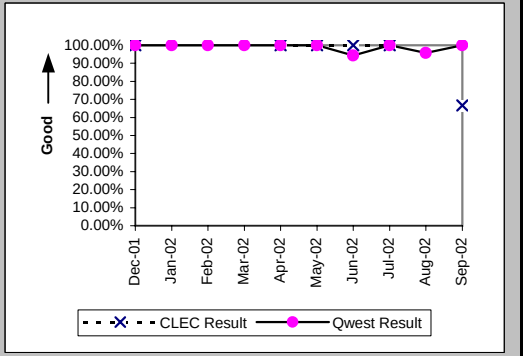

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 67 | 1 | 67.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

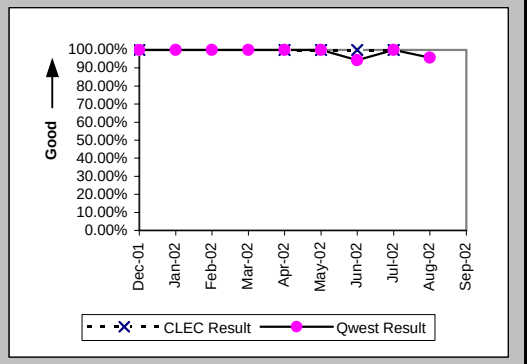
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 33 | 35 | 94.29% | 23.21% | -0.24 | -1.15 | No |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 34 | 34 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 23 | 24 | 95.83% | 19.98% | | | |
| Sep-02 | 2 | 3 | 66.67% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | -0.03 | No |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

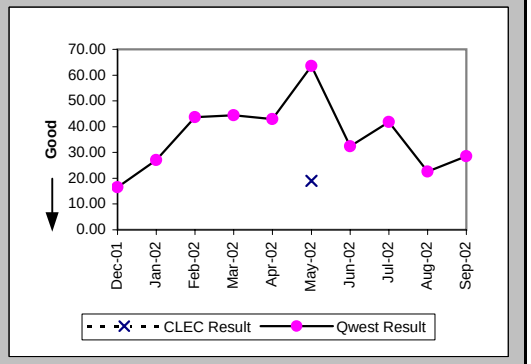
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 33 | 35 | 94.29% | 23.21% | -0.24 | -1.15 | No |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 34 | 34 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 23 | 24 | 95.83% | 19.98% | | | |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

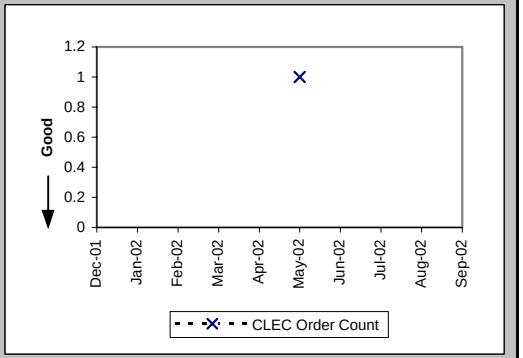
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 33 | 2 | 16.50 | 2.12 | | | |
| Jan-02 | | | | | | 108 | 4 | 27.00 | 13.64 | | | |
| Feb-02 | | | | | | 175 | 4 | 43.75 | 18.93 | | | |
| Mar-02 | | | | | | 311 | 7 | 44.43 | 28.69 | | | |
| Apr-02 | | | | | | 258 | 6 | 43.00 | 38.90 | | | |
| May-02 | 19 | 1 | 19.00 | 0 | 0 | 318 | 5 | 63.60 | 49.00 | -0.83 | -1.51 | No |
| Jun-02 | | | | | | 162 | 5 | 32.40 | 52.98 | | | |
| Jul-02 | | | | | | 293 | 7 | 41.86 | 48.34 | | | |
| Aug-02 | | | | | | 158 | 7 | 22.57 | 20.32 | | | |
| Sep-02 | | | | | | 171 | 6 | 28.50 | 28.01 | | | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

Count of Pending Orders Delayed for Facilities Reasons UDIT Above DS1 Level (OP-15B) (Diagnostic)

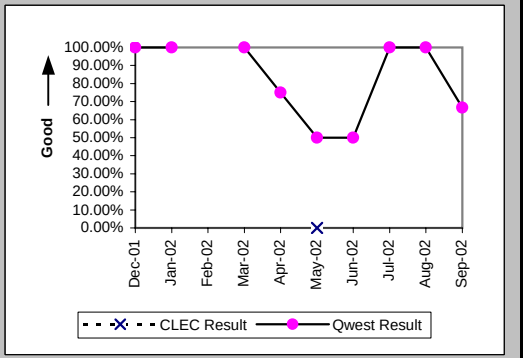
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | 1 |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

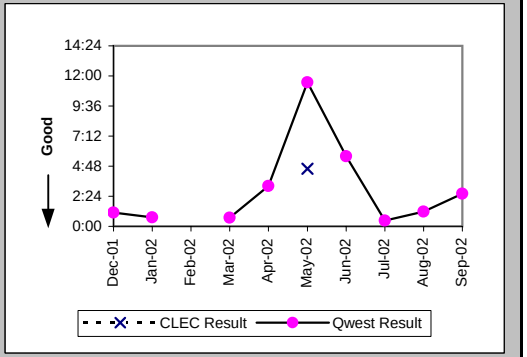
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 2 | 50.00% | 50.00% | 0.33 | -0.8 | No |
| Jun-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |



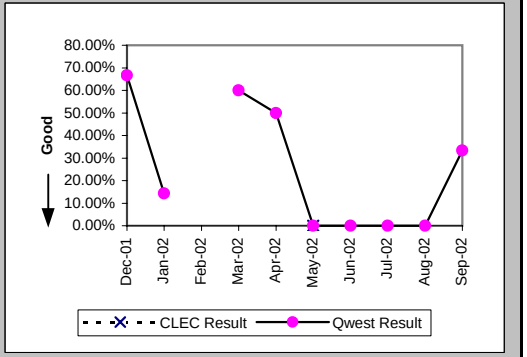

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3:19 | 3 | 1:06 | 0:23 | | | |
| Jan-02 | | | | | | 4:59 | 7 | 0:43 | 0:24 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3:26 | 5 | 0:41 | 0:43 | | | |
| Apr-02 | | | | | | 12:51 | 4 | 3:13 | 4:12 | | | |
| May-02 | 4:35 | 1 | 4:35 | 0 | 0 | 22:58 | 2 | 11:29 | 13:37 | -0.41 | -1.25 | No |
| Jun-02 | | | | | | 11:12 | 2 | 5:36 | 6:18 | | | |
| Jul-02 | | | | | | 1:53 | 4 | 0:28 | 0:15 | | | |
| Aug-02 | | | | | | 1:10 | 1 | 1:10 | | | | |
| Sep-02 | | | | | | 7:50 | 3 | 2:37 | 2:52 | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

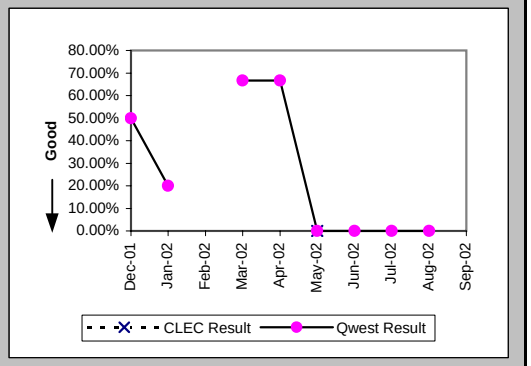
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

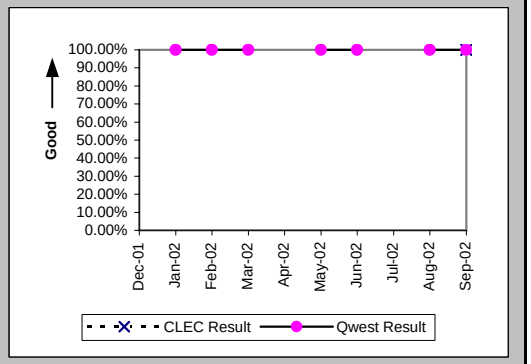
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



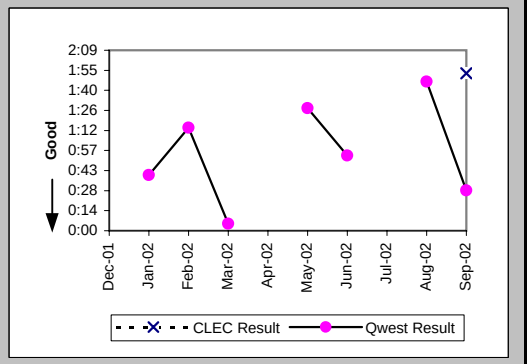

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

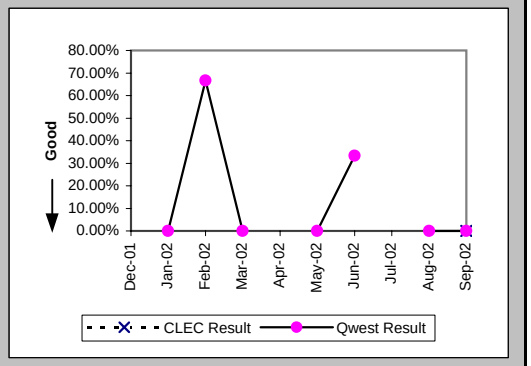
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2:40 | 4 | 0:40 | 0:28 | | | |
| Feb-02 | | | | | | 3:42 | 3 | 1:14 | 0:39 | | | |
| Mar-02 | | | | | | 0:05 | 1 | 0:05 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:56 | 2 | 1:28 | 0:13 | | | |
| Jun-02 | | | | | | 2:43 | 3 | 0:54 | 0:11 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1:47 | 1 | 1:47 | | | | |
| Sep-02 | 1:53 | 1 | 1:53 | 0 | 0 | 0:29 | 1 | 0:29 | | | | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

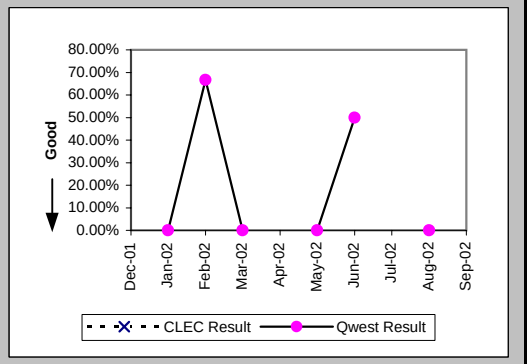
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |



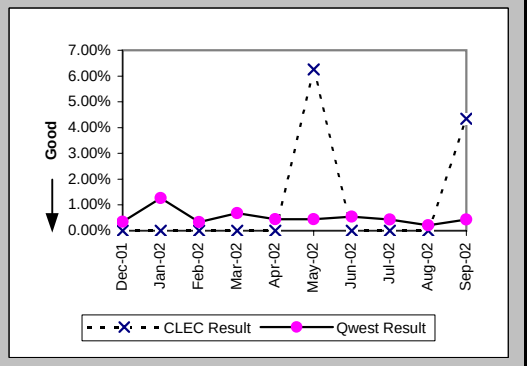

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

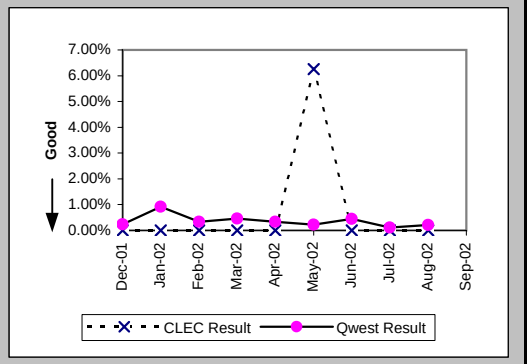
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 3 | 866 | 0.35% | 5.88% | -0.25 | -1.15 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 11 | 870 | 1.26% | 11.17% | -0.46 | -1.28 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 3 | 879 | 0.34% | 5.83% | -0.24 | -1.15 | No |
| Mar-02 | 0 | 17 | 0.00% | 0 | 0 | 6 | 882 | 0.68% | 8.22% | -0.34 | -1.21 | No |
| Apr-02 | 0 | 16 | 0.00% | 0 | 0 | 4 | 895 | 0.45% | 6.67% | -0.27 | -1.16 | No |
| May-02 | 1 | 16 | 6.25% | 0 | 0 | 4 | 897 | 0.45% | 6.66% | 1.75 | 0.06 | Yes |
| Jun-02 | 0 | 16 | 0.00% | 0 | 0 | 5 | 906 | 0.55% | 7.41% | -0.3 | -1.18 | No |
| Jul-02 | 0 | 16 | 0.00% | 0 | 0 | 4 | 918 | 0.44% | 6.59% | -0.26 | -1.16 | No |
| Aug-02 | 0 | 18 | 0.00% | 0 | 0 | 2 | 928 | 0.22% | 4.64% | -0.2 | -1.12 | No |
| Sep-02 | 1 | 23 | 4.35% | 0 | 0 | 4 | 931 | 0.43% | 6.54% | 1.59 | -0.03 | No |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

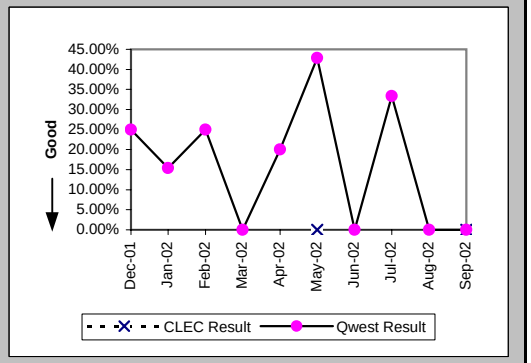
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 2 | 866 | 0.23% | 4.80% | -0.21 | -1.13 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 8 | 870 | 0.92% | 9.55% | -0.39 | -1.24 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 3 | 879 | 0.34% | 5.83% | -0.24 | -1.15 | No |
| Mar-02 | 0 | 17 | 0.00% | 0 | 0 | 4 | 882 | 0.45% | 6.72% | -0.28 | -1.17 | No |
| Apr-02 | 0 | 16 | 0.00% | 0 | 0 | 3 | 895 | 0.34% | 5.78% | -0.23 | -1.14 | No |
| May-02 | 1 | 16 | 6.25% | 0 | 0 | 2 | 897 | 0.22% | 4.72% | 2 | 0.21 | Yes |
| Jun-02 | 0 | 16 | 0.00% | 0 | 0 | 4 | 906 | 0.44% | 6.63% | -0.26 | -1.16 | No |
| Jul-02 | 0 | 16 | 0.00% | 0 | 0 | 1 | 918 | 0.11% | 3.30% | -0.13 | -1.08 | No |
| Aug-02 | 0 | 18 | 0.00% | 0 | 0 | 2 | 928 | 0.22% | 4.64% | -0.2 | -1.12 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

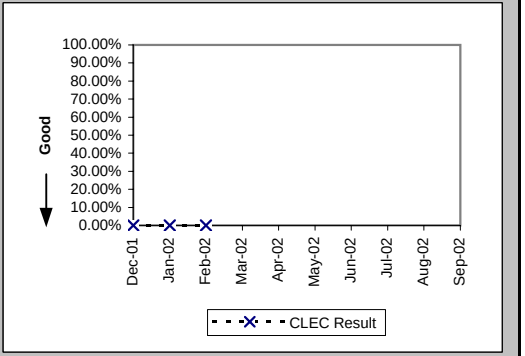
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 3 | 7 | 42.86% | 49.49% | -0.81 | -1.49 | No |
| Jun-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Aug-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 4 | 0.00% | N/A | N/A | N/A | |



## Checklist #5 - Dark Fiber - IOF Repair

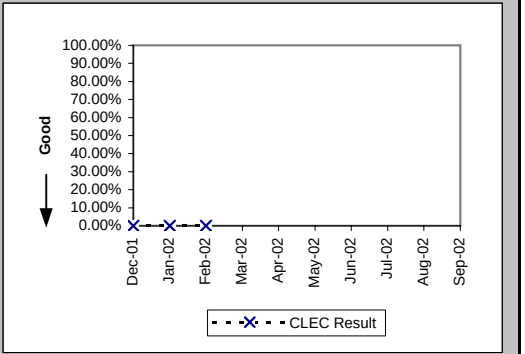
Trouble Rate (Percent) (MR-8) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Jan-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Feb-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



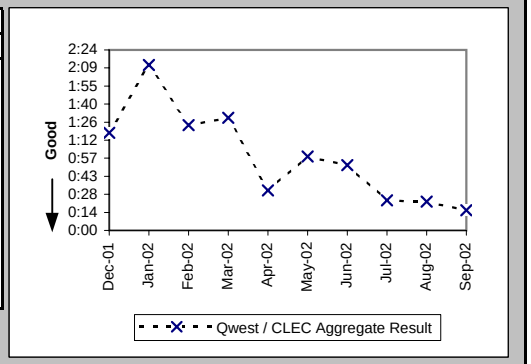

Trouble Rate (Percent) (MR-8*) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Jan-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Feb-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |
| Jun-02 | | | | | | |
| Jul-02 | | | | | | |
| Aug-02 | | | | | | |
| Sep-02 | | | | | | |



Checklist #7 - E911

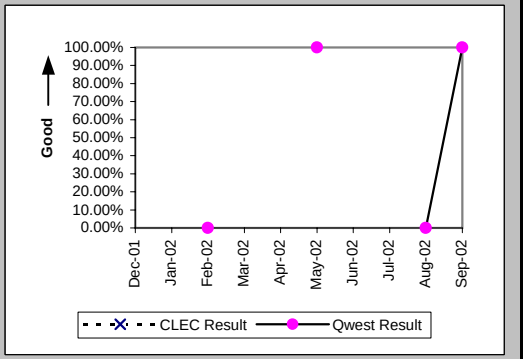
| Time to Update Databases (Hours:Minutes) (DB-1A) (Parity) | | | |
|---|---|---|---|
| Date | Qwest / CLEC Aggregate Result | PID Exc | Data Exc |
| Dec-01 | 1:18 | 0 | 0 |
| Jan-02 | 2:12 | 0 | 0 |
| Feb-02 | 1:24 | 0 | 0 |
| Mar-02 | 1:30 | 0 | 0 |
| Apr-02 | 0:32 | 0 | 0 |
| May-02 | 0:59 | 0 | 0 |
| Jun-02 | 0:52 | 0 | 0 |
| Jul-02 | 0:24 | 0 | 0 |
| Aug-02 | 0:23 | 0 | 0 |
| Sep-02 | 0:16 | 0 | 0 |



## Checklist #7 - E911/911 Trunk Installation

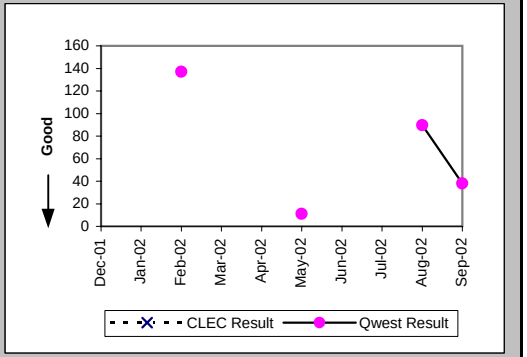
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |



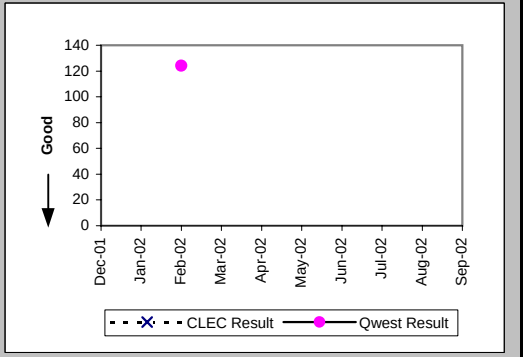

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 548 | 4 | 137.00 | 0.00 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 22 | 2 | 11.00 | 2.83 | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 269 | 3 | 89.67 | 5.77 | | | |
| Sep-02 | | | | | | 341 | 9 | 37.89 | 20.53 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

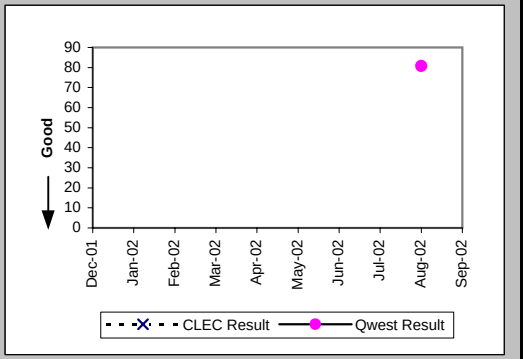
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 496 | 4 | 124.00 | 0.00 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Installation

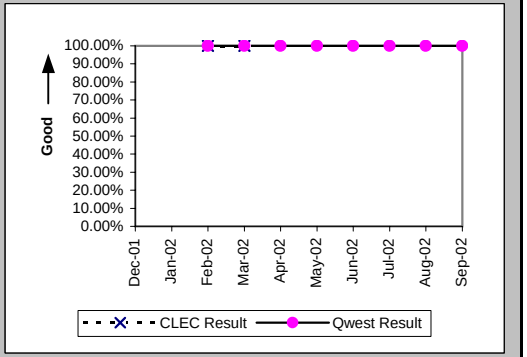
### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 242 | 3 | 80.67 | 7.51 | | | |
| Sep-02 | | | | | | | | | | | | |



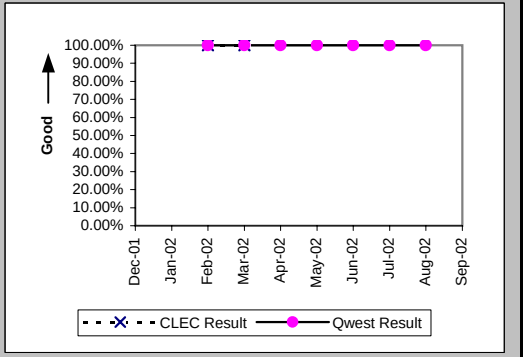

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |




### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

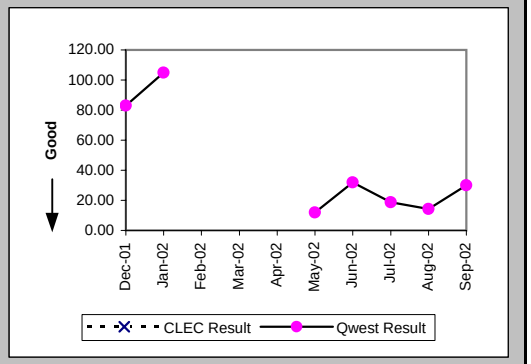
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Installation

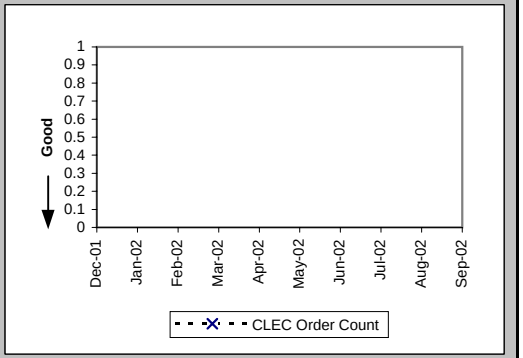
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 332 | 4 | 83.00 | 0.00 | | | |
| Jan-02 | | | | | | 420 | 4 | 105.00 | 0.00 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Jun-02 | | | | | | 32 | 1 | 32.00 | | | | |
| Jul-02 | | | | | | 75 | 4 | 18.75 | 23.50 | | | |
| Aug-02 | | | | | | 156 | 11 | 14.18 | 10.29 | | | |
| Sep-02 | | | | | | 60 | 2 | 30.00 | 0.00 | | | |



## Checklist #7 - E911/911 Trunk Installation

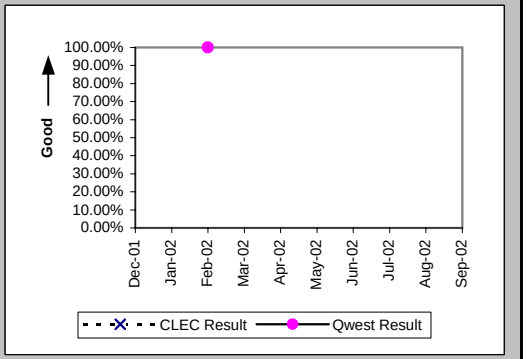
| Count of Pending Orders Delayed for Facilities Reasons E911 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #7 - E911/911 Trunk Repair

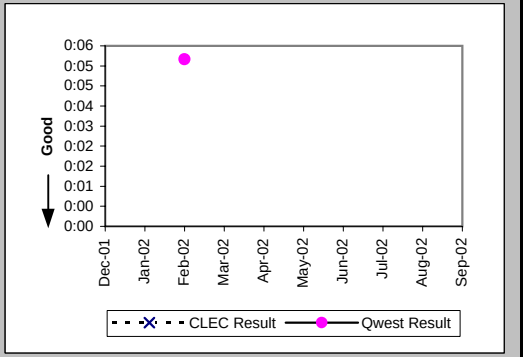
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



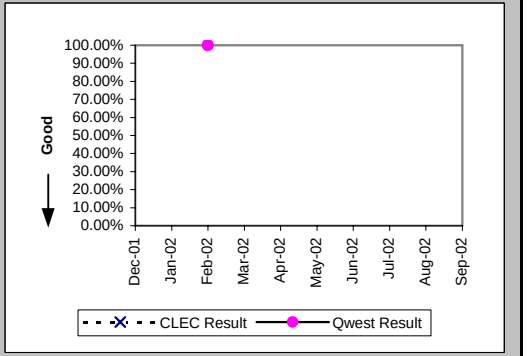

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0:06 | 1 | 0:06 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

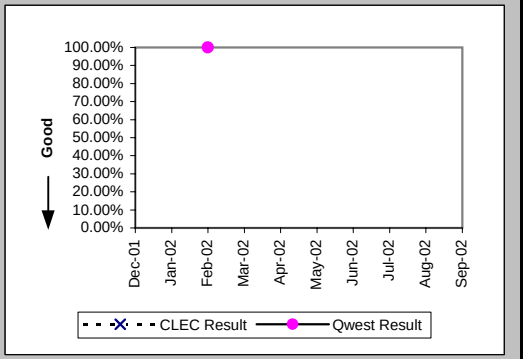
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Repair

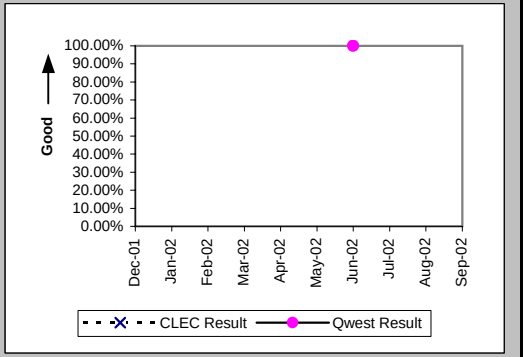
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



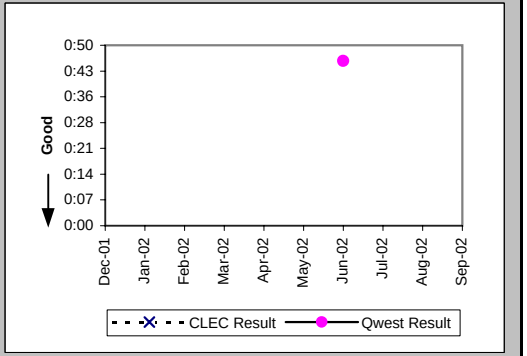

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

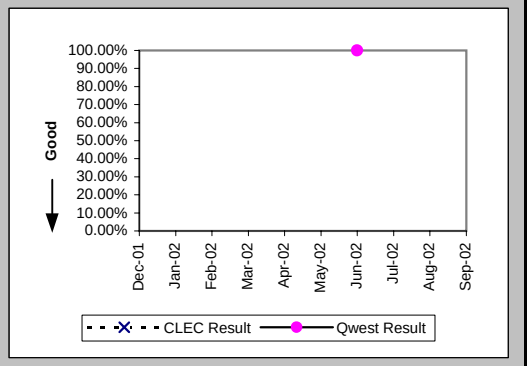
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 0:46 | 1 | 0:46 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Repair

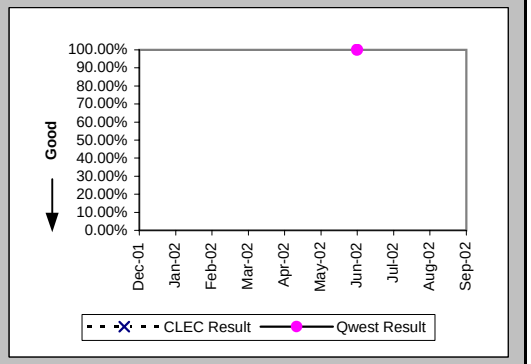
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



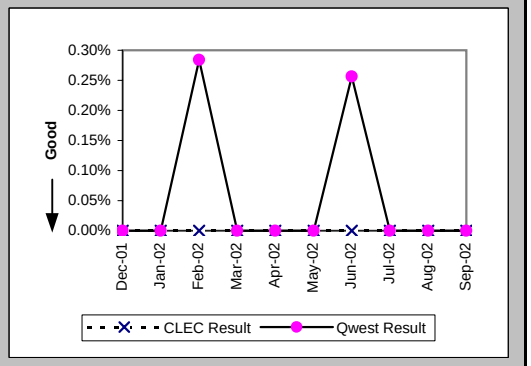

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

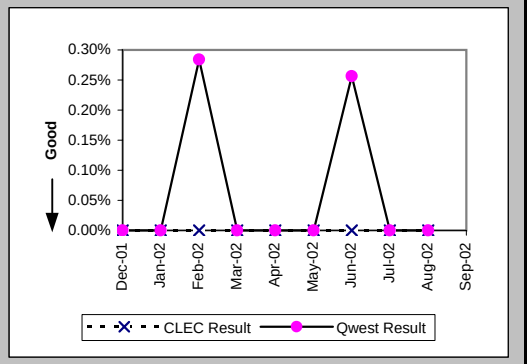
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 66 | 0.00% | 0 | 0 | 1 | 352 | 0.28% | 5.32% | -0.4 | -1.24 | No |
| Mar-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 361 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 369 | 0.00% | N/A | N/A | N/A | |
| May-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 389 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | 0 | 66 | 0.00% | 0 | 0 | 1 | 390 | 0.26% | 5.06% | -0.38 | -1.23 | No |
| Jul-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 402 | 0.00% | N/A | N/A | N/A | |
| Aug-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 414 | 0.00% | N/A | N/A | N/A | |
| Sep-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 446 | 0.00% | N/A | N/A | N/A | |



## Checklist #7 - E911/911 Trunk Repair

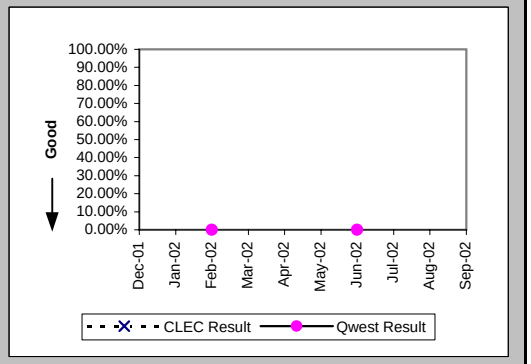
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 66 | 0.00% | 0 | 0 | 1 | 352 | 0.28% | 5.32% | -0.4 | -1.24 | No |
| Mar-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 361 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 369 | 0.00% | N/A | N/A | N/A | |
| May-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 389 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | 0 | 66 | 0.00% | 0 | 0 | 1 | 390 | 0.26% | 5.06% | -0.38 | -1.23 | No |
| Jul-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 402 | 0.00% | N/A | N/A | N/A | |
| Aug-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 414 | 0.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | | | | | | | |



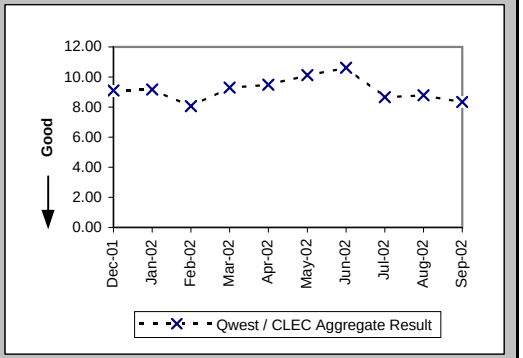

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |

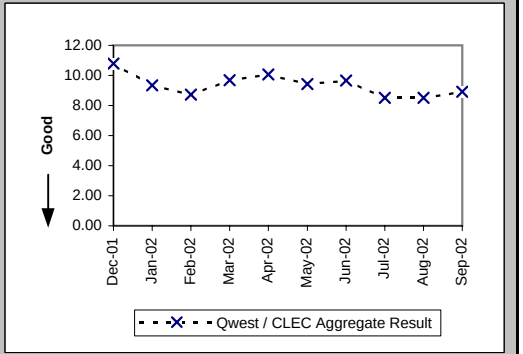


## Checklist #7 - Operator Services - Directory Assistance

| Speed of Answer - Directory Assistance (Avg Sec) (DA-1) (Parity) | |
|---|---|
| Date | Qwest / CLEC Aggregate Result |
| Dec-01 | 9.11 |
| Jan-02 | 9.18 |
| Feb-02 | 8.06 |
| Mar-02 | 9.29 |
| Apr-02 | 9.48 |
| May-02 | 10.13 |
| Jun-02 | 10.62 |
| Jul-02 | 8.67 |
| Aug-02 | 8.78 |
| Sep-02 | 8.33 |

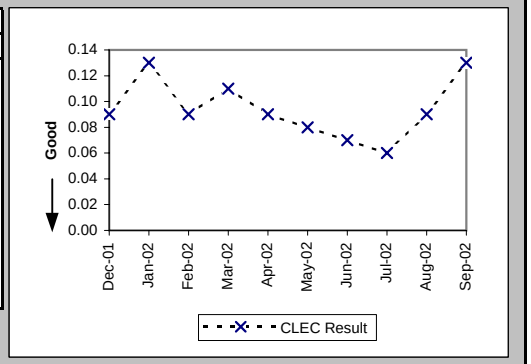



| Speed of Answer - Operator Services (Avg Sec) (OS-1) (Parity) | |
|---|---|
| Date | Qwest / CLEC Aggregate Result |
| Dec-01 | 10.78 |
| Jan-02 | 9.35 |
| Feb-02 | 8.72 |
| Mar-02 | 9.69 |
| Apr-02 | 10.07 |
| May-02 | 9.43 |
| Jun-02 | 9.67 |
| Jul-02 | 8.51 |
| Aug-02 | 8.51 |
| Sep-02 | 8.91 |

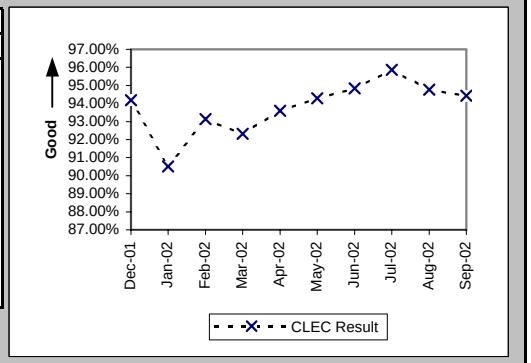


## Checklist #8 - Directory Listings

| Time to Update Databases (Avg Sec) (DB-1C-1) (Parity) | | | |
|---|---|---|---|
| Date | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 0.09 | | |
| Jan-02 | 0.13 | 0 | 0 |
| Feb-02 | 0.09 | 0 | 0 |
| Mar-02 | 0.11 | 0 | 0 |
| Apr-02 | 0.09 | 0 | 0 |
| May-02 | 0.08 | 0 | 0 |
| Jun-02 | 0.07 | 0 | 0 |
| Jul-02 | 0.06 | 0 | 0 |
| Aug-02 | 0.09 | 0 | 0 |
| Sep-02 | 0.13 | 0 | 0 |



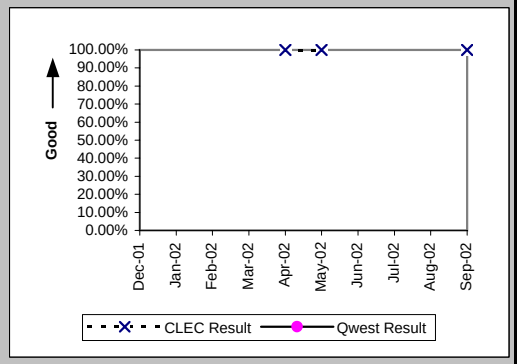

| Accurate Database Updates (Percent) (DB-2C-1) (Parity) | | | |
|---|---|---|---|
| Date | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 94.17% | | |
| Jan-02 | 90.51% | 0 | 0 |
| Feb-02 | 93.14% | 0 | 0 |
| Mar-02 | 92.32% | 0 | 0 |
| Apr-02 | 93.60% | 0 | 0 |
| May-02 | 94.28% | 0 | 0 |
| Jun-02 | 94.83% | 0 | 0 |
| Jul-02 | 95.87% | 0 | 0 |
| Aug-02 | 94.77% | 0 | 0 |
| Sep-02 | 94.42% | 0 | 0 |



## Checklist #9 - NXX Code Activation

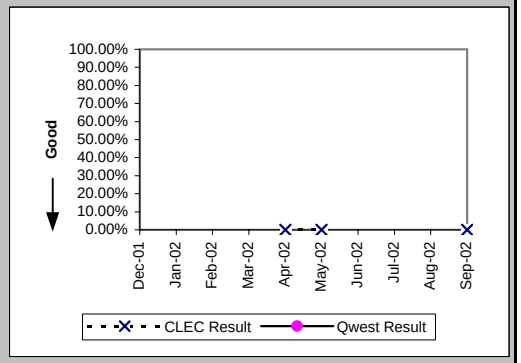
NXX Code Activation (Percent) (NP-1A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | |
| Jan-02 | | | | | | | | |
| Feb-02 | | | | | | | | |
| Mar-02 | | | | | | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | | | |
| Jun-02 | | | | | | | | |
| Jul-02 | | | | | | | | |
| Aug-02 | | | | | | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | | | |



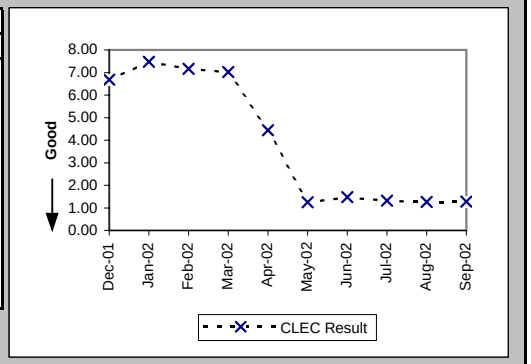

NXX Code Activation - Facility Delays (Percent) (NP-1B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | |
| Jan-02 | | | | | | | | |
| Feb-02 | | | | | | | | |
| Mar-02 | | | | | | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | | | |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | | | |
| Jun-02 | | | | | | | | |
| Jul-02 | | | | | | | | |
| Aug-02 | | | | | | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | | | |



Checklist #10 - Databases and Signaling

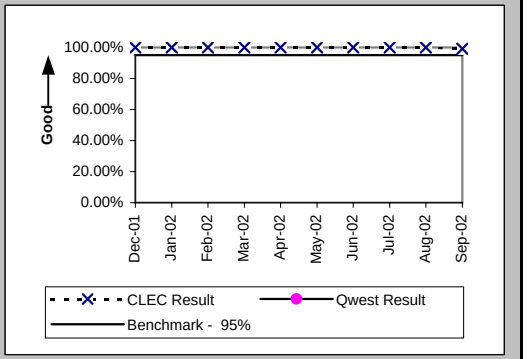
| Time to Update Databases (Avg Sec) LIDB (DB-1B) (Parity) | | | |
|---|---|---|---|
| Date | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 6.68 | 0 | 0 |
| Jan-02 | 7.47 | 0 | 0 |
| Feb-02 | 7.17 | 0 | 0 |
| Mar-02 | 7.02 | 0 | 0 |
| Apr-02 | 4.44 | 0 | 0 |
| May-02 | 1.25 | 0 | 0 |
| Jun-02 | 1.47 | 0 | 0 |
| Jul-02 | 1.32 | 0 | 0 |
| Aug-02 | 1.26 | 0 | 0 |
| Sep-02 | 1.27 | 0 | 0 |



## Checklist #11 - Number Portability**

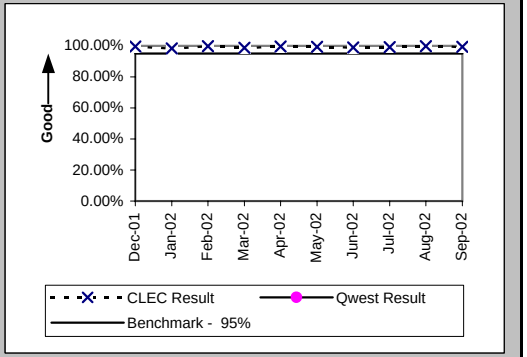
### Number Portability Timeliness (Percent) (OP-8B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 21 | 21 | 100.00% | 0 | 0 | | | | | | | No |
| Jan-02 | 197 | 197 | 100.00% | 0 | 0 | | | | | | | No |
| Feb-02 | 152 | 152 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | 67 | 67 | 100.00% | 0 | 0 | | | | | | | No |
| Apr-02 | 24 | 24 | 100.00% | 0 | 0 | | | | | | | No |
| May-02 | 74 | 74 | 100.00% | 0 | 0 | | | | | | | No |
| Jun-02 | 161 | 161 | 100.00% | 0 | 0 | | | | | | | No |
| Jul-02 | 108 | 108 | 100.00% | 0 | 0 | | | | | | | No |
| Aug-02 | 94 | 94 | 100.00% | 0 | 0 | | | | | | | No |
| Sep-02 | 128 | 129 | 99.22% | 0 | 0 | | | | | | | No |



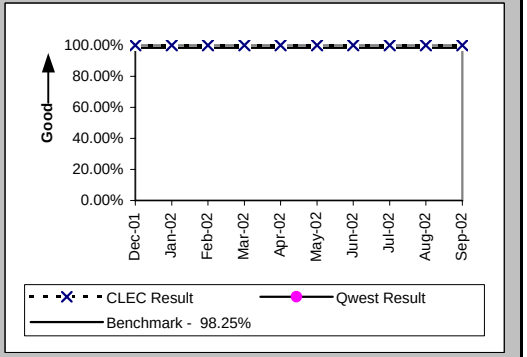

### Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2014 | 2021 | 99.65% | 0 | 0 | | | | | | | No |
| Jan-02 | 3524 | 3581 | 98.41% | 0 | 0 | | | | | | | No |
| Feb-02 | 3007 | 3012 | 99.83% | 0 | 0 | | | | | | | No |
| Mar-02 | 1950 | 1975 | 98.73% | 0 | 0 | | | | | | | No |
| Apr-02 | 1573 | 1578 | 99.68% | 0 | 0 | | | | | | | No |
| May-02 | 1988 | 2001 | 99.35% | 0 | 0 | | | | | | | No |
| Jun-02 | 2921 | 2950 | 99.02% | 0 | 0 | | | | | | | No |
| Jul-02 | 2680 | 2705 | 99.08% | 0 | 0 | | | | | | | No |
| Aug-02 | 2969 | 2976 | 99.76% | 0 | 0 | | | | | | | No |
| Sep-02 | 2606 | 2622 | 99.39% | 0 | 0 | | | | | | | No |




### Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17A) (Benchmark)

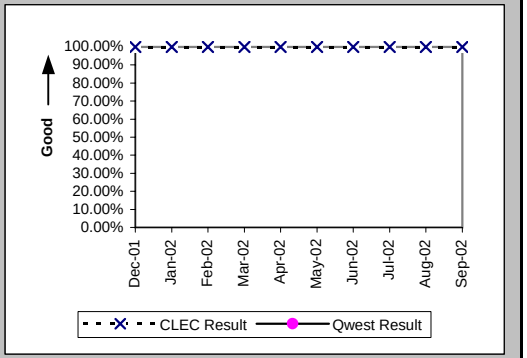
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | No |
| Jan-02 | 3778 | 3778 | 100.00% | 0 | 0 | | | | | | | No |
| Feb-02 | 3164 | 3164 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | No |
| Apr-02 | 1601 | 1601 | 100.00% | 0 | 0 | | | | | | | No |
| May-02 | 2081 | 2081 | 100.00% | 0 | 0 | | | | | | | No |
| Jun-02 | 3371 | 3371 | 100.00% | 0 | 0 | | | | | | | No |
| Jul-02 | 3031 | 3031 | 100.00% | 0 | 0 | | | | | | | No |
| Aug-02 | 3088 | 3088 | 100.00% | 0 | 0 | | | | | | | No |
| Sep-02 | 2780 | 2780 | 100.00% | 0 | 0 | | | | | | | No |



## Checklist #11 - Number Portability**

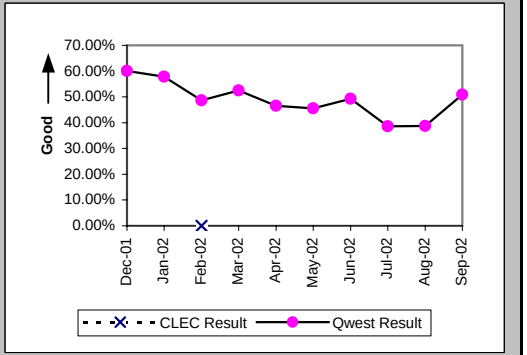
### Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | 3778 | 3778 | 100.00% | 0 | 0 | | | | | | | |
| Feb-02 | 3164 | 3164 | 100.00% | 0 | 0 | | | | | | | |
| Mar-02 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | |
| Apr-02 | 1601 | 1601 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 2081 | 2081 | 100.00% | 0 | 0 | | | | | | | |
| Jun-02 | 3371 | 3371 | 100.00% | 0 | 0 | | | | | | | |
| Jul-02 | 3031 | 3031 | 100.00% | 0 | 0 | | | | | | | |
| Aug-02 | 3088 | 3088 | 100.00% | 0 | 0 | | | | | | | |
| Sep-02 | 2780 | 2780 | 100.00% | 0 | 0 | | | | | | | |



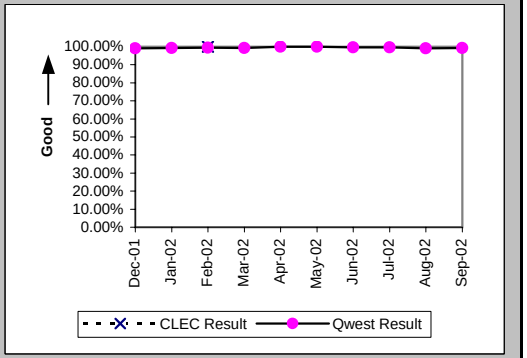

### LNP Trouble Reports Cleared within 4 Hours (Percent) (MR-11A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 389 | 647 | 60.12% | 48.96% | | | |
| Jan-02 | | | | | | 336 | 581 | 57.83% | 49.38% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 282 | 579 | 48.70% | 49.98% | 0.65 | -0.6 | No |
| Mar-02 | | | | | | 297 | 566 | 52.47% | 49.94% | | | |
| Apr-02 | | | | | | 251 | 540 | 46.48% | 49.88% | | | |
| May-02 | | | | | | 302 | 663 | 45.55% | 49.80% | | | |
| Jun-02 | | | | | | 221 | 449 | 49.22% | 49.99% | | | |
| Jul-02 | | | | | | 224 | 580 | 38.62% | 48.69% | | | |
| Aug-02 | | | | | | 258 | 667 | 38.68% | 48.70% | | | |
| Sep-02 | | | | | | 201 | 395 | 50.89% | 49.99% | | | |




### LNP Trouble Reports Cleared within 48 Hours (Percent) (MR-11B) (Parity)

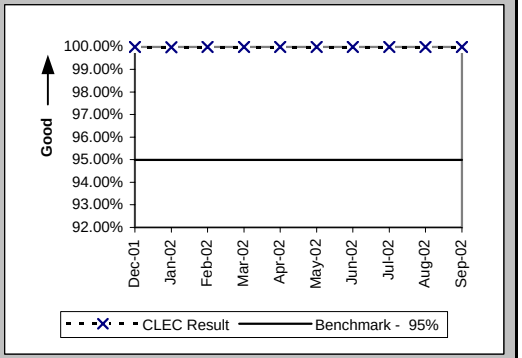
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1444 | 1458 | 99.04% | 9.75% | | | |
| Jan-02 | | | | | | 1296 | 1306 | 99.23% | 8.72% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 1286 | 1293 | 99.46% | 7.34% | -0.07 | -1.04 | No |
| Mar-02 | | | | | | 1282 | 1292 | 99.23% | 8.76% | | | |
| Apr-02 | | | | | | 1237 | 1238 | 99.92% | 2.84% | | | |
| May-02 | | | | | | 1298 | 1299 | 99.92% | 2.77% | | | |
| Jun-02 | | | | | | 1023 | 1026 | 99.71% | 5.40% | | | |
| Jul-02 | | | | | | 1163 | 1167 | 99.66% | 5.84% | | | |
| Aug-02 | | | | | | 1216 | 1227 | 99.10% | 9.43% | | | |
| Sep-02 | | | | | | 826 | 832 | 99.28% | 8.46% | | | |



## Checklist #13 - Reciprocal Compensation

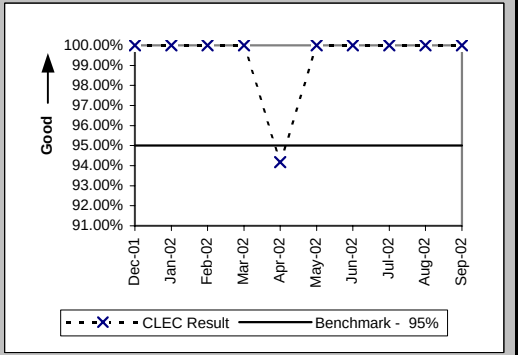
Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 14084.13 | 14084.13 | 100.00% | 0 | 0 |
| Jan-02 | 22545.89 | 22548.5 | 99.99% | 0 | 0 |
| Feb-02 | 23121.04 | 23121.04 | 100.00% | 0 | 0 |
| Mar-02 | 37217.37 | 37217.37 | 100.00% | 0 | 0 |
| Apr-02 | 53903.44 | 53903.44 | 100.00% | 0 | 0 |
| May-02 | 44638.13 | 44638.13 | 100.00% | 0 | 0 |
| Jun-02 | 44152.3 | 44152.3 | 100.00% | 0 | 0 |
| Jul-02 | 26804.29 | 26804.29 | 100.00% | 0 | 0 |
| Aug-02 | 26829.31 | 26829.31 | 100.00% | 0 | 0 |
| Sep-02 | 29492.81 | 29492.81 | 100.00% | 0 | 0 |




Billing Completeness (Percent) Reciprocal Compensation (BI-4B) (Benchmark)

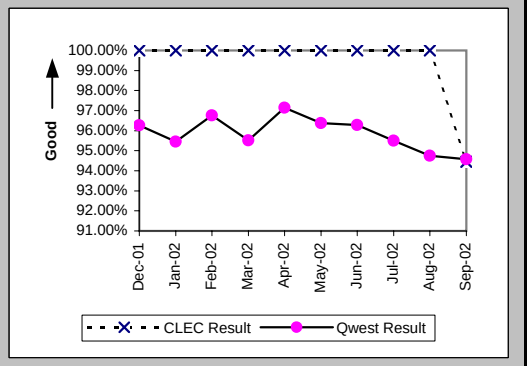
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 14084.13 | 14084.13 | 100.00% | 0 | 0 |
| Jan-02 | 22548.5 | 22548.5 | 100.00% | 0 | 0 |
| Feb-02 | 23121.04 | 23121.04 | 100.00% | 0 | 0 |
| Mar-02 | 37217.37 | 37217.37 | 100.00% | 0 | 0 |
| Apr-02 | 50764.88 | 53903.44 | 94.18% | 0 | 0 |
| May-02 | 44638.13 | 44638.13 | 100.00% | 0 | 0 |
| Jun-02 | 44152.3 | 44152.3 | 100.00% | 0 | 0 |
| Jul-02 | 26804.29 | 26804.29 | 100.00% | 0 | 0 |
| Aug-02 | 26829.31 | 26829.31 | 100.00% | 0 | 0 |
| Sep-02 | 29492.81 | 29492.81 | 100.00% | 0 | 0 |



## Checklist #14 - Resale - Residence Installation

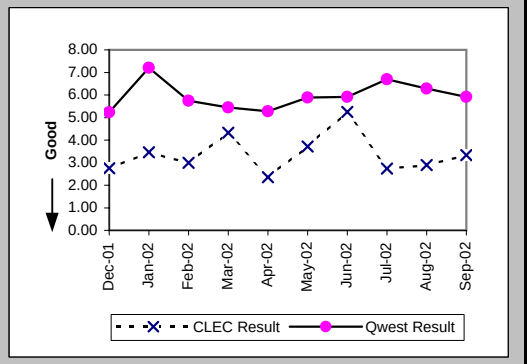
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 20 | 100.00% | 0 | 0 | 927 | 963 | 96.26% | 18.97% | -0.87 | -1.53 | No |
| Jan-02 | 24 | 24 | 100.00% | 0 | 0 | 1050 | 1100 | 95.45% | 20.83% | -1.06 | -1.64 | No |
| Feb-02 | 10 | 10 | 100.00% | 0 | 0 | 897 | 927 | 96.76% | 17.70% | -0.58 | -1.35 | No |
| Mar-02 | 15 | 15 | 100.00% | 0 | 0 | 894 | 936 | 95.51% | 20.70% | -0.83 | -1.51 | No |
| Apr-02 | 11 | 11 | 100.00% | 0 | 0 | 848 | 873 | 97.14% | 16.68% | -0.57 | -1.34 | No |
| May-02 | 14 | 14 | 100.00% | 0 | 0 | 799 | 829 | 96.38% | 18.68% | -0.72 | -1.44 | No |
| Jun-02 | 8 | 8 | 100.00% | 0 | 0 | 802 | 833 | 96.28% | 18.93% | -0.55 | -1.34 | No |
| Jul-02 | 18 | 18 | 100.00% | 1 | 0 | 829 | 868 | 95.51% | 20.72% | -0.91 | -1.55 | No |
| Aug-02 | 10 | 10 | 100.00% | 0 | 1 | 830 | 876 | 94.75% | 22.31% | -0.74 | -1.45 | No |
| Sep-02 | 17 | 18 | 94.44% | 0 | 0 | 644 | 681 | 94.57% | 22.67% | 0.1 | -0.94 | No |



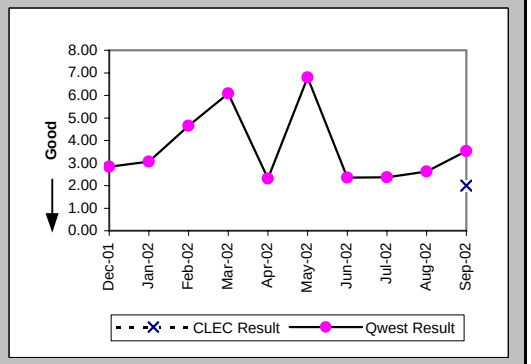

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 55 | 20 | 2.75 | 0 | 0 | 5102 | 974 | 5.24 | 4.86 | -2.26 | -2.38 | No |
| Jan-02 | 83 | 24 | 3.46 | 0 | 0 | 7988 | 1110 | 7.20 | 8.13 | -2.23 | -2.36 | No |
| Feb-02 | 30 | 10 | 3.00 | 0 | 0 | 5343 | 929 | 5.75 | 5.12 | -1.69 | -2.03 | No |
| Mar-02 | 65 | 15 | 4.33 | 0 | 0 | 5115 | 938 | 5.45 | 4.71 | -0.91 | -1.56 | No |
| Apr-02 | 26 | 11 | 2.36 | 0 | 0 | 4606 | 873 | 5.28 | 4.74 | -2.02 | -2.23 | No |
| May-02 | 52 | 14 | 3.71 | 0 | 0 | 4939 | 838 | 5.89 | 5.54 | -1.46 | -1.89 | No |
| Jun-02 | 42 | 8 | 5.25 | 0 | 0 | 4959 | 838 | 5.92 | 5.02 | -0.37 | -1.23 | No |
| Jul-02 | 52 | 19 | 2.74 | 0 | 0 | 5818 | 870 | 6.69 | 5.95 | -2.86 | -2.74 | No |
| Aug-02 | 29 | 10 | 2.90 | 0 | 1 | 5529 | 879 | 6.29 | 6.68 | -1.6 | -1.97 | No |
| Sep-02 | 60 | 18 | 3.33 | 0 | 0 | 4063 | 687 | 5.91 | 5.49 | -1.97 | -2.2 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

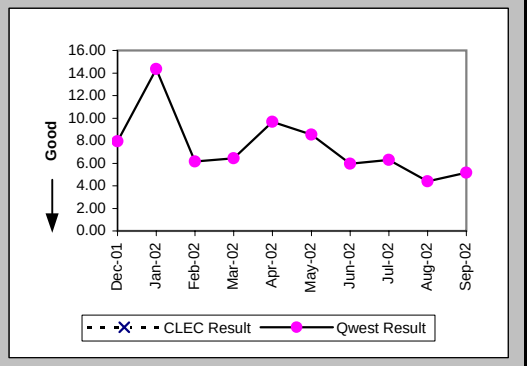
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 54 | 19 | 2.84 | 2.57 | | | |
| Jan-02 | | | | | | 86 | 28 | 3.07 | 3.68 | | | |
| Feb-02 | | | | | | 79 | 17 | 4.65 | 4.00 | | | |
| Mar-02 | | | | | | 134 | 22 | 6.09 | 10.16 | | | |
| Apr-02 | | | | | | 30 | 13 | 2.31 | 2.98 | | | |
| May-02 | | | | | | 95 | 14 | 6.79 | 7.46 | | | |
| Jun-02 | | | | | | 26 | 11 | 2.36 | 3.01 | | | |
| Jul-02 | | | | | | 45 | 19 | 2.37 | 1.86 | | | |
| Aug-02 | | | | | | 55 | 21 | 2.62 | 2.16 | | | |
| Sep-02 | 2 | 1 | 2.00 | 0 | 0 | 60 | 17 | 3.53 | 5.86 | -0.25 | -1.15 | No |



## Checklist #14 - Resale - Residence Installation

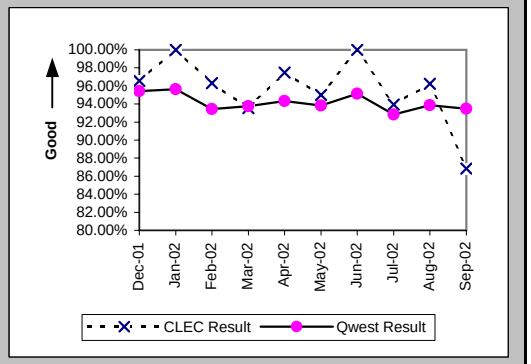
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 151 | 19 | 7.95 | 5.15 | | | |
| Jan-02 | | | | | | 316 | 22 | 14.36 | 28.90 | | | |
| Feb-02 | | | | | | 80 | 13 | 6.15 | 4.74 | | | |
| Mar-02 | | | | | | 129 | 20 | 6.45 | 5.50 | | | |
| Apr-02 | | | | | | 116 | 12 | 9.67 | 12.48 | | | |
| May-02 | | | | | | 145 | 17 | 8.53 | 8.69 | | | |
| Jun-02 | | | | | | 119 | 20 | 5.95 | 4.80 | | | |
| Jul-02 | | | | | | 126 | 20 | 6.30 | 5.70 | | | |
| Aug-02 | | | | | | 110 | 25 | 4.40 | 3.21 | | | |
| Sep-02 | | | | | | 119 | 23 | 5.17 | 3.45 | | | |



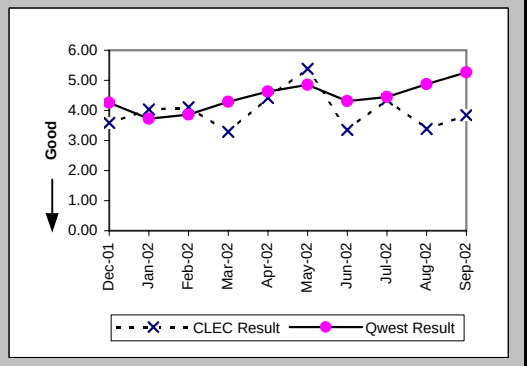

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 28 | 29 | 96.55% | 0 | 0 | 583 | 611 | 95.42% | 20.91% | -0.29 | -1.17 | No |
| Jan-02 | 38 | 38 | 100.00% | 0 | 0 | 635 | 664 | 95.63% | 20.44% | -1.28 | -1.78 | No |
| Feb-02 | 26 | 27 | 96.30% | 0 | 0 | 512 | 548 | 93.43% | 24.77% | -0.59 | -1.36 | No |
| Mar-02 | 29 | 31 | 93.55% | 0 | 0 | 617 | 658 | 93.77% | 24.17% | 0.11 | -0.93 | No |
| Apr-02 | 39 | 40 | 97.50% | 0 | 0 | 482 | 511 | 94.32% | 23.14% | -0.84 | -1.51 | No |
| May-02 | 38 | 40 | 95.00% | 0 | 0 | 546 | 582 | 93.81% | 24.09% | -0.3 | -1.18 | No |
| Jun-02 | 37 | 37 | 100.00% | 0 | 0 | 491 | 516 | 95.16% | 21.47% | -1.33 | -1.81 | No |
| Jul-02 | 31 | 33 | 93.94% | 0 | 0 | 531 | 572 | 92.83% | 25.80% | -0.24 | -1.15 | No |
| Aug-02 | 51 | 53 | 96.23% | 0 | 0 | 535 | 570 | 93.86% | 24.01% | -0.69 | -1.42 | No |
| Sep-02 | 33 | 38 | 86.84% | 0 | 0 | 486 | 520 | 93.46% | 24.72% | 1.44 | -0.13 | No |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

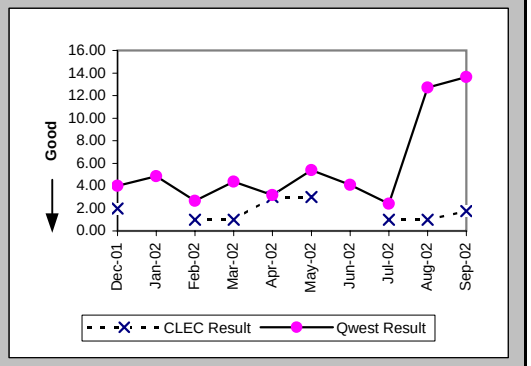
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 104 | 29 | 3.59 | 0 | 0 | 2621 | 615 | 4.26 | 4.70 | -0.76 | -1.46 | No |
| Jan-02 | 153 | 38 | 4.03 | 0 | 0 | 2483 | 667 | 3.72 | 3.84 | 0.78 | -0.53 | No |
| Feb-02 | 111 | 27 | 4.11 | 0 | 0 | 2128 | 552 | 3.86 | 2.84 | 0.55 | -0.66 | No |
| Mar-02 | 102 | 31 | 3.29 | 0 | 0 | 2840 | 662 | 4.29 | 5.37 | -1.01 | -1.62 | No |
| Apr-02 | 177 | 40 | 4.42 | 0 | 0 | 2365 | 511 | 4.63 | 4.77 | -0.26 | -1.16 | No |
| May-02 | 215 | 40 | 5.38 | 0 | 0 | 2820 | 582 | 4.85 | 6.70 | 0.62 | -0.62 | No |
| Jun-02 | 124 | 37 | 3.35 | 0 | 0 | 2243 | 520 | 4.31 | 5.57 | -1.02 | -1.62 | No |
| Jul-02 | 144 | 33 | 4.36 | 0 | 0 | 2552 | 573 | 4.45 | 5.28 | -0.1 | -1.06 | No |
| Aug-02 | 179 | 53 | 3.38 | 0 | 0 | 2775 | 570 | 4.87 | 6.21 | -1.67 | -2.02 | No |
| Sep-02 | 146 | 38 | 3.84 | 0 | 0 | 2747 | 521 | 5.27 | 8.84 | -0.96 | -1.59 | No |



## Checklist #14 - Resale - Residence Installation

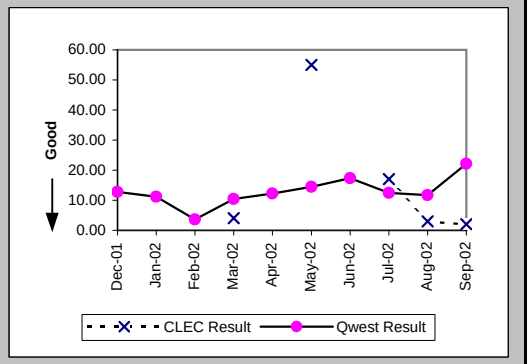
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 1 | 2.00 | 0 | 0 | 40 | 10 | 4.00 | 3.09 | -0.62 | -1.38 | No |
| Jan-02 | | | | | | 92 | 19 | 4.84 | 9.16 | | | |
| Feb-02 | 1 | 1 | 1.00 | 0 | 0 | 59 | 22 | 2.68 | 1.89 | -0.87 | -1.53 | No |
| Mar-02 | 1 | 1 | 1.00 | 0 | 0 | 57 | 13 | 4.38 | 6.12 | -0.53 | -1.32 | No |
| Apr-02 | 3 | 1 | 3.00 | 0 | 0 | 35 | 11 | 3.18 | 2.36 | -0.07 | -1.04 | No |
| May-02 | 3 | 1 | 3.00 | 0 | 0 | 70 | 13 | 5.38 | 7.09 | -0.32 | -1.2 | No |
| Jun-02 | | | | | | 45 | 11 | 4.09 | 6.17 | | | |
| Jul-02 | 1 | 1 | 1.00 | 0 | 0 | 41 | 17 | 2.41 | 2.06 | -0.66 | -1.4 | No |
| Aug-02 | 1 | 1 | 1.00 | 0 | 0 | 127 | 10 | 12.70 | 26.35 | -0.42 | -1.26 | No |
| Sep-02 | 7 | 4 | 1.75 | 0 | 0 | 191 | 14 | 13.64 | 26.97 | -0.78 | -1.47 | No |



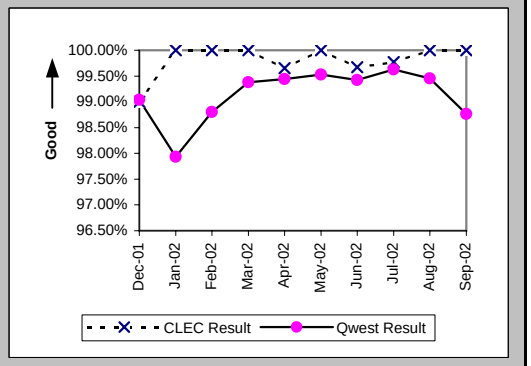

### Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 18 | 12.78 | 12.10 | | | |
| Jan-02 | | | | | | 123 | 11 | 11.18 | 12.25 | | | |
| Feb-02 | | | | | | 50 | 14 | 3.57 | 2.79 | | | |
| Mar-02 | 4 | 1 | 4.00 | 0 | 0 | 291 | 28 | 10.39 | 16.50 | -0.38 | -1.23 | No |
| Apr-02 | | | | | | 221 | 18 | 12.28 | 12.90 | | | |
| May-02 | 55 | 1 | 55.00 | 0 | 0 | 334 | 23 | 14.52 | 17.70 | 1.33 | -0.19 | No |
| Jun-02 | | | | | | 243 | 14 | 17.36 | 23.45 | | | |
| Jul-02 | 17 | 1 | 17.00 | 0 | 0 | 310 | 25 | 12.40 | 17.98 | 0.6 | -0.64 | No |
| Aug-02 | 3 | 1 | 3.00 | 0 | 0 | 280 | 24 | 11.67 | 11.00 | -0.77 | -1.47 | No |
| Sep-02 | 2 | 1 | 2.00 | 0 | 0 | 442 | 20 | 22.10 | 24.32 | -0.81 | -1.49 | No |




### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

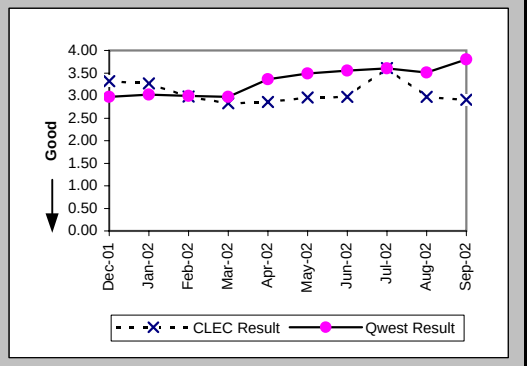
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1191 | 1203 | 99.00% | 0 | 0 | 3188 | 3219 | 99.04% | 9.77% | 0.1 | -0.94 | No |
| Jan-02 | 1439 | 1439 | 100.00% | 0 | 0 | 3509 | 3583 | 97.93% | 14.22% | -4.65 | -3.83 | No |
| Feb-02 | 253 | 253 | 100.00% | 0 | 2 | 3545 | 3588 | 98.80% | 10.88% | -1.69 | -2.03 | No |
| Mar-02 | 246 | 246 | 100.00% | 0 | 0 | 4018 | 4043 | 99.38% | 7.84% | -1.2 | -1.73 | No |
| Apr-02 | 286 | 287 | 99.65% | 0 | 0 | 3753 | 3774 | 99.44% | 7.44% | -0.46 | -1.28 | No |
| May-02 | 446 | 446 | 100.00% | 0 | 0 | 4195 | 4215 | 99.53% | 6.87% | -1.39 | -1.84 | No |
| Jun-02 | 608 | 610 | 99.67% | 1 | 1 | 3788 | 3810 | 99.42% | 7.58% | -0.76 | -1.46 | No |
| Jul-02 | 433 | 434 | 99.77% | 0 | 1 | 4033 | 4048 | 99.63% | 6.08% | -0.46 | -1.28 | No |
| Aug-02 | 544 | 544 | 100.00% | 0 | 7 | 4756 | 4782 | 99.46% | 7.35% | -1.63 | -1.99 | No |
| Sep-02 | 445 | 445 | 100.00% | 0 | 0 | 3683 | 3729 | 98.77% | 11.04% | -2.23 | -2.35 | No |



## Checklist #14 - Resale - Residence Installation

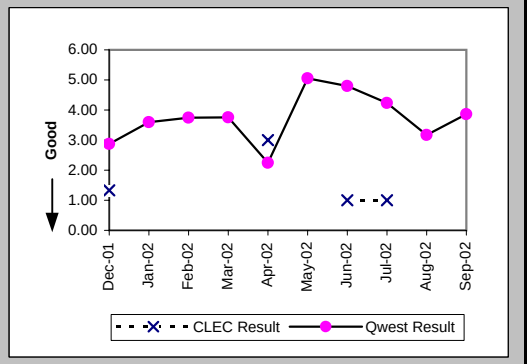
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1013 | 305 | 3.32 | 898 | 0 | 7823 | 2635 | 2.97 | 1.06 | 5.48 | 2.33 | Yes |
| Jan-02 | 1920 | 588 | 3.27 | 851 | 0 | 9136 | 3030 | 3.02 | 1.38 | 4.02 | 1.44 | Yes |
| Feb-02 | 536 | 180 | 2.98 | 73 | 2 | 8759 | 2925 | 2.99 | 1.19 | -0.18 | -1.11 | No |
| Mar-02 | 427 | 151 | 2.83 | 95 | 0 | 8884 | 2987 | 2.97 | 1.11 | -1.58 | -1.96 | No |
| Apr-02 | 452 | 158 | 2.86 | 129 | 0 | 9421 | 2808 | 3.36 | 1.31 | -4.63 | -3.82 | No |
| May-02 | 597 | 202 | 2.96 | 244 | 0 | 10867 | 3118 | 3.49 | 1.09 | -6.7 | -5.07 | No |
| Jun-02 | 653 | 220 | 2.97 | 391 | 1 | 10191 | 2868 | 3.55 | 1.34 | -6.26 | -4.81 | No |
| Jul-02 | 665 | 184 | 3.61 | 250 | 1 | 10800 | 2999 | 3.60 | 1.08 | 0.16 | -0.9 | No |
| Aug-02 | 511 | 172 | 2.97 | 372 | 7 | 13087 | 3731 | 3.51 | 1.34 | -5.13 | -4.12 | No |
| Sep-02 | 600 | 206 | 2.91 | 239 | 0 | 11344 | 2989 | 3.80 | 1.80 | -6.79 | -5.13 | No |



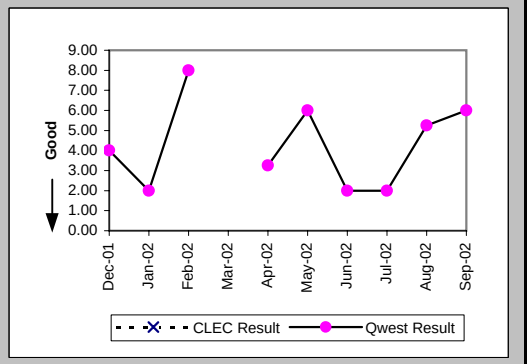

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 16 | 12 | 1.33 | 0 | 0 | 89 | 31 | 2.87 | 3.00 | -1.51 | -1.92 | No |
| Jan-02 | | | | | | 292 | 81 | 3.60 | 6.97 | | | |
| Feb-02 | | | | | | 150 | 40 | 3.75 | 4.22 | | | |
| Mar-02 | | | | | | 94 | 25 | 3.76 | 5.82 | | | |
| Apr-02 | 3 | 1 | 3.00 | 0 | 0 | 38 | 17 | 2.24 | 1.86 | 0.46 | -0.72 | No |
| May-02 | | | | | | 96 | 19 | 5.05 | 6.31 | | | |
| Jun-02 | 2 | 2 | 1.00 | 1 | 0 | 96 | 20 | 4.80 | 6.58 | -0.78 | -1.47 | No |
| Jul-02 | 1 | 1 | 1.00 | 0 | 0 | 55 | 13 | 4.23 | 4.40 | -0.71 | -1.43 | No |
| Aug-02 | | | | | | 57 | 18 | 3.17 | 3.68 | | | |
| Sep-02 | | | | | | 170 | 44 | 3.86 | 3.42 | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

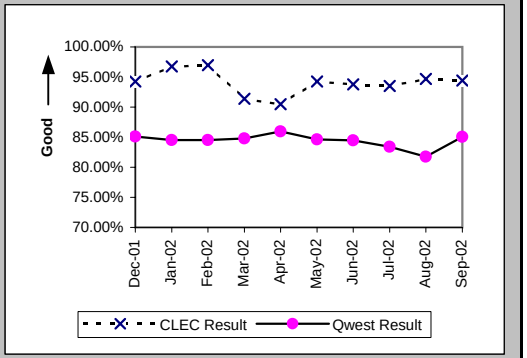
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 1 | 4.00 | | | | |
| Jan-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Feb-02 | | | | | | 24 | 3 | 8.00 | 2.65 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 13 | 4 | 3.25 | 2.22 | | | |
| May-02 | | | | | | 6 | 1 | 6.00 | | | | |
| Jun-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Jul-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Aug-02 | | | | | | 42 | 8 | 5.25 | 4.23 | | | |
| Sep-02 | | | | | | 18 | 3 | 6.00 | 5.29 | | | |



## Checklist #14 - Resale - Residence Installation

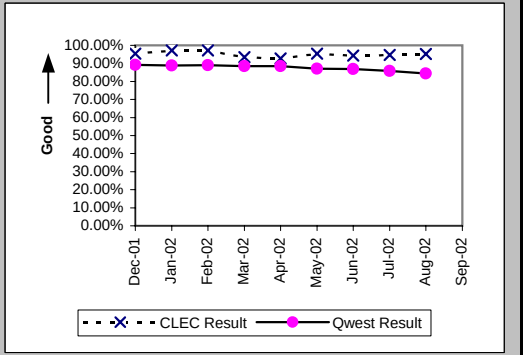
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1004 | 1065 | 94.27% | 0 | 0 | 4484 | 5268 | 85.12% | 35.59% | -7.66 | -5.65 | No |
| Jan-02 | 1332 | 1377 | 96.73% | 0 | 0 | 4302 | 5091 | 84.50% | 36.19% | -11.13 | -7.76 | No |
| Feb-02 | 869 | 896 | 96.99% | 0 | 0 | 4412 | 5221 | 84.50% | 36.19% | -9.54 | -6.8 | No |
| Mar-02 | 266 | 291 | 91.41% | 0 | 0 | 4542 | 5358 | 84.77% | 35.93% | -3.07 | -2.87 | No |
| Apr-02 | 285 | 315 | 90.48% | 0 | 0 | 4645 | 5403 | 85.97% | 34.73% | -2.24 | -2.36 | No |
| May-02 | 395 | 419 | 94.27% | 0 | 0 | 4567 | 5398 | 84.61% | 36.09% | -5.28 | -4.21 | No |
| Jun-02 | 542 | 578 | 93.77% | 0 | 0 | 4564 | 5402 | 84.49% | 36.20% | -5.86 | -4.56 | No |
| Jul-02 | 534 | 571 | 93.52% | 0 | 0 | 4446 | 5331 | 83.40% | 37.21% | -6.18 | -4.76 | No |
| Aug-02 | 518 | 547 | 94.70% | 0 | 0 | 4795 | 5864 | 81.77% | 38.61% | -7.49 | -5.55 | No |
| Sep-02 | 523 | 554 | 94.40% | 0 | 0 | 4752 | 5587 | 85.05% | 35.65% | -5.89 | -4.58 | No |



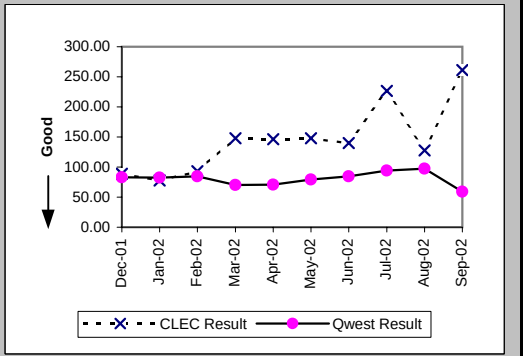

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1016 | 1065 | 95.40% | 0 | 0 | 4700 | 5268 | 89.22% | 31.02% | -5.93 | -4.61 | No |
| Jan-02 | 1338 | 1377 | 97.17% | 0 | 0 | 4522 | 5091 | 88.82% | 31.51% | -8.72 | -6.3 | No |
| Feb-02 | 870 | 896 | 97.10% | 0 | 0 | 4649 | 5221 | 89.04% | 31.23% | -7.13 | -5.34 | No |
| Mar-02 | 272 | 291 | 93.47% | 0 | 0 | 4737 | 5358 | 88.41% | 32.01% | -2.63 | -2.6 | No |
| Apr-02 | 292 | 315 | 92.70% | 0 | 0 | 4784 | 5403 | 88.54% | 31.85% | -2.25 | -2.37 | No |
| May-02 | 400 | 419 | 95.47% | 0 | 0 | 4703 | 5398 | 87.12% | 33.49% | -4.91 | -3.99 | No |
| Jun-02 | 545 | 578 | 94.29% | 0 | 0 | 4689 | 5402 | 86.80% | 33.85% | -5.06 | -4.07 | No |
| Jul-02 | 541 | 571 | 94.75% | 0 | 0 | 4577 | 5331 | 85.86% | 34.85% | -5.79 | -4.52 | No |
| Aug-02 | 521 | 547 | 95.25% | 0 | 0 | 4944 | 5864 | 84.31% | 36.37% | -6.73 | -5.09 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

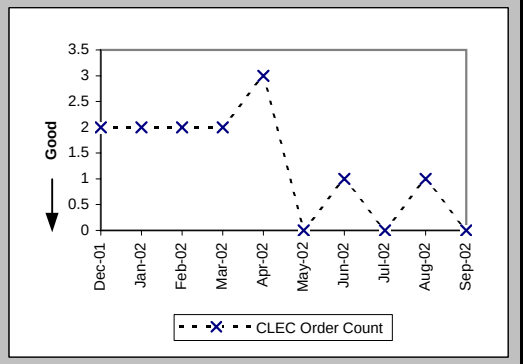
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 443 | 5 | 88.60 | 0 | 0 | 12024 | 145 | 82.92 | 109.80 | 0.5 | -0.7 | No |
| Jan-02 | 542 | 7 | 77.43 | 0 | 0 | 11765 | 143 | 82.27 | 92.98 | -0.13 | -1.08 | No |
| Feb-02 | 652 | 7 | 93.14 | 0 | 0 | 13163 | 156 | 84.38 | 94.79 | 0.43 | -0.74 | No |
| Mar-02 | 739 | 5 | 147.80 | 0 | 0 | 11322 | 161 | 70.32 | 76.02 | 2 | 0.21 | Yes |
| Apr-02 | 877 | 6 | 146.17 | 0 | 0 | 11353 | 160 | 70.96 | 72.19 | 2.26 | 0.37 | Yes |
| May-02 | 739 | 5 | 147.80 | 0 | 0 | 12642 | 160 | 79.01 | 81.04 | 1.62 | -0.02 | No |
| Jun-02 | 840 | 6 | 140.00 | 0 | 0 | 13601 | 161 | 84.48 | 91.10 | 1.3 | -0.21 | No |
| Jul-02 | 907 | 4 | 226.75 | 0 | 0 | 14773 | 157 | 94.10 | 98.36 | 2.37 | 0.44 | Yes |
| Aug-02 | 1020 | 8 | 127.50 | 0 | 0 | 16952 | 174 | 97.43 | 105.38 | 0.82 | -0.5 | No |
| Sep-02 | 1045 | 4 | 261.25 | 0 | 0 | 17185 | 290 | 59.26 | 100.06 | 3.09 | 0.88 | Yes |



## Checklist #14 - Resale - Residence Installation

Count of Pending Orders Delayed for Facilities Reasons Residence (OP-15B) (Diagnostic)

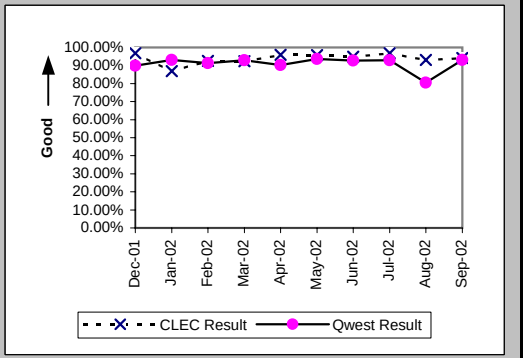
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 2 |
| Jan-02 | 2 |
| Feb-02 | 2 |
| Mar-02 | 2 |
| Apr-02 | 3 |
| May-02 | 0 |
| Jun-02 | 1 |
| Jul-02 | 0 |
| Aug-02 | 1 |
| Sep-02 | 0 |



## Checklist #14 - Resale - Residence Repair

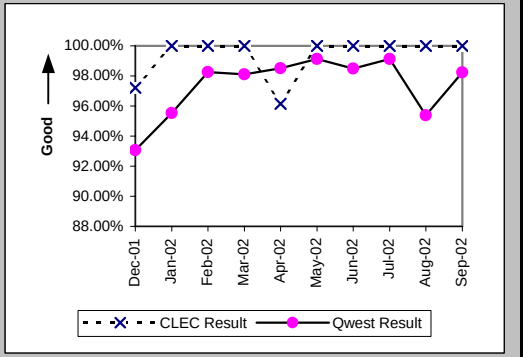
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 31 | 32 | 96.88% | 10 | 0 | 1039 | 1155 | 89.96% | 30.06% | -1.28 | -1.78 | No |
| Jan-02 | 20 | 23 | 86.96% | 19 | 0 | 1159 | 1246 | 93.02% | 25.48% | 1.06 | -0.35 | No |
| Feb-02 | 25 | 27 | 92.59% | 7 | 0 | 1012 | 1108 | 91.34% | 28.13% | -0.23 | -1.14 | No |
| Mar-02 | 12 | 13 | 92.31% | 10 | 0 | 999 | 1076 | 92.84% | 25.78% | 0.15 | -0.91 | No |
| Apr-02 | 24 | 25 | 96.00% | 6 | 0 | 1328 | 1471 | 90.28% | 29.62% | -0.96 | -1.58 | No |
| May-02 | 23 | 24 | 95.83% | 12 | 0 | 1577 | 1683 | 93.70% | 24.29% | -0.43 | -1.26 | No |
| Jun-02 | 37 | 39 | 94.87% | 6 | 0 | 1689 | 1823 | 92.65% | 26.10% | -0.53 | -1.32 | No |
| Jul-02 | 30 | 31 | 96.77% | 10 | 0 | 1935 | 2084 | 92.85% | 25.77% | -0.84 | -1.51 | No |
| Aug-02 | 27 | 29 | 93.10% | 10 | 0 | 1880 | 2334 | 80.55% | 39.58% | -1.7 | -2.03 | No |
| Sep-02 | 32 | 34 | 94.12% | 10 | 0 | 1566 | 1681 | 93.16% | 25.25% | -0.22 | -1.13 | No |



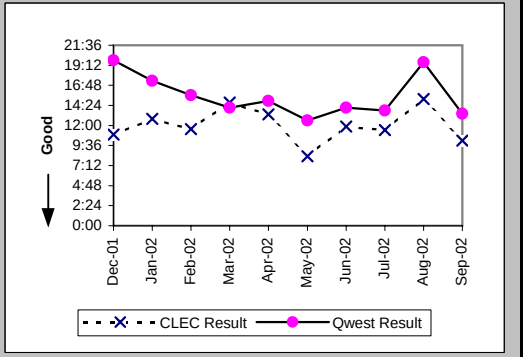

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 35 | 36 | 97.22% | 10 | 0 | 1490 | 1601 | 93.07% | 25.40% | -0.97 | -1.59 | No |
| Jan-02 | 25 | 25 | 100.00% | 19 | 0 | 1515 | 1586 | 95.52% | 20.68% | -1.07 | -1.65 | No |
| Feb-02 | 34 | 34 | 100.00% | 7 | 0 | 1415 | 1440 | 98.26% | 13.06% | -0.77 | -1.47 | No |
| Mar-02 | 13 | 13 | 100.00% | 10 | 0 | 1398 | 1425 | 98.11% | 13.63% | -0.5 | -1.3 | No |
| Apr-02 | 25 | 26 | 96.15% | 6 | 0 | 1908 | 1937 | 98.50% | 12.14% | 0.86 | -0.48 | No |
| May-02 | 24 | 24 | 100.00% | 12 | 0 | 2133 | 2152 | 99.12% | 9.35% | -0.46 | -1.28 | No |
| Jun-02 | 46 | 46 | 100.00% | 6 | 0 | 2297 | 2332 | 98.50% | 12.16% | -0.83 | -1.5 | No |
| Jul-02 | 32 | 32 | 100.00% | 10 | 0 | 2522 | 2544 | 99.14% | 9.26% | -0.53 | -1.32 | No |
| Aug-02 | 32 | 32 | 100.00% | 10 | 0 | 2794 | 2929 | 95.39% | 20.97% | -1.24 | -1.75 | No |
| Sep-02 | 36 | 36 | 100.00% | 10 | 0 | 2010 | 2046 | 98.24% | 13.15% | -0.8 | -1.48 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

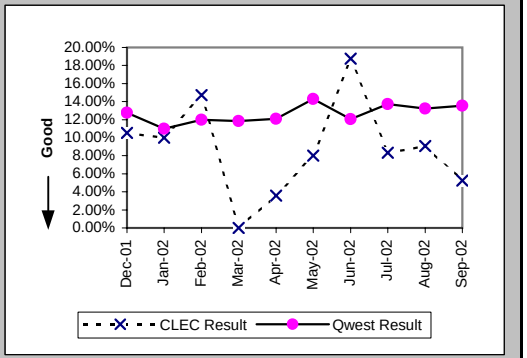
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 393:23 | 36 | 10:56 | 8 | 0 | 31660:55 | 1601 | 19:47 | 17:46 | -2.95 | -2.8 | No |
| Jan-02 | 319:59 | 25 | 12:48 | 14 | 0 | 27500:44 | 1586 | 17:20 | 15:52 | -1.42 | -1.86 | No |
| Feb-02 | 392:59 | 34 | 11:34 | 7 | 0 | 22502:16 | 1440 | 15:38 | 11:52 | -1.98 | -2.2 | No |
| Mar-02 | 191:32 | 13 | 14:44 | 6 | 0 | 20154:06 | 1425 | 14:09 | 12:09 | 0.25 | -0.85 | No |
| Apr-02 | 346:47 | 26 | 13:20 | 4 | 0 | 28955:13 | 1937 | 14:57 | 11:57 | -0.68 | -1.41 | No |
| May-02 | 199:41 | 24 | 8:19 | 11 | 0 | 27133:37 | 2152 | 12:37 | 9:53 | -2.11 | -2.28 | No |
| Jun-02 | 546:13 | 46 | 11:52 | 4 | 0 | 32987:26 | 2332 | 14:09 | 13:08 | -1.16 | -1.71 | No |
| Jul-02 | 366:36 | 32 | 11:27 | 6 | 0 | 35048:45 | 2544 | 13:47 | 10:40 | -1.22 | -1.74 | No |
| Aug-02 | 485:32 | 32 | 15:10 | 9 | 0 | 57368:23 | 2929 | 19:35 | 15:10 | -1.64 | -2 | No |
| Sep-02 | 367:24 | 36 | 10:12 | 8 | 0 | 27408:04 | 2046 | 13:24 | 13:01 | -1.46 | -1.89 | No |



## Checklist #14 - Resale - Residence Repair

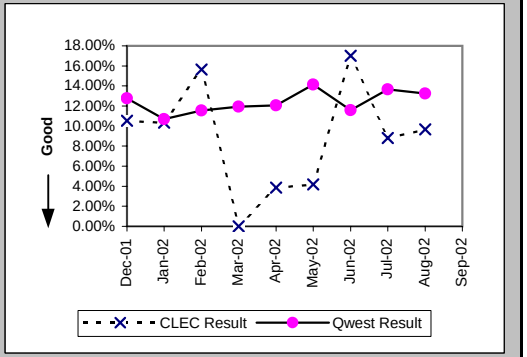
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 38 | 10.53% | 8 | 0 | 216 | 1692 | 12.77% | 33.37% | -0.41 | -1.25 | No |
| Jan-02 | 3 | 30 | 10.00% | 14 | 0 | 181 | 1645 | 11.00% | 31.29% | -0.17 | -1.11 | No |
| Feb-02 | 5 | 34 | 14.71% | 7 | 0 | 180 | 1500 | 12.00% | 32.50% | 0.51 | -0.69 | No |
| Mar-02 | 0 | 17 | 0.00% | 6 | 0 | 177 | 1494 | 11.85% | 32.32% | -1.5 | -1.91 | No |
| Apr-02 | 1 | 28 | 3.57% | 4 | 0 | 245 | 2024 | 12.10% | 32.62% | -1.37 | -1.84 | No |
| May-02 | 2 | 25 | 8.00% | 11 | 0 | 321 | 2245 | 14.30% | 35.01% | -0.89 | -1.54 | No |
| Jun-02 | 9 | 48 | 18.75% | 4 | 0 | 294 | 2438 | 12.06% | 32.57% | 1.35 | -0.18 | No |
| Jul-02 | 3 | 36 | 8.33% | 6 | 0 | 361 | 2628 | 13.74% | 34.42% | -0.94 | -1.57 | No |
| Aug-02 | 3 | 33 | 9.09% | 9 | 0 | 401 | 3034 | 13.22% | 33.87% | -0.7 | -1.42 | No |
| Sep-02 | 2 | 38 | 5.26% | 8 | 0 | 289 | 2131 | 13.56% | 34.24% | -1.48 | -1.9 | No |



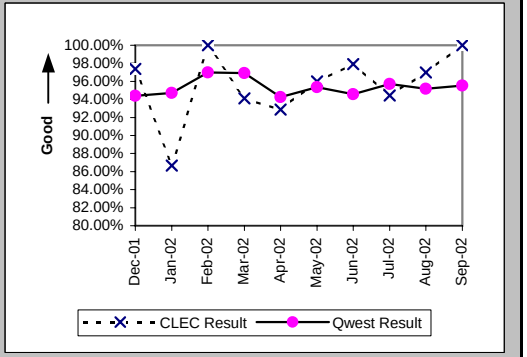

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 38 | 10.53% | 8 | 0 | 193 | 1511 | 12.77% | 33.38% | -0.41 | -1.25 | No |
| Jan-02 | 3 | 29 | 10.34% | 14 | 0 | 153 | 1431 | 10.69% | 30.90% | -0.06 | -1.04 | No |
| Feb-02 | 5 | 32 | 15.63% | 7 | 0 | 154 | 1332 | 11.56% | 31.98% | 0.72 | -0.56 | No |
| Mar-02 | 0 | 16 | 0.00% | 6 | 0 | 158 | 1324 | 11.93% | 32.42% | -1.46 | -1.89 | No |
| Apr-02 | 1 | 26 | 3.85% | 4 | 0 | 228 | 1888 | 12.08% | 32.59% | -1.28 | -1.78 | No |
| May-02 | 1 | 24 | 4.17% | 11 | 0 | 302 | 2134 | 14.15% | 34.86% | -1.4 | -1.85 | No |
| Jun-02 | 8 | 47 | 17.02% | 4 | 0 | 268 | 2312 | 11.59% | 32.01% | 1.12 | -0.32 | No |
| Jul-02 | 3 | 34 | 8.82% | 6 | 0 | 341 | 2496 | 13.66% | 34.34% | -0.82 | -1.5 | No |
| Aug-02 | 3 | 31 | 9.68% | 9 | 0 | 377 | 2848 | 13.24% | 33.89% | -0.58 | -1.35 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

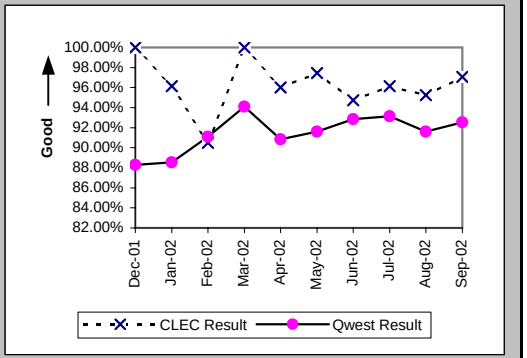
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 37 | 38 | 97.37% | 8 | 0 | 1597 | 1692 | 94.39% | 23.02% | -0.79 | -1.48 | No |
| Jan-02 | 26 | 30 | 86.67% | 14 | 0 | 1558 | 1645 | 94.71% | 22.38% | 1.69 | 0.03 | Yes |
| Feb-02 | 34 | 34 | 100.00% | 7 | 0 | 1455 | 1500 | 97.00% | 17.06% | -1.01 | -1.62 | No |
| Mar-02 | 16 | 17 | 94.12% | 6 | 0 | 1448 | 1494 | 96.92% | 17.27% | 0.64 | -0.61 | No |
| Apr-02 | 26 | 28 | 92.86% | 4 | 0 | 1908 | 2024 | 94.27% | 23.24% | 0.38 | -0.77 | No |
| May-02 | 24 | 25 | 96.00% | 11 | 0 | 2141 | 2245 | 95.37% | 21.02% | -0.15 | -1.09 | No |
| Jun-02 | 47 | 48 | 97.92% | 4 | 0 | 2306 | 2438 | 94.59% | 22.63% | -1.01 | -1.61 | No |
| Jul-02 | 34 | 36 | 94.44% | 6 | 0 | 2515 | 2628 | 95.70% | 20.29% | 0.43 | -0.74 | No |
| Aug-02 | 32 | 33 | 96.97% | 9 | 0 | 2888 | 3034 | 95.19% | 21.40% | -0.48 | -1.29 | No |
| Sep-02 | 38 | 38 | 100.00% | 8 | 0 | 2036 | 2131 | 95.54% | 20.64% | -1.32 | -1.8 | No |



## Checklist #14 - Resale - Residence Repair

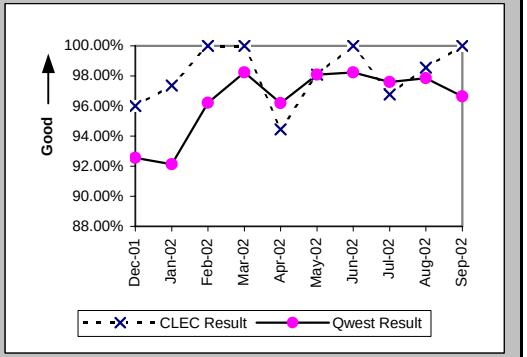
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 32 | 32 | 100.00% | 11 | 0 | 542 | 614 | 88.27% | 32.17% | -2.01 | -2.22 | No |
| Jan-02 | 25 | 26 | 96.15% | 20 | 0 | 441 | 498 | 88.55% | 31.84% | -1.19 | -1.72 | No |
| Feb-02 | 19 | 21 | 90.48% | 15 | 0 | 430 | 472 | 91.10% | 28.47% | 0.16 | -0.91 | No |
| Mar-02 | 24 | 24 | 100.00% | 13 | 0 | 525 | 558 | 94.09% | 23.59% | -1.2 | -1.73 | No |
| Apr-02 | 24 | 25 | 96.00% | 13 | 0 | 694 | 764 | 90.84% | 28.85% | -0.88 | -1.54 | No |
| May-02 | 38 | 39 | 97.44% | 21 | 0 | 775 | 846 | 91.61% | 27.73% | -1.28 | -1.78 | No |
| Jun-02 | 36 | 38 | 94.74% | 11 | 0 | 830 | 894 | 92.84% | 25.78% | -0.44 | -1.27 | No |
| Jul-02 | 50 | 52 | 96.15% | 15 | 0 | 1006 | 1080 | 93.15% | 25.26% | -0.84 | -1.51 | No |
| Aug-02 | 60 | 63 | 95.24% | 22 | 0 | 1015 | 1108 | 91.61% | 27.73% | -1.01 | -1.61 | No |
| Sep-02 | 33 | 34 | 97.06% | 14 | 0 | 768 | 830 | 92.53% | 26.29% | -0.98 | -1.6 | No |



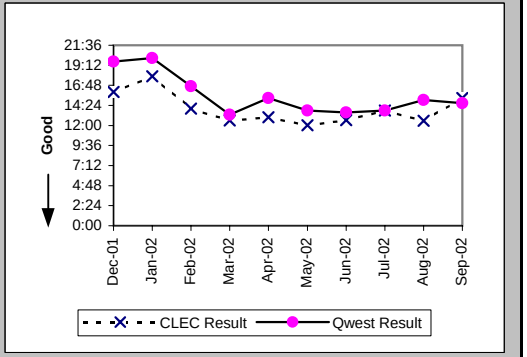

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 48 | 50 | 96.00% | 11 | 0 | 844 | 912 | 92.54% | 26.27% | -0.91 | -1.55 | No |
| Jan-02 | 37 | 38 | 97.37% | 20 | 0 | 702 | 762 | 92.13% | 26.93% | -1.17 | -1.71 | No |
| Feb-02 | 30 | 30 | 100.00% | 15 | 0 | 684 | 711 | 96.20% | 19.11% | -1.07 | -1.65 | No |
| Mar-02 | 30 | 30 | 100.00% | 13 | 0 | 780 | 794 | 98.24% | 13.16% | -0.72 | -1.44 | No |
| Apr-02 | 34 | 36 | 94.44% | 13 | 0 | 1061 | 1103 | 96.19% | 19.14% | 0.57 | -0.65 | No |
| May-02 | 51 | 52 | 98.08% | 21 | 0 | 1178 | 1201 | 98.08% | 13.71% | 0.08 | -0.95 | No |
| Jun-02 | 49 | 49 | 100.00% | 11 | 0 | 1228 | 1250 | 98.24% | 13.15% | -0.92 | -1.56 | No |
| Jul-02 | 60 | 62 | 96.77% | 15 | 0 | 1379 | 1413 | 97.59% | 15.32% | 0.46 | -0.72 | No |
| Aug-02 | 68 | 69 | 98.55% | 22 | 0 | 1461 | 1493 | 97.86% | 14.48% | -0.39 | -1.24 | No |
| Sep-02 | 45 | 45 | 100.00% | 14 | 0 | 1175 | 1216 | 96.63% | 18.05% | -1.23 | -1.75 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

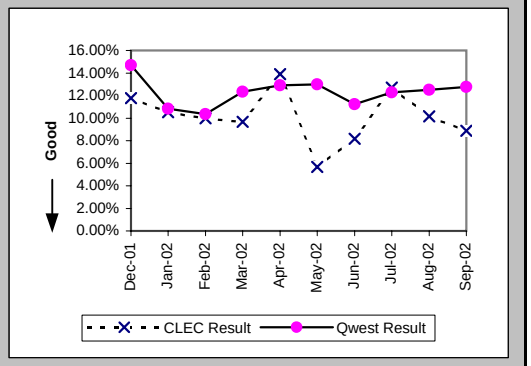
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 800:47 | 50 | 16:01 | 10 | 0 | 17911:46 | 912 | 19:38 | 19:42 | -1.27 | -1.77 | No |
| Jan-02 | 680:04 | 38 | 17:54 | 20 | 0 | 15280:40 | 762 | 20:03 | 19:31 | -0.66 | -1.4 | No |
| Feb-02 | 420:47 | 30 | 14:02 | 15 | 0 | 11872:49 | 711 | 16:42 | 15:42 | -0.91 | -1.56 | No |
| Mar-02 | 378:03 | 30 | 12:36 | 12 | 0 | 10557:29 | 794 | 13:18 | 13:51 | -0.27 | -1.16 | No |
| Apr-02 | 467:47 | 36 | 13:00 | 13 | 0 | 16840:59 | 1103 | 15:16 | 14:09 | -0.95 | -1.58 | No |
| May-02 | 624:38 | 52 | 12:01 | 20 | 0 | 16546:19 | 1201 | 13:47 | 12:01 | -1.04 | -1.63 | No |
| Jun-02 | 618:39 | 49 | 12:38 | 11 | 0 | 16953:31 | 1250 | 13:34 | 11:50 | -0.54 | -1.33 | No |
| Jul-02 | 855:52 | 62 | 13:48 | 14 | 0 | 19509:38 | 1413 | 13:48 | 13:36 | 0 | -1 | No |
| Aug-02 | 866:18 | 69 | 12:33 | 22 | 0 | 22493:30 | 1493 | 15:04 | 13:13 | -1.54 | -1.94 | No |
| Sep-02 | 688:43 | 45 | 15:18 | 14 | 0 | 17810:04 | 1216 | 14:39 | 13:17 | 0.41 | -0.75 | No |



## Checklist #14 - Resale - Residence Repair

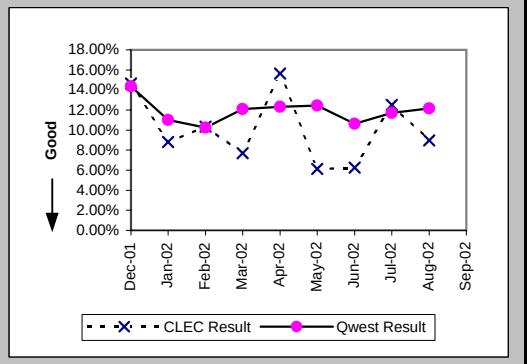
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 51 | 11.76% | 10 | 0 | 137 | 932 | 14.70% | 35.41% | -0.58 | -1.35 | No |
| Jan-02 | 4 | 38 | 10.53% | 20 | 0 | 84 | 776 | 10.82% | 31.07% | -0.06 | -1.04 | No |
| Feb-02 | 3 | 30 | 10.00% | 15 | 0 | 75 | 724 | 10.36% | 30.47% | -0.06 | -1.04 | No |
| Mar-02 | 3 | 31 | 9.68% | 12 | 0 | 100 | 811 | 12.33% | 32.88% | -0.44 | -1.27 | No |
| Apr-02 | 5 | 36 | 13.89% | 13 | 0 | 144 | 1116 | 12.90% | 33.52% | 0.22 | -0.87 | No |
| May-02 | 3 | 53 | 5.66% | 20 | 0 | 159 | 1223 | 13.00% | 33.63% | -1.56 | -1.95 | No |
| Jun-02 | 4 | 49 | 8.16% | 11 | 0 | 143 | 1272 | 11.24% | 31.59% | -0.67 | -1.41 | No |
| Jul-02 | 8 | 63 | 12.70% | 14 | 0 | 178 | 1450 | 12.28% | 32.82% | 0.14 | -0.92 | No |
| Aug-02 | 7 | 69 | 10.14% | 22 | 0 | 189 | 1512 | 12.50% | 33.07% | -0.58 | -1.35 | No |
| Sep-02 | 4 | 45 | 8.89% | 14 | 0 | 158 | 1238 | 12.76% | 33.37% | -0.76 | -1.47 | No |



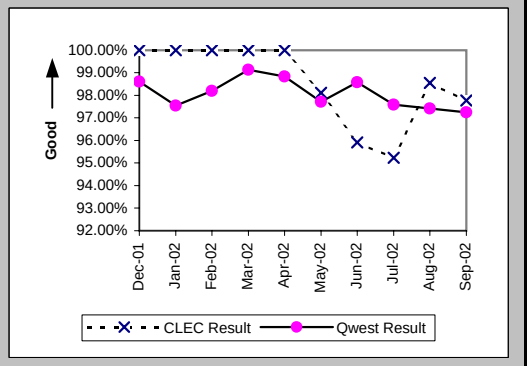

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 41 | 14.63% | 10 | 0 | 123 | 856 | 14.37% | 35.08% | 0.09 | -0.95 | No |
| Jan-02 | 3 | 34 | 8.82% | 20 | 0 | 75 | 681 | 11.01% | 31.31% | -0.4 | -1.24 | No |
| Feb-02 | 3 | 29 | 10.34% | 15 | 0 | 65 | 635 | 10.24% | 30.31% | 0.07 | -0.96 | No |
| Mar-02 | 2 | 26 | 7.69% | 12 | 0 | 88 | 728 | 12.09% | 32.60% | -0.68 | -1.41 | No |
| Apr-02 | 5 | 32 | 15.63% | 13 | 0 | 125 | 1014 | 12.33% | 32.88% | 0.58 | -0.65 | No |
| May-02 | 3 | 49 | 6.12% | 20 | 0 | 140 | 1126 | 12.43% | 33.00% | -1.31 | -1.8 | No |
| Jun-02 | 3 | 48 | 6.25% | 11 | 0 | 125 | 1176 | 10.63% | 30.82% | -0.96 | -1.59 | No |
| Jul-02 | 7 | 56 | 12.50% | 14 | 0 | 157 | 1340 | 11.72% | 32.16% | 0.22 | -0.87 | No |
| Aug-02 | 6 | 67 | 8.96% | 22 | 0 | 171 | 1406 | 12.16% | 32.68% | -0.78 | -1.48 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs

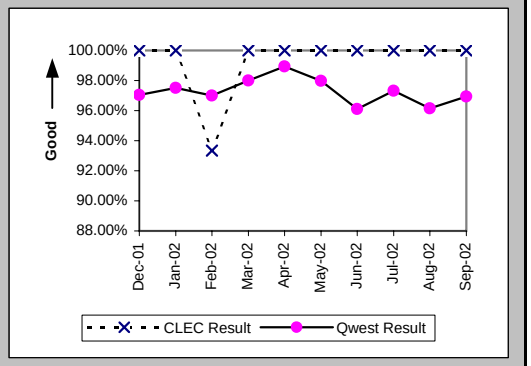
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 51 | 51 | 100.00% | 10 | 0 | 919 | 932 | 98.61% | 11.73% | -0.83 | -1.5 | No |
| Jan-02 | 38 | 38 | 100.00% | 20 | 0 | 757 | 776 | 97.55% | 15.45% | -0.95 | -1.58 | No |
| Feb-02 | 30 | 30 | 100.00% | 15 | 0 | 711 | 724 | 98.20% | 13.28% | -0.73 | -1.44 | No |
| Mar-02 | 31 | 31 | 100.00% | 12 | 0 | 804 | 811 | 99.14% | 9.25% | -0.51 | -1.31 | No |
| Apr-02 | 36 | 36 | 100.00% | 13 | 0 | 1103 | 1116 | 98.84% | 10.73% | -0.64 | -1.39 | No |
| May-02 | 52 | 53 | 98.11% | 20 | 0 | 1195 | 1223 | 97.71% | 14.96% | -0.19 | -1.12 | No |
| Jun-02 | 47 | 49 | 95.92% | 11 | 0 | 1254 | 1272 | 98.58% | 11.81% | 1.3 | -0.21 | No |
| Jul-02 | 60 | 63 | 95.24% | 14 | 0 | 1415 | 1450 | 97.59% | 15.35% | 1.1 | -0.33 | No |
| Aug-02 | 68 | 69 | 98.55% | 22 | 0 | 1473 | 1512 | 97.42% | 15.85% | -0.58 | -1.35 | No |
| Sep-02 | 44 | 45 | 97.78% | 14 | 0 | 1204 | 1238 | 97.25% | 16.34% | -0.21 | -1.13 | No |



## Checklist #14 - Resale - Residence Repair

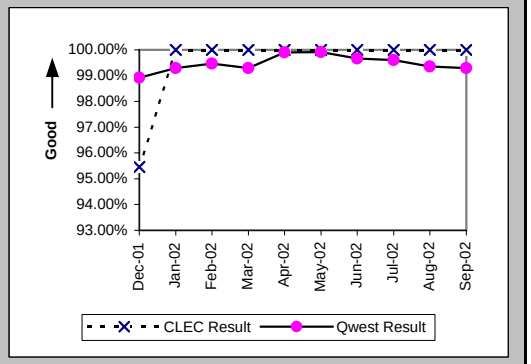
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 13 | 100.00% | 14 | 0 | 559 | 576 | 97.05% | 16.92% | -0.62 | -1.38 | No |
| Jan-02 | 15 | 15 | 100.00% | 24 | 0 | 509 | 522 | 97.51% | 15.58% | -0.61 | -1.37 | No |
| Feb-02 | 14 | 15 | 93.33% | 22 | 0 | 486 | 501 | 97.01% | 17.04% | 0.74 | -0.55 | No |
| Mar-02 | 12 | 12 | 100.00% | 11 | 0 | 491 | 501 | 98.00% | 13.99% | -0.49 | -1.3 | No |
| Apr-02 | 13 | 13 | 100.00% | 10 | 0 | 461 | 466 | 98.93% | 10.30% | -0.37 | -1.23 | No |
| May-02 | 12 | 12 | 100.00% | 7 | 0 | 533 | 544 | 97.98% | 14.08% | -0.49 | -1.3 | No |
| Jun-02 | 14 | 14 | 100.00% | 16 | 0 | 370 | 385 | 96.10% | 19.35% | -0.74 | -1.45 | No |
| Jul-02 | 10 | 10 | 100.00% | 17 | 0 | 508 | 522 | 97.32% | 16.16% | -0.52 | -1.32 | No |
| Aug-02 | 8 | 8 | 100.00% | 11 | 0 | 574 | 597 | 96.15% | 19.25% | -0.56 | -1.34 | No |
| Sep-02 | 6 | 6 | 100.00% | 15 | 0 | 316 | 326 | 96.93% | 17.24% | -0.43 | -1.26 | No |



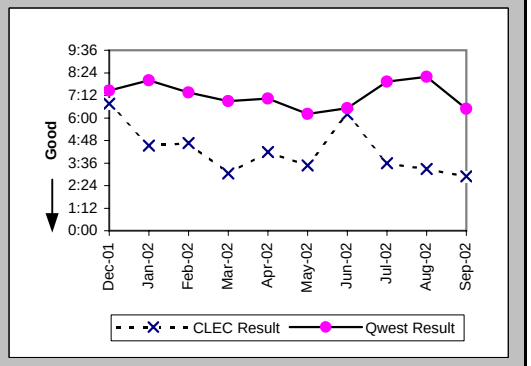

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 42 | 44 | 95.45% | 14 | 0 | 1278 | 1292 | 98.92% | 10.35% | 1.65 | 0 | Yes |
| Jan-02 | 52 | 52 | 100.00% | 24 | 0 | 1130 | 1138 | 99.30% | 8.35% | -0.59 | -1.36 | No |
| Feb-02 | 28 | 28 | 100.00% | 22 | 0 | 1119 | 1125 | 99.47% | 7.28% | -0.38 | -1.23 | No |
| Mar-02 | 38 | 38 | 100.00% | 11 | 0 | 1131 | 1139 | 99.30% | 8.35% | -0.51 | -1.31 | No |
| Apr-02 | 32 | 32 | 100.00% | 10 | 0 | 1033 | 1034 | 99.90% | 3.11% | -0.17 | -1.11 | No |
| May-02 | 32 | 32 | 100.00% | 7 | 0 | 1083 | 1084 | 99.91% | 3.04% | -0.17 | -1.1 | No |
| Jun-02 | 26 | 26 | 100.00% | 16 | 0 | 876 | 879 | 99.66% | 5.83% | -0.29 | -1.18 | No |
| Jul-02 | 31 | 31 | 100.00% | 17 | 0 | 1017 | 1021 | 99.61% | 6.25% | -0.34 | -1.21 | No |
| Aug-02 | 21 | 21 | 100.00% | 11 | 0 | 1070 | 1077 | 99.35% | 8.04% | -0.37 | -1.22 | No |
| Sep-02 | 17 | 17 | 100.00% | 15 | 0 | 706 | 711 | 99.30% | 8.36% | -0.34 | -1.21 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

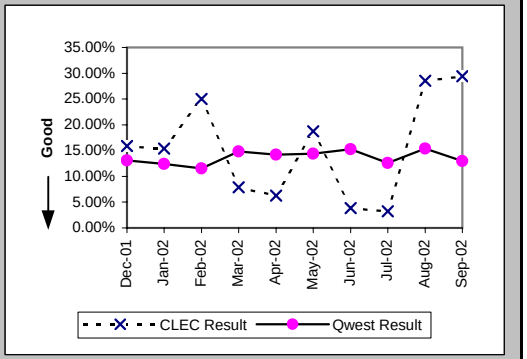
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 297:09 | 44 | 6:45 | 14 | 0 | 9624:29 | 1292 | 7:27 | 10:44 | -0.42 | -1.26 | No |
| Jan-02 | 236:04 | 52 | 4:32 | 24 | 0 | 9099:39 | 1138 | 8:00 | 11:46 | -2.07 | -2.26 | No |
| Feb-02 | 130:49 | 28 | 4:40 | 22 | 0 | 8271:47 | 1125 | 7:21 | 9:13 | -1.52 | -1.92 | No |
| Mar-02 | 115:44 | 38 | 3:03 | 11 | 0 | 7858:34 | 1139 | 6:54 | 10:36 | -2.2 | -2.34 | No |
| Apr-02 | 133:45 | 32 | 4:11 | 10 | 0 | 7275:02 | 1034 | 7:02 | 8:02 | -1.98 | -2.2 | No |
| May-02 | 110:46 | 32 | 3:28 | 7 | 0 | 6730:01 | 1084 | 6:13 | 7:39 | -2 | -2.22 | No |
| Jun-02 | 161:02 | 26 | 6:12 | 16 | 0 | 5727:31 | 879 | 6:31 | 8:29 | -0.19 | -1.12 | No |
| Jul-02 | 111:38 | 31 | 3:36 | 17 | 0 | 8105:47 | 1021 | 7:56 | 9:08 | -2.61 | -2.58 | No |
| Aug-02 | 68:55 | 21 | 3:17 | 11 | 0 | 8819:36 | 1077 | 8:11 | 9:45 | -2.28 | -2.39 | No |
| Sep-02 | 49:12 | 17 | 2:54 | 15 | 0 | 4612:02 | 711 | 6:29 | 9:02 | -1.62 | -1.99 | No |



## Checklist #14 - Resale - Residence Repair

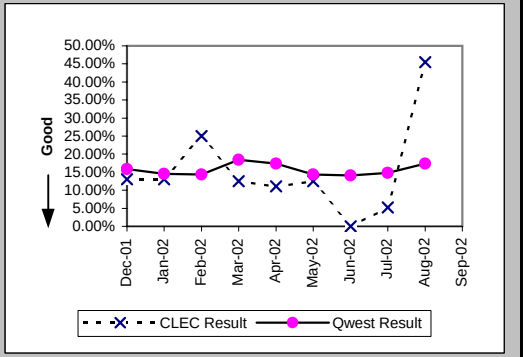
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 44 | 15.91% | 14 | 0 | 169 | 1292 | 13.08% | 33.72% | 0.57 | -0.65 | No |
| Jan-02 | 8 | 52 | 15.38% | 24 | 0 | 141 | 1138 | 12.39% | 32.95% | 0.66 | -0.6 | No |
| Feb-02 | 7 | 28 | 25.00% | 22 | 0 | 130 | 1125 | 11.56% | 31.97% | 1.97 | 0.2 | Yes |
| Mar-02 | 3 | 38 | 7.89% | 11 | 0 | 169 | 1139 | 14.84% | 35.55% | -1.18 | -1.72 | No |
| Apr-02 | 2 | 32 | 6.25% | 10 | 0 | 147 | 1034 | 14.22% | 34.92% | -1.27 | -1.77 | No |
| May-02 | 6 | 32 | 18.75% | 7 | 0 | 156 | 1084 | 14.39% | 35.10% | 0.7 | -0.57 | No |
| Jun-02 | 1 | 26 | 3.85% | 16 | 0 | 134 | 879 | 15.24% | 35.95% | -1.59 | -1.97 | No |
| Jul-02 | 1 | 31 | 3.23% | 17 | 0 | 129 | 1022 | 12.62% | 33.21% | -1.55 | -1.94 | No |
| Aug-02 | 6 | 21 | 28.57% | 11 | 0 | 166 | 1077 | 15.41% | 36.11% | 1.54 | -0.07 | No |
| Sep-02 | 5 | 17 | 29.41% | 15 | 0 | 92 | 711 | 12.94% | 33.56% | 1.78 | 0.08 | Yes |



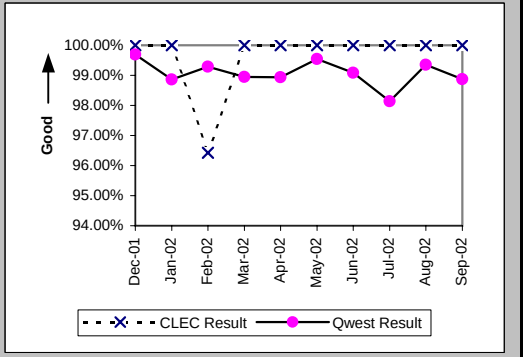

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 23 | 13.04% | 14 | 0 | 72 | 454 | 15.86% | 36.53% | -0.36 | -1.22 | No |
| Jan-02 | 3 | 23 | 13.04% | 24 | 0 | 60 | 413 | 14.53% | 35.24% | -0.2 | -1.12 | No |
| Feb-02 | 4 | 16 | 25.00% | 22 | 0 | 51 | 356 | 14.33% | 35.03% | 1.12 | -0.32 | No |
| Mar-02 | 2 | 16 | 12.50% | 11 | 0 | 72 | 390 | 18.46% | 38.80% | -0.6 | -1.37 | No |
| Apr-02 | 1 | 9 | 11.11% | 10 | 0 | 73 | 421 | 17.34% | 37.86% | -0.49 | -1.3 | No |
| May-02 | 2 | 16 | 12.50% | 7 | 0 | 72 | 500 | 14.40% | 35.11% | -0.21 | -1.13 | No |
| Jun-02 | 0 | 14 | 0.00% | 16 | 0 | 48 | 340 | 14.12% | 34.82% | -1.49 | -1.9 | No |
| Jul-02 | 1 | 19 | 5.26% | 17 | 0 | 76 | 513 | 14.81% | 35.52% | -1.15 | -1.7 | No |
| Aug-02 | 5 | 11 | 45.45% | 11 | 0 | 74 | 425 | 17.41% | 37.92% | 2.11 | 0.28 | Yes |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

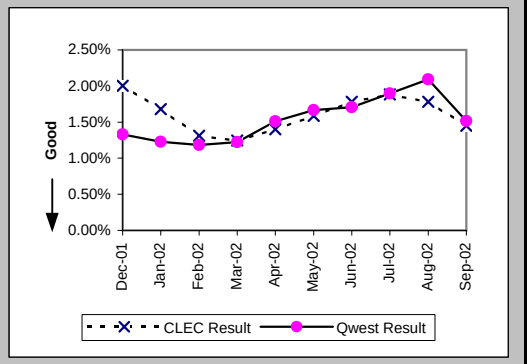
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 44 | 44 | 100.00% | 14 | 0 | 1288 | 1292 | 99.69% | 5.56% | -0.36 | -1.22 | No |
| Jan-02 | 52 | 52 | 100.00% | 24 | 0 | 1125 | 1138 | 98.86% | 10.63% | -0.76 | -1.46 | No |
| Feb-02 | 27 | 28 | 96.43% | 22 | 0 | 1117 | 1125 | 99.29% | 8.40% | 1.25 | -0.24 | No |
| Mar-02 | 38 | 38 | 100.00% | 11 | 0 | 1127 | 1139 | 98.95% | 10.21% | -0.63 | -1.38 | No |
| Apr-02 | 32 | 32 | 100.00% | 10 | 0 | 1023 | 1034 | 98.94% | 10.26% | -0.58 | -1.35 | No |
| May-02 | 32 | 32 | 100.00% | 7 | 0 | 1079 | 1084 | 99.54% | 6.78% | -0.38 | -1.23 | No |
| Jun-02 | 26 | 26 | 100.00% | 16 | 0 | 871 | 879 | 99.09% | 9.50% | -0.48 | -1.29 | No |
| Jul-02 | 31 | 31 | 100.00% | 17 | 0 | 1003 | 1022 | 98.14% | 13.51% | -0.75 | -1.46 | No |
| Aug-02 | 21 | 21 | 100.00% | 11 | 0 | 1070 | 1077 | 99.35% | 8.04% | -0.37 | -1.22 | No |
| Sep-02 | 17 | 17 | 100.00% | 15 | 0 | 703 | 711 | 98.87% | 10.55% | -0.43 | -1.26 | No |



## Checklist #14 - Resale - Residence Repair

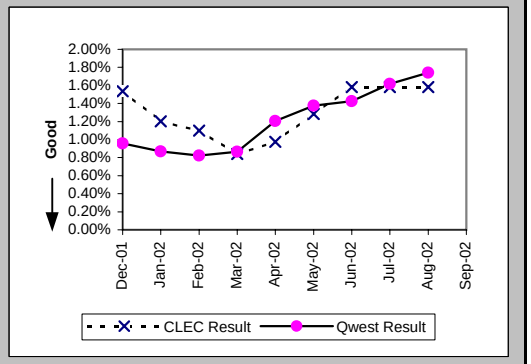
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 133 | 6642 | 2.00% | 32 | 0 | 3916 | 294735 | 1.33% | 11.45% | 4.74 | 1.88 | Yes |
| Jan-02 | 120 | 7147 | 1.68% | 58 | 0 | 3559 | 290310 | 1.23% | 11.00% | 3.44 | 1.09 | Yes |
| Feb-02 | 92 | 7002 | 1.31% | 44 | 0 | 3349 | 282571 | 1.19% | 10.82% | 0.98 | -0.4 | No |
| Mar-02 | 86 | 6914 | 1.24% | 29 | 0 | 3444 | 281917 | 1.22% | 10.99% | 0.17 | -0.9 | No |
| Apr-02 | 96 | 6859 | 1.40% | 27 | 0 | 4174 | 275840 | 1.51% | 12.21% | -0.76 | -1.46 | No |
| May-02 | 110 | 6935 | 1.59% | 38 | 0 | 4552 | 272953 | 1.67% | 12.81% | -0.52 | -1.32 | No |
| Jun-02 | 123 | 6896 | 1.78% | 31 | 0 | 4589 | 268769 | 1.71% | 12.95% | 0.48 | -0.71 | No |
| Jul-02 | 130 | 6896 | 1.89% | 37 | 0 | 5100 | 268769 | 1.90% | 13.64% | -0.07 | -1.05 | No |
| Aug-02 | 123 | 6896 | 1.78% | 42 | 0 | 5623 | 268769 | 2.09% | 14.31% | -1.77 | -2.07 | No |
| Sep-02 | 100 | 6896 | 1.45% | 37 | 0 | 4080 | 268769 | 1.52% | 12.23% | -0.46 | -1.28 | No |



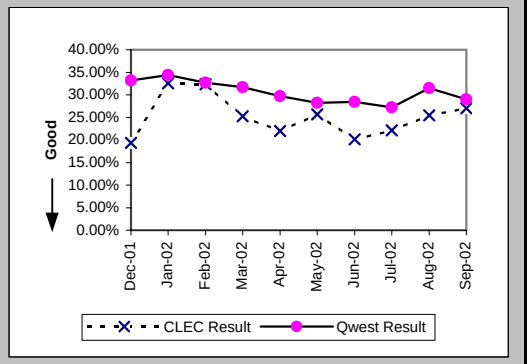

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 102 | 6642 | 1.54% | 32 | 0 | 2821 | 294735 | 0.96% | 9.74% | 4.79 | 1.91 | Yes |
| Jan-02 | 86 | 7147 | 1.20% | 58 | 0 | 2525 | 290310 | 0.87% | 9.29% | 3 | 0.82 | Yes |
| Feb-02 | 77 | 7002 | 1.10% | 44 | 0 | 2323 | 282571 | 0.82% | 9.03% | 2.54 | 0.54 | Yes |
| Mar-02 | 58 | 6914 | 0.84% | 29 | 0 | 2442 | 281917 | 0.87% | 9.27% | -0.24 | -1.15 | No |
| Apr-02 | 67 | 6859 | 0.98% | 27 | 0 | 3323 | 275840 | 1.20% | 10.91% | -1.71 | -2.04 | No |
| May-02 | 89 | 6935 | 1.28% | 38 | 0 | 3760 | 272953 | 1.38% | 11.66% | -0.66 | -1.4 | No |
| Jun-02 | 109 | 6896 | 1.58% | 31 | 0 | 3828 | 268769 | 1.42% | 11.85% | 1.08 | -0.34 | No |
| Jul-02 | 109 | 6896 | 1.58% | 37 | 0 | 4349 | 268769 | 1.62% | 12.62% | -0.24 | -1.15 | No |
| Aug-02 | 109 | 6896 | 1.58% | 42 | 0 | 4679 | 268769 | 1.74% | 13.08% | -1 | -1.61 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

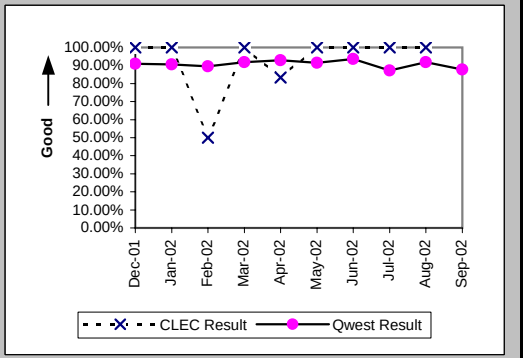
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 32 | 165 | 19.39% | 0 | 0 | 1944 | 5860 | 33.17% | 47.08% | -3.71 | -3.25 | No |
| Jan-02 | 58 | 178 | 32.58% | 0 | 0 | 1868 | 5427 | 34.42% | 47.51% | -0.51 | -1.31 | No |
| Feb-02 | 44 | 136 | 32.35% | 0 | 0 | 1629 | 4978 | 32.72% | 46.92% | -0.09 | -1.06 | No |
| Mar-02 | 29 | 115 | 25.22% | 0 | 0 | 1599 | 5043 | 31.71% | 46.53% | -1.48 | -1.9 | No |
| Apr-02 | 27 | 123 | 21.95% | 0 | 0 | 1764 | 5938 | 29.71% | 45.70% | -1.86 | -2.13 | No |
| May-02 | 38 | 148 | 25.68% | 0 | 0 | 1793 | 6345 | 28.26% | 45.03% | -0.69 | -1.42 | No |
| Jun-02 | 31 | 154 | 20.13% | 0 | 0 | 1826 | 6415 | 28.46% | 45.12% | -2.27 | -2.38 | No |
| Jul-02 | 37 | 167 | 22.16% | 0 | 0 | 1906 | 7006 | 27.21% | 44.50% | -1.45 | -1.88 | No |
| Aug-02 | 42 | 165 | 25.45% | 0 | 0 | 2586 | 8209 | 31.50% | 46.45% | -1.66 | -2.01 | No |
| Sep-02 | 37 | 137 | 27.01% | 0 | 0 | 1665 | 5745 | 28.98% | 45.37% | -0.5 | -1.31 | No |



## Checklist #14 - Resale - Business Installation

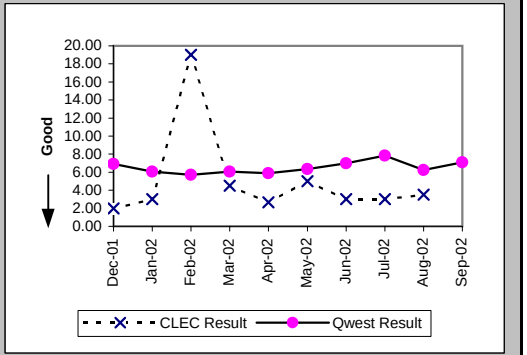
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 229 | 252 | 90.87% | 28.80% | -0.32 | -1.19 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 258 | 285 | 90.53% | 29.29% | -0.32 | -1.2 | No |
| Feb-02 | 1 | 2 | 50.00% | 0 | 0 | 172 | 192 | 89.58% | 30.55% | 1.25 | -0.24 | No |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 291 | 317 | 91.80% | 27.44% | -0.3 | -1.18 | No |
| Apr-02 | 5 | 6 | 83.33% | 0 | 0 | 260 | 280 | 92.86% | 25.75% | 0.78 | -0.53 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 303 | 331 | 91.54% | 27.83% | -0.3 | -1.18 | No |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 248 | 265 | 93.58% | 24.50% | -0.37 | -1.22 | No |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 192 | 220 | 87.27% | 33.33% | -0.54 | -1.33 | No |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 248 | 270 | 91.85% | 27.36% | -0.42 | -1.26 | No |
| Sep-02 | | | | | | 195 | 222 | 87.84% | 32.68% | | | |



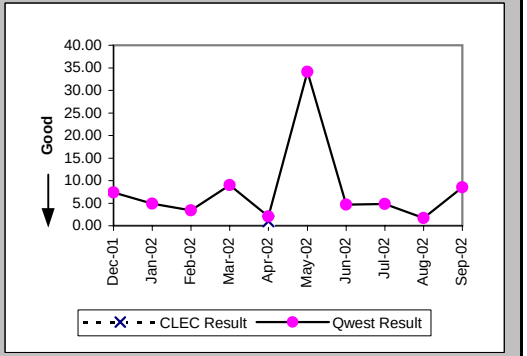

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 1 | 2.00 | 0 | 0 | 1787 | 259 | 6.90 | 9.47 | -0.52 | -1.31 | No |
| Jan-02 | 3 | 1 | 3.00 | 0 | 0 | 1764 | 290 | 6.08 | 7.28 | -0.42 | -1.26 | No |
| Feb-02 | 38 | 2 | 19.00 | 0 | 0 | 1117 | 196 | 5.70 | 6.39 | 1.91 | 0.16 | Yes |
| Mar-02 | 9 | 2 | 4.50 | 0 | 0 | 1957 | 323 | 6.06 | 7.00 | -0.31 | -1.19 | No |
| Apr-02 | 16 | 6 | 2.67 | 0 | 0 | 1673 | 284 | 5.89 | 7.35 | -1.06 | -1.65 | No |
| May-02 | 5 | 1 | 5.00 | 0 | 0 | 2113 | 332 | 6.36 | 7.32 | -0.19 | -1.11 | No |
| Jun-02 | 6 | 2 | 3.00 | 0 | 0 | 1853 | 266 | 6.97 | 8.67 | -0.64 | -1.39 | No |
| Jul-02 | 6 | 2 | 3.00 | 0 | 0 | 1743 | 223 | 7.82 | 9.21 | -0.74 | -1.45 | No |
| Aug-02 | 7 | 2 | 3.50 | 0 | 0 | 1682 | 270 | 6.23 | 9.69 | -0.4 | -1.24 | No |
| Sep-02 | | | | | | 1610 | 227 | 7.09 | 7.99 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

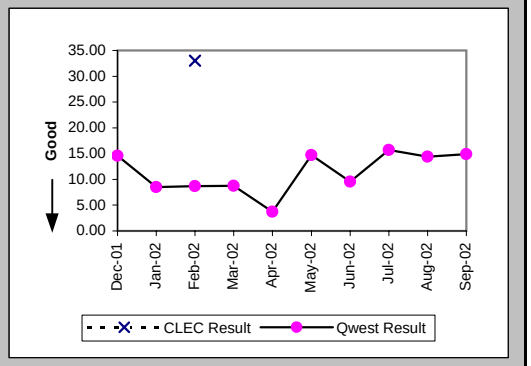
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 125 | 17 | 7.35 | 15.82 | | | |
| Jan-02 | | | | | | 93 | 19 | 4.89 | 6.17 | | | |
| Feb-02 | | | | | | 41 | 12 | 3.42 | 5.35 | | | |
| Mar-02 | | | | | | 144 | 16 | 9.00 | 12.48 | | | |
| Apr-02 | 1 | 1 | 1.00 | 0 | 0 | 23 | 11 | 2.09 | 1.38 | -0.76 | -1.46 | No |
| May-02 | | | | | | 546 | 16 | 34.12 | 126.91 | | | |
| Jun-02 | | | | | | 47 | 10 | 4.70 | 5.83 | | | |
| Jul-02 | | | | | | 72 | 15 | 4.80 | 6.45 | | | |
| Aug-02 | | | | | | 24 | 14 | 1.71 | 1.14 | | | |
| Sep-02 | | | | | | 162 | 19 | 8.53 | 9.49 | | | |



## Checklist #14 - Resale - Business Installation

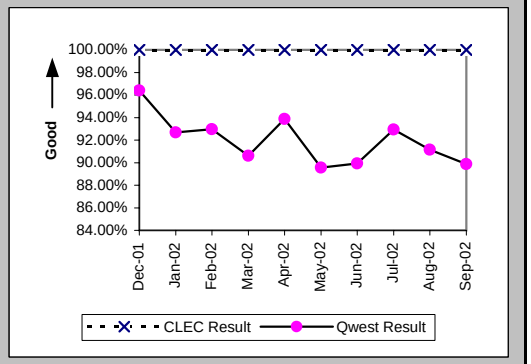
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 131 | 9 | 14.56 | 17.15 | | | |
| Jan-02 | | | | | | 68 | 8 | 8.50 | 8.96 | | | |
| Feb-02 | 33 | 1 | 33.00 | 0 | 0 | 78 | 9 | 8.67 | 5.94 | 1.62 | -0.02 | No |
| Mar-02 | | | | | | 96 | 11 | 8.73 | 5.39 | | | |
| Apr-02 | | | | | | 30 | 8 | 3.75 | 3.06 | | | |
| May-02 | | | | | | 162 | 11 | 14.73 | 13.52 | | | |
| Jun-02 | | | | | | 67 | 7 | 9.57 | 8.00 | | | |
| Jul-02 | | | | | | 235 | 15 | 15.67 | 16.02 | | | |
| Aug-02 | | | | | | 115 | 8 | 14.38 | 11.40 | | | |
| Sep-02 | | | | | | 194 | 13 | 14.92 | 10.84 | | | |



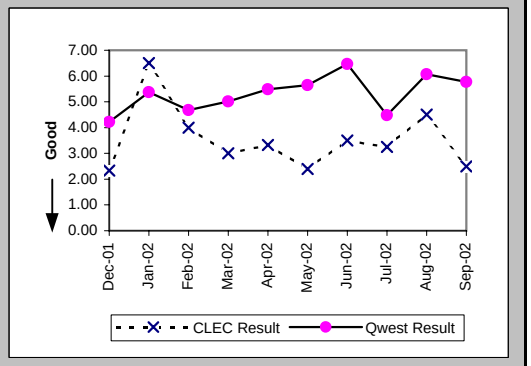

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 134 | 139 | 96.40% | 18.62% | -0.33 | -1.2 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 114 | 123 | 92.68% | 26.04% | -0.39 | -1.24 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 119 | 128 | 92.97% | 25.57% | -0.27 | -1.17 | No |
| Mar-02 | 4 | 4 | 100.00% | 0 | 0 | 135 | 149 | 90.60% | 29.18% | -0.64 | -1.39 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 138 | 147 | 93.88% | 23.97% | -0.44 | -1.27 | No |
| May-02 | 5 | 5 | 100.00% | 0 | 0 | 146 | 163 | 89.57% | 30.56% | -0.75 | -1.46 | No |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 125 | 139 | 89.93% | 30.10% | -0.47 | -1.29 | No |
| Jul-02 | 4 | 4 | 100.00% | 0 | 0 | 171 | 184 | 92.93% | 25.62% | -0.55 | -1.33 | No |
| Aug-02 | 6 | 6 | 100.00% | 0 | 0 | 144 | 158 | 91.14% | 28.42% | -0.75 | -1.46 | No |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 142 | 158 | 89.87% | 30.17% | -0.47 | -1.29 | No |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

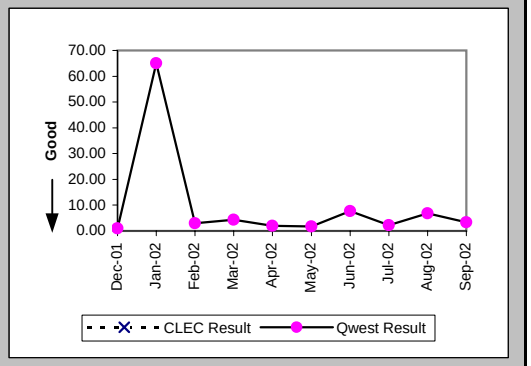
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 3 | 2.33 | 0 | 0 | 586 | 139 | 4.22 | 4.56 | -0.71 | -1.43 | No |
| Jan-02 | 13 | 2 | 6.50 | 0 | 0 | 689 | 128 | 5.38 | 6.82 | 0.66 | -0.6 | No |
| Feb-02 | 4 | 1 | 4.00 | 0 | 0 | 608 | 130 | 4.68 | 5.47 | -0.12 | -1.07 | No |
| Mar-02 | 12 | 4 | 3.00 | 0 | 0 | 746 | 149 | 5.01 | 4.75 | -0.83 | -1.51 | No |
| Apr-02 | 10 | 3 | 3.33 | 0 | 0 | 816 | 149 | 5.48 | 6.30 | -0.58 | -1.35 | No |
| May-02 | 12 | 5 | 2.40 | 0 | 0 | 932 | 165 | 5.65 | 6.32 | -1.13 | -1.69 | No |
| Jun-02 | 7 | 2 | 3.50 | 0 | 0 | 899 | 139 | 6.47 | 8.67 | -0.48 | -1.29 | No |
| Jul-02 | 13 | 4 | 3.25 | 0 | 0 | 828 | 185 | 4.48 | 4.16 | -0.58 | -1.35 | No |
| Aug-02 | 27 | 6 | 4.50 | 0 | 0 | 971 | 160 | 6.07 | 6.49 | -0.58 | -1.35 | No |
| Sep-02 | 5 | 2 | 2.50 | 0 | 0 | 918 | 159 | 5.77 | 6.77 | -0.68 | -1.41 | No |



## Checklist #14 - Resale - Business Installation

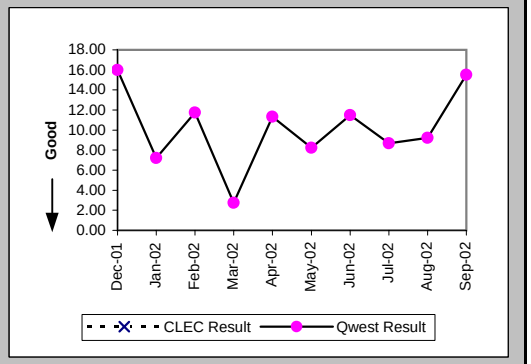
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 1.00 | 0.00 | | | |
| Jan-02 | | | | | | 260 | 4 | 65.00 | 126.67 | | | |
| Feb-02 | | | | | | 15 | 5 | 3.00 | 2.35 | | | |
| Mar-02 | | | | | | 43 | 10 | 4.30 | 3.62 | | | |
| Apr-02 | | | | | | 12 | 6 | 2.00 | 1.26 | | | |
| May-02 | | | | | | 7 | 4 | 1.75 | 0.96 | | | |
| Jun-02 | | | | | | 31 | 4 | 7.75 | 10.90 | | | |
| Jul-02 | | | | | | 9 | 4 | 2.25 | 0.96 | | | |
| Aug-02 | | | | | | 34 | 5 | 6.80 | 9.23 | | | |
| Sep-02 | | | | | | 37 | 11 | 3.36 | 3.32 | | | |



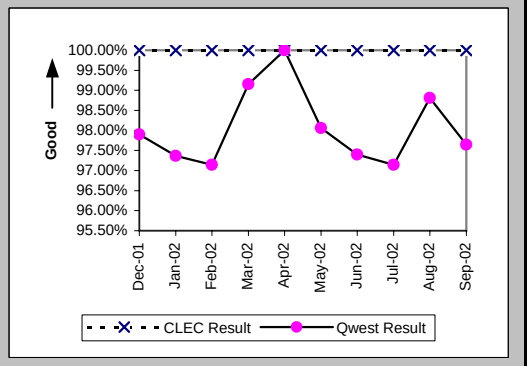

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 32 | 2 | 16.00 | 8.49 | | | |
| Jan-02 | | | | | | 36 | 5 | 7.20 | 8.29 | | | |
| Feb-02 | | | | | | 47 | 4 | 11.75 | 10.44 | | | |
| Mar-02 | | | | | | 11 | 4 | 2.75 | 1.71 | | | |
| Apr-02 | | | | | | 34 | 3 | 11.33 | 14.47 | | | |
| May-02 | | | | | | 107 | 13 | 8.23 | 4.23 | | | |
| Jun-02 | | | | | | 115 | 10 | 11.50 | 12.99 | | | |
| Jul-02 | | | | | | 78 | 9 | 8.67 | 7.26 | | | |
| Aug-02 | | | | | | 83 | 9 | 9.22 | 4.29 | | | |
| Sep-02 | | | | | | 93 | 6 | 15.50 | 16.84 | | | |




Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

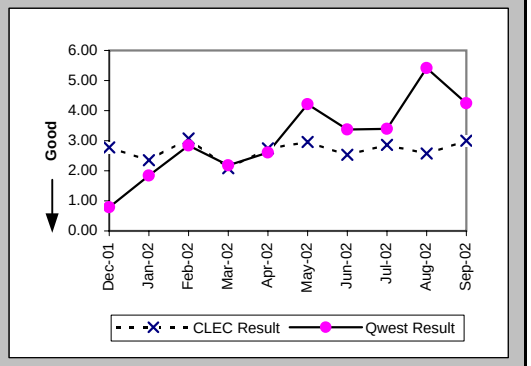
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 43 | 43 | 100.00% | 0 | 0 | 140 | 143 | 97.90% | 14.33% | -0.84 | -1.51 | No |
| Jan-02 | 17 | 17 | 100.00% | 0 | 0 | 111 | 114 | 97.37% | 16.01% | -0.63 | -1.38 | No |
| Feb-02 | 15 | 15 | 100.00% | 0 | 0 | 102 | 105 | 97.14% | 16.66% | -0.62 | -1.38 | No |
| Mar-02 | 13 | 13 | 100.00% | 0 | 0 | 117 | 118 | 99.15% | 9.17% | -0.32 | -1.19 | No |
| Apr-02 | 11 | 11 | 100.00% | 0 | 0 | 110 | 110 | 100.00% | N/A | N/A | N/A | |
| May-02 | 35 | 35 | 100.00% | 0 | 1 | 101 | 103 | 98.06% | 13.80% | -0.72 | -1.44 | No |
| Jun-02 | 22 | 22 | 100.00% | 0 | 1 | 75 | 77 | 97.40% | 15.91% | -0.68 | -1.41 | No |
| Jul-02 | 23 | 23 | 100.00% | 0 | 0 | 68 | 70 | 97.14% | 16.66% | -0.71 | -1.43 | No |
| Aug-02 | 44 | 44 | 100.00% | 0 | 0 | 83 | 84 | 98.81% | 10.85% | -0.59 | -1.36 | No |
| Sep-02 | 8 | 8 | 100.00% | 0 | 0 | 83 | 85 | 97.65% | 15.16% | -0.42 | -1.26 | No |



## Checklist #14 - Resale - Business Installation

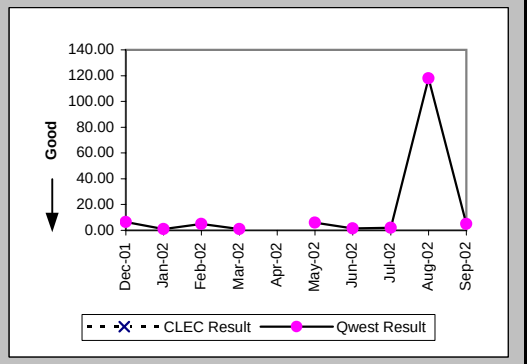
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 111 | 40 | 2.78 | 3 | 0 | 88 | 112 | 0.79 | 1.40 | 3.72 | 1.26 | Yes |
| Jan-02 | 40 | 17 | 2.35 | 0 | 0 | 173 | 94 | 1.84 | 3.28 | 0.71 | -0.57 | No |
| Feb-02 | 43 | 14 | 3.07 | 1 | 0 | 216 | 76 | 2.84 | 2.18 | 0.41 | -0.75 | No |
| Mar-02 | 27 | 13 | 2.08 | 0 | 0 | 192 | 88 | 2.18 | 1.78 | -0.2 | -1.12 | No |
| Apr-02 | 22 | 8 | 2.75 | 3 | 0 | 196 | 75 | 2.61 | 1.57 | 0.18 | -0.89 | No |
| May-02 | 68 | 23 | 2.96 | 12 | 1 | 303 | 72 | 4.21 | 4.61 | -1.13 | -1.69 | No |
| Jun-02 | 48 | 19 | 2.53 | 3 | 1 | 199 | 59 | 3.37 | 2.01 | -1.6 | -1.97 | No |
| Jul-02 | 60 | 21 | 2.86 | 2 | 0 | 183 | 54 | 3.39 | 1.04 | -2 | -2.21 | No |
| Aug-02 | 113 | 44 | 2.57 | 0 | 0 | 352 | 65 | 5.42 | 14.98 | -0.97 | -1.59 | No |
| Sep-02 | 24 | 8 | 3.00 | 0 | 0 | 204 | 48 | 4.25 | 4.53 | -0.72 | -1.44 | No |



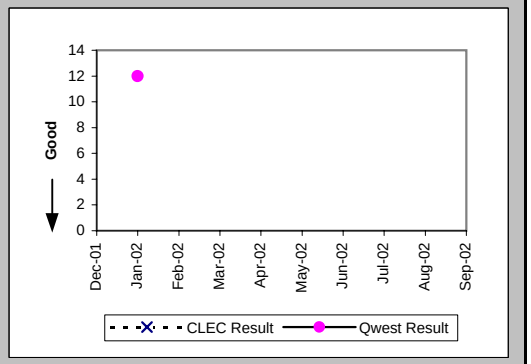

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 3 | 6.33 | 3.79 | | | |
| Jan-02 | | | | | | 2 | 2 | 1.00 | 0.00 | | | |
| Feb-02 | | | | | | 15 | 3 | 5.00 | 5.29 | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 12 | 2 | 6.00 | 4.24 | | | |
| Jun-02 | | | | | | 3 | 2 | 1.50 | 0.71 | | | |
| Jul-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Aug-02 | | | | | | 118 | 1 | 118.00 | | | | |
| Sep-02 | | | | | | 5 | 1 | 5.00 | | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

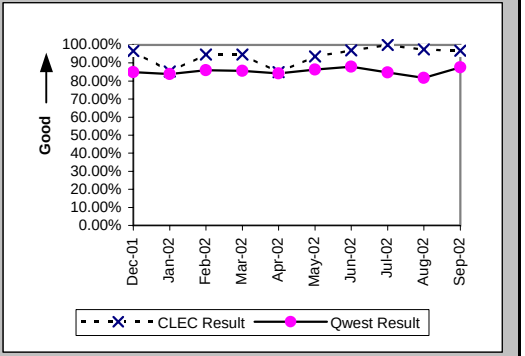
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Business Installation

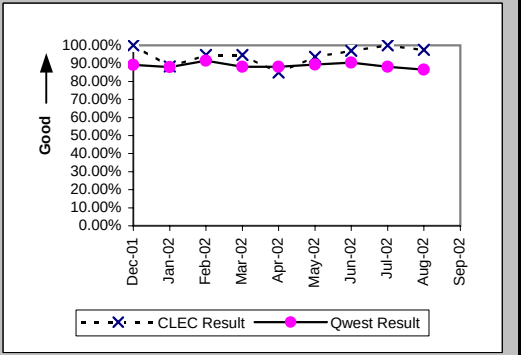
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 29 | 30 | 96.67% | 0 | 0 | 444 | 523 | 84.89% | 35.81% | -1.75 | -2.06 | No |
| Jan-02 | 29 | 34 | 85.29% | 0 | 0 | 450 | 537 | 83.80% | 36.85% | -0.23 | -1.14 | No |
| Feb-02 | 18 | 19 | 94.74% | 0 | 0 | 415 | 483 | 85.92% | 34.78% | -1.08 | -1.66 | No |
| Mar-02 | 18 | 19 | 94.74% | 0 | 0 | 439 | 513 | 85.58% | 35.13% | -1.12 | -1.68 | No |
| Apr-02 | 17 | 20 | 85.00% | 0 | 0 | 478 | 568 | 84.15% | 36.52% | -0.1 | -1.06 | No |
| May-02 | 29 | 31 | 93.55% | 0 | 0 | 495 | 573 | 86.39% | 34.29% | -1.13 | -1.69 | No |
| Jun-02 | 33 | 34 | 97.06% | 0 | 0 | 478 | 543 | 88.03% | 32.46% | -1.57 | -1.96 | No |
| Jul-02 | 28 | 28 | 100.00% | 0 | 0 | 408 | 481 | 84.82% | 35.88% | -2.18 | -2.32 | No |
| Aug-02 | 40 | 41 | 97.56% | 0 | 0 | 406 | 497 | 81.69% | 38.67% | -2.53 | -2.54 | No |
| Sep-02 | 30 | 31 | 96.77% | 0 | 0 | 432 | 493 | 87.63% | 32.93% | -1.5 | -1.91 | No |



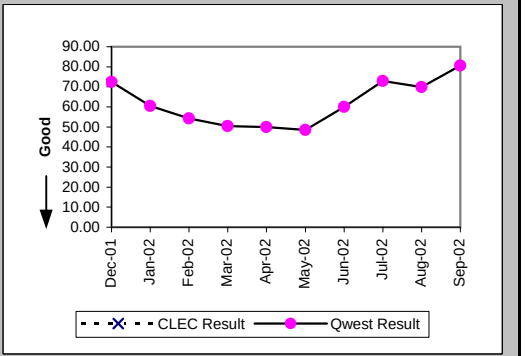

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 30 | 30 | 100.00% | 0 | 0 | 466 | 523 | 89.10% | 31.16% | -1.86 | -2.13 | No |
| Jan-02 | 30 | 34 | 88.24% | 0 | 0 | 472 | 537 | 87.90% | 32.62% | -0.06 | -1.04 | No |
| Feb-02 | 18 | 19 | 94.74% | 0 | 0 | 442 | 483 | 91.51% | 27.87% | -0.49 | -1.3 | No |
| Mar-02 | 18 | 19 | 94.74% | 0 | 0 | 452 | 513 | 88.11% | 32.37% | -0.88 | -1.53 | No |
| Apr-02 | 17 | 20 | 85.00% | 0 | 0 | 501 | 568 | 88.20% | 32.26% | 0.47 | -0.72 | No |
| May-02 | 29 | 31 | 93.55% | 0 | 0 | 512 | 573 | 89.35% | 30.84% | -0.74 | -1.45 | No |
| Jun-02 | 33 | 34 | 97.06% | 0 | 0 | 491 | 543 | 90.42% | 29.43% | -1.28 | -1.78 | No |
| Jul-02 | 28 | 28 | 100.00% | 0 | 0 | 424 | 481 | 88.15% | 32.32% | -1.89 | -2.15 | No |
| Aug-02 | 40 | 41 | 97.56% | 0 | 0 | 430 | 497 | 86.52% | 34.15% | -1.99 | -2.21 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

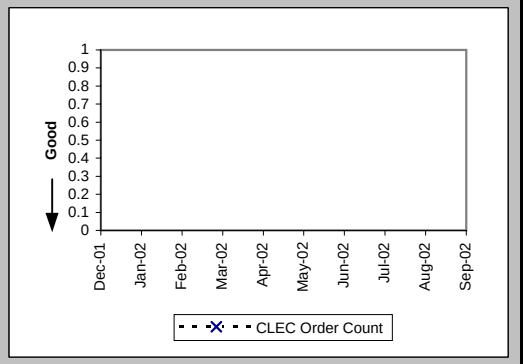
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2534 | 35 | 72.40 | 106.21 | | | |
| Jan-02 | | | | | | 2235 | 37 | 60.41 | 63.74 | | | |
| Feb-02 | | | | | | 2927 | 54 | 54.20 | 64.81 | | | |
| Mar-02 | | | | | | 3676 | 73 | 50.36 | 62.34 | | | |
| Apr-02 | | | | | | 4592 | 92 | 49.91 | 50.03 | | | |
| May-02 | | | | | | 4796 | 99 | 48.44 | 54.85 | | | |
| Jun-02 | | | | | | 6235 | 104 | 59.95 | 60.71 | | | |
| Jul-02 | | | | | | 7664 | 105 | 72.99 | 69.05 | | | |
| Aug-02 | | | | | | 9501 | 136 | 69.86 | 73.72 | | | |
| Sep-02 | | | | | | 10628 | 132 | 80.52 | 81.23 | | | |



## Checklist #14 - Resale - Business Installation

Count of Pending Orders Delayed for Facilities Reasons Business (OP-15B) (Diagnostic)

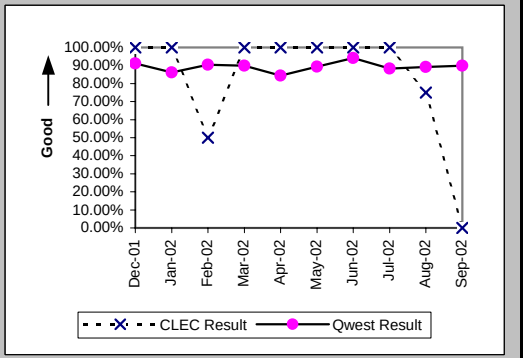
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - Business Repair

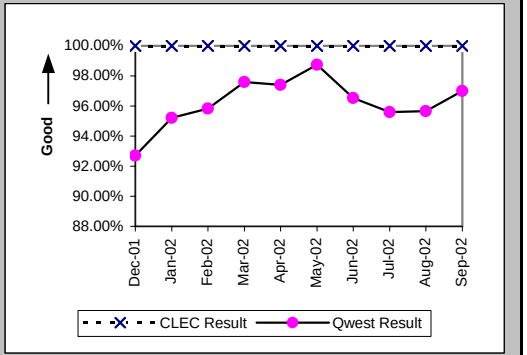
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 92 | 101 | 91.09% | 28.49% | -0.44 | -1.27 | No |
| Jan-02 | 1 | 1 | 100.00% | 1 | 0 | 119 | 138 | 86.23% | 34.46% | -0.4 | -1.24 | No |
| Feb-02 | 1 | 2 | 50.00% | 0 | 0 | 104 | 115 | 90.43% | 29.41% | 1.29 | -0.22 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 106 | 118 | 89.83% | 30.22% | -0.58 | -1.35 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 151 | 179 | 84.36% | 36.33% | -0.43 | -1.26 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 152 | 170 | 89.41% | 30.77% | -0.48 | -1.29 | No |
| Jun-02 | 3 | 3 | 100.00% | 0 | 0 | 144 | 153 | 94.12% | 23.53% | -0.43 | -1.26 | No |
| Jul-02 | 1 | 1 | 100.00% | 1 | 0 | 144 | 163 | 88.34% | 32.09% | -0.36 | -1.22 | No |
| Aug-02 | 3 | 4 | 75.00% | 1 | 0 | 215 | 241 | 89.21% | 31.02% | 0.77 | -0.53 | No |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 151 | 168 | 89.88% | 30.16% | 1.64 | 0 | No |



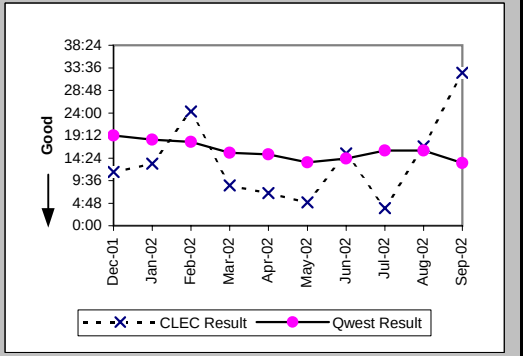

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 127 | 137 | 92.70% | 26.01% | -0.39 | -1.24 | No |
| Jan-02 | 2 | 2 | 100.00% | 1 | 0 | 179 | 188 | 95.21% | 21.35% | -0.32 | -1.19 | No |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 161 | 168 | 95.83% | 19.98% | -0.36 | -1.22 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 162 | 166 | 97.59% | 15.33% | -0.27 | -1.16 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 226 | 232 | 97.41% | 15.87% | -0.16 | -1.1 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 235 | 238 | 98.74% | 11.16% | -0.16 | -1.1 | No |
| Jun-02 | 3 | 3 | 100.00% | 0 | 0 | 195 | 202 | 96.53% | 18.29% | -0.33 | -1.2 | No |
| Jul-02 | 1 | 1 | 100.00% | 1 | 0 | 195 | 204 | 95.59% | 20.54% | -0.21 | -1.13 | No |
| Aug-02 | 4 | 4 | 100.00% | 1 | 0 | 265 | 277 | 95.67% | 20.36% | -0.42 | -1.26 | No |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 194 | 200 | 97.00% | 17.06% | -0.25 | -1.15 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

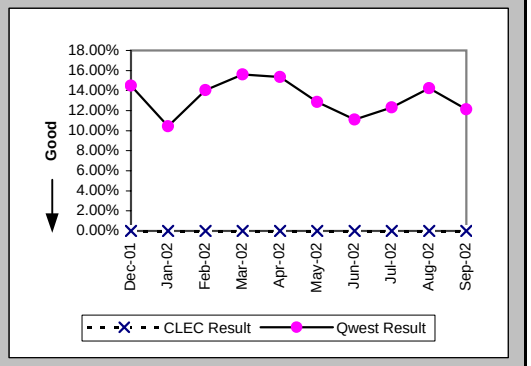
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 22:50 | 2 | 11:25 | 0 | 0 | 2634:25 | 137 | 19:14 | 20:26 | -0.54 | -1.33 | No |
| Jan-02 | 26:26 | 2 | 13:13 | 1 | 0 | 3447:39 | 188 | 18:20 | 18:47 | -0.38 | -1.23 | No |
| Feb-02 | 73:00 | 3 | 24:20 | 0 | 0 | 2993:26 | 168 | 17:49 | 20:39 | 0.96 | -0.42 | No |
| Mar-02 | 25:41 | 3 | 8:34 | 0 | 0 | 2580:32 | 166 | 15:33 | 15:44 | -0.76 | -1.46 | No |
| Apr-02 | 6:58 | 1 | 6:58 | 1 | 0 | 3524:53 | 232 | 15:12 | 13:32 | -0.61 | -1.37 | No |
| May-02 | 9:55 | 2 | 4:57 | 0 | 0 | 3209:49 | 238 | 13:29 | 12:02 | -1 | -1.61 | No |
| Jun-02 | 46:05 | 3 | 15:22 | 0 | 0 | 2886:51 | 202 | 14:17 | 16:19 | 0.43 | -0.74 | No |
| Jul-02 | 3:45 | 1 | 3:45 | 1 | 0 | 3264:30 | 204 | 16:00 | 15:23 | -0.79 | -1.48 | No |
| Aug-02 | 67:38 | 4 | 16:55 | 1 | 0 | 4443:23 | 277 | 16:02 | 15:30 | 0.31 | -0.81 | No |
| Sep-02 | 65:07 | 2 | 32:33 | 0 | 0 | 2673:26 | 200 | 13:22 | 12:50 | 1.7 | 0.03 | Yes |



## Checklist #14 - Resale - Business Repair

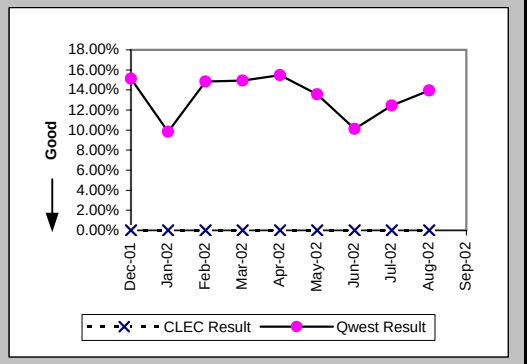
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 21 | 145 | 14.48% | 35.19% | -0.58 | -1.35 | No |
| Jan-02 | 0 | 2 | 0.00% | 1 | 0 | 21 | 201 | 10.45% | 30.59% | -0.48 | -1.29 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 24 | 171 | 14.04% | 34.74% | -0.69 | -1.42 | No |
| Mar-02 | 0 | 3 | 0.00% | 0 | 0 | 27 | 173 | 15.61% | 36.29% | -0.74 | -1.45 | No |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 37 | 241 | 15.35% | 36.05% | -0.42 | -1.26 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 31 | 241 | 12.86% | 33.48% | -0.54 | -1.33 | No |
| Jun-02 | 0 | 3 | 0.00% | 0 | 0 | 23 | 207 | 11.11% | 31.43% | -0.61 | -1.37 | No |
| Jul-02 | 0 | 1 | 0.00% | 1 | 0 | 26 | 211 | 12.32% | 32.87% | -0.37 | -1.23 | No |
| Aug-02 | 0 | 4 | 0.00% | 1 | 0 | 41 | 288 | 14.24% | 34.94% | -0.81 | -1.49 | No |
| Sep-02 | 0 | 2 | 0.00% | 0 | 0 | 25 | 206 | 12.14% | 32.65% | -0.52 | -1.32 | No |



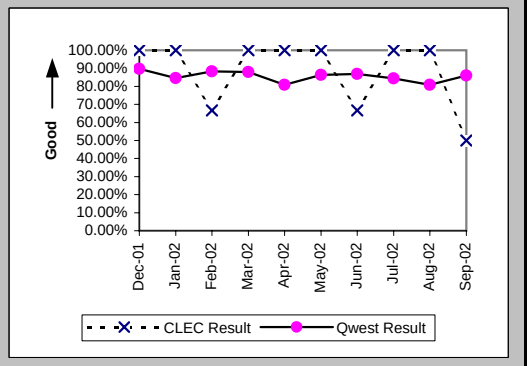

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 18 | 119 | 15.13% | 35.83% | -0.59 | -1.36 | No |
| Jan-02 | 0 | 2 | 0.00% | 1 | 0 | 17 | 173 | 9.83% | 29.77% | -0.46 | -1.28 | No |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 23 | 155 | 14.84% | 35.55% | -0.59 | -1.36 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 23 | 154 | 14.94% | 35.64% | -0.42 | -1.25 | No |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 33 | 213 | 15.49% | 36.18% | -0.43 | -1.26 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 29 | 214 | 13.55% | 34.23% | -0.56 | -1.34 | No |
| Jun-02 | 0 | 3 | 0.00% | 0 | 0 | 18 | 178 | 10.11% | 30.15% | -0.58 | -1.35 | No |
| Jul-02 | 0 | 1 | 0.00% | 1 | 0 | 23 | 185 | 12.43% | 33.00% | -0.38 | -1.23 | No |
| Aug-02 | 0 | 3 | 0.00% | 1 | 0 | 37 | 265 | 13.96% | 34.66% | -0.69 | -1.42 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

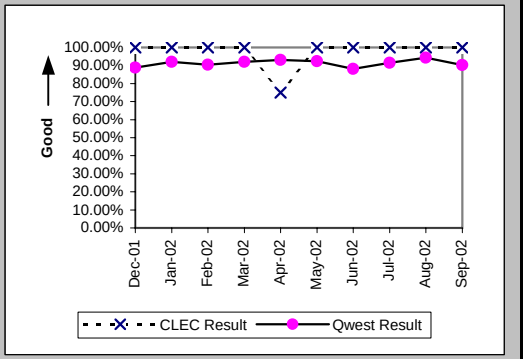
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 130 | 145 | 89.66% | 30.45% | -0.48 | -1.29 | No |
| Jan-02 | 2 | 2 | 100.00% | 1 | 0 | 170 | 201 | 84.58% | 36.12% | -0.6 | -1.37 | No |
| Feb-02 | 2 | 3 | 66.67% | 0 | 0 | 151 | 171 | 88.30% | 32.14% | 0.92 | -0.44 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 152 | 173 | 87.86% | 32.66% | -0.64 | -1.39 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 195 | 241 | 80.91% | 39.30% | -0.48 | -1.29 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 208 | 241 | 86.31% | 34.38% | -0.56 | -1.34 | No |
| Jun-02 | 2 | 3 | 66.67% | 0 | 0 | 180 | 207 | 86.96% | 33.68% | 0.84 | -0.49 | No |
| Jul-02 | 1 | 1 | 100.00% | 1 | 0 | 178 | 211 | 84.36% | 36.32% | -0.43 | -1.26 | No |
| Aug-02 | 4 | 4 | 100.00% | 1 | 0 | 233 | 288 | 80.90% | 39.31% | -0.97 | -1.59 | No |
| Sep-02 | 1 | 2 | 50.00% | 0 | 0 | 177 | 206 | 85.92% | 34.78% | 1.07 | -0.35 | No |



## Checklist #14 - Resale - Business Repair

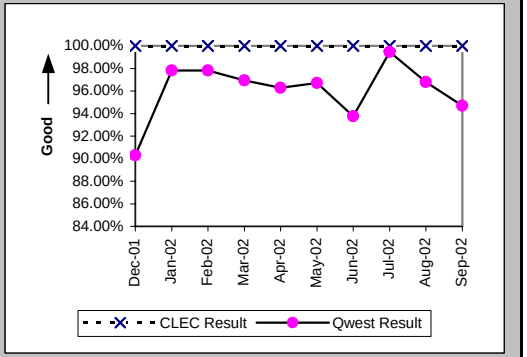
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 2 | 0 | 87 | 98 | 88.78% | 31.57% | -0.61 | -1.37 | No |
| Jan-02 | 3 | 3 | 100.00% | 0 | 0 | 57 | 62 | 91.94% | 27.23% | -0.5 | -1.3 | No |
| Feb-02 | 1 | 1 | 100.00% | 3 | 0 | 95 | 105 | 90.48% | 29.35% | -0.32 | -1.2 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 92 | 100 | 92.00% | 27.13% | -0.41 | -1.25 | No |
| Apr-02 | 3 | 4 | 75.00% | 5 | 0 | 107 | 115 | 93.04% | 25.44% | 1.04 | -0.37 | No |
| May-02 | 8 | 8 | 100.00% | 2 | 0 | 72 | 78 | 92.31% | 26.65% | -0.78 | -1.47 | No |
| Jun-02 | 6 | 6 | 100.00% | 1 | 0 | 103 | 117 | 88.03% | 32.46% | -0.88 | -1.54 | No |
| Jul-02 | 3 | 3 | 100.00% | 1 | 0 | 141 | 154 | 91.56% | 27.80% | -0.52 | -1.32 | No |
| Aug-02 | 4 | 4 | 100.00% | 4 | 0 | 167 | 177 | 94.35% | 23.09% | -0.48 | -1.29 | No |
| Sep-02 | 2 | 2 | 100.00% | 1 | 0 | 140 | 155 | 90.32% | 29.57% | -0.46 | -1.28 | No |



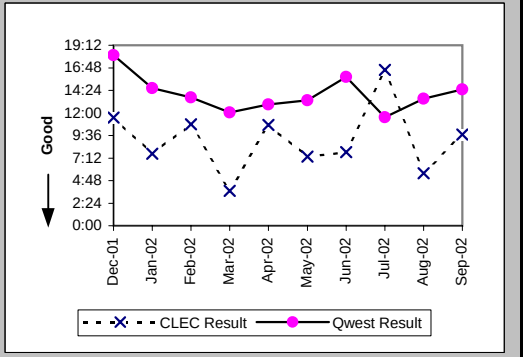

All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 2 | 0 | 121 | 134 | 90.30% | 29.60% | -0.79 | -1.48 | No |
| Jan-02 | 4 | 4 | 100.00% | 0 | 0 | 90 | 92 | 97.83% | 14.58% | -0.29 | -1.18 | No |
| Feb-02 | 2 | 2 | 100.00% | 3 | 0 | 134 | 137 | 97.81% | 14.64% | -0.21 | -1.13 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 127 | 131 | 96.95% | 17.21% | -0.3 | -1.18 | No |
| Apr-02 | 4 | 4 | 100.00% | 5 | 0 | 156 | 162 | 96.30% | 18.89% | -0.39 | -1.24 | No |
| May-02 | 8 | 8 | 100.00% | 2 | 0 | 118 | 122 | 96.72% | 17.81% | -0.5 | -1.31 | No |
| Jun-02 | 7 | 7 | 100.00% | 1 | 0 | 165 | 176 | 93.75% | 24.21% | -0.67 | -1.41 | No |
| Jul-02 | 4 | 4 | 100.00% | 1 | 0 | 187 | 188 | 99.47% | 7.27% | -0.14 | -1.09 | No |
| Aug-02 | 6 | 6 | 100.00% | 4 | 0 | 211 | 218 | 96.79% | 17.63% | -0.44 | -1.27 | No |
| Sep-02 | 3 | 3 | 100.00% | 1 | 0 | 178 | 188 | 94.68% | 22.44% | -0.41 | -1.25 | No |




Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

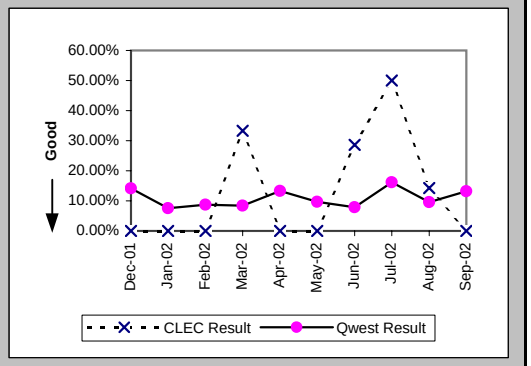
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 69:07 | 6 | 11:31 | 2 | 0 | 2430:18 | 134 | 18:08 | 19:29 | -0.81 | -1.49 | No |
| Jan-02 | 30:41 | 4 | 7:40 | 0 | 0 | 1346:51 | 92 | 14:38 | 16:50 | -0.81 | -1.49 | No |
| Feb-02 | 21:36 | 2 | 10:48 | 3 | 0 | 1873:01 | 137 | 13:40 | 12:20 | -0.33 | -1.2 | No |
| Mar-02 | 11:07 | 3 | 3:42 | 0 | 0 | 1579:58 | 131 | 12:04 | 18:10 | -0.79 | -1.48 | No |
| Apr-02 | 42:52 | 4 | 10:43 | 5 | 0 | 2090:54 | 162 | 12:54 | 14:58 | -0.29 | -1.18 | No |
| May-02 | 58:57 | 8 | 7:22 | 2 | 0 | 1627:42 | 122 | 13:21 | 12:18 | -1.33 | -1.81 | No |
| Jun-02 | 54:51 | 7 | 7:50 | 1 | 0 | 2783:26 | 176 | 15:49 | 15:23 | -1.35 | -1.82 | No |
| Jul-02 | 66:17 | 4 | 16:34 | 1 | 0 | 2172:47 | 188 | 11:33 | 10:24 | 0.91 | -0.45 | No |
| Aug-02 | 33:29 | 6 | 5:35 | 3 | 0 | 2947:56 | 218 | 13:31 | 13:34 | -1.41 | -1.86 | No |
| Sep-02 | 29:09 | 3 | 9:43 | 1 | 0 | 2727:59 | 188 | 14:31 | 16:56 | -0.49 | -1.3 | No |



## Checklist #14 - Resale - Business Repair

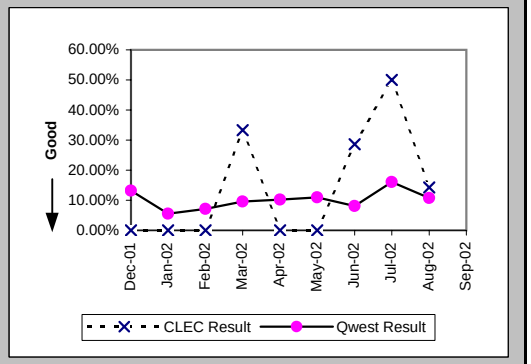
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 2 | 0 | 19 | 134 | 14.18% | 34.88% | -0.97 | -1.59 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 7 | 93 | 7.53% | 26.38% | -0.56 | -1.34 | No |
| Feb-02 | 0 | 2 | 0.00% | 3 | 0 | 12 | 138 | 8.70% | 28.18% | -0.43 | -1.26 | No |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 11 | 131 | 8.40% | 27.73% | 1.12 | -0.32 | No |
| Apr-02 | 0 | 4 | 0.00% | 5 | 0 | 22 | 165 | 13.33% | 33.99% | -0.78 | -1.47 | No |
| May-02 | 0 | 8 | 0.00% | 2 | 0 | 12 | 124 | 9.68% | 29.57% | -0.9 | -1.55 | No |
| Jun-02 | 2 | 7 | 28.57% | 1 | 0 | 14 | 179 | 7.82% | 26.85% | 1.57 | -0.05 | No |
| Jul-02 | 2 | 4 | 50.00% | 1 | 0 | 31 | 192 | 16.15% | 36.80% | 1.48 | -0.1 | No |
| Aug-02 | 1 | 7 | 14.29% | 3 | 0 | 21 | 220 | 9.55% | 29.38% | 0.42 | -0.74 | No |
| Sep-02 | 0 | 3 | 0.00% | 1 | 0 | 25 | 190 | 13.16% | 33.80% | -0.67 | -1.41 | No |



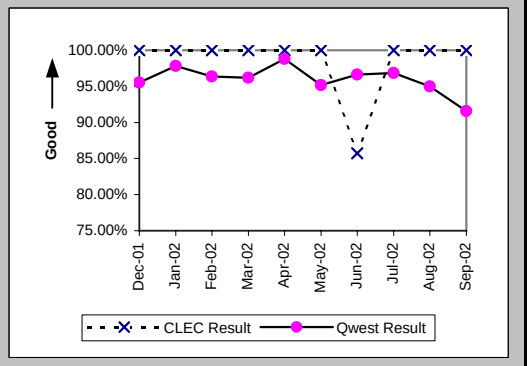

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 2 | 0 | 15 | 114 | 13.16% | 33.80% | -0.85 | -1.52 | No |
| Jan-02 | 0 | 3 | 0.00% | 0 | 0 | 4 | 72 | 5.56% | 22.91% | -0.41 | -1.25 | No |
| Feb-02 | 0 | 1 | 0.00% | 3 | 0 | 8 | 112 | 7.14% | 25.75% | -0.28 | -1.17 | No |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 11 | 115 | 9.57% | 29.41% | 1.04 | -0.37 | No |
| Apr-02 | 0 | 4 | 0.00% | 5 | 0 | 15 | 147 | 10.20% | 30.27% | -0.67 | -1.4 | No |
| May-02 | 0 | 8 | 0.00% | 2 | 0 | 12 | 110 | 10.91% | 31.18% | -0.96 | -1.58 | No |
| Jun-02 | 2 | 7 | 28.57% | 1 | 0 | 13 | 161 | 8.07% | 27.24% | 1.53 | -0.07 | No |
| Jul-02 | 2 | 4 | 50.00% | 1 | 0 | 29 | 180 | 16.11% | 36.76% | 1.48 | -0.1 | No |
| Aug-02 | 1 | 7 | 14.29% | 3 | 0 | 21 | 196 | 10.71% | 30.93% | 0.32 | -0.81 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs

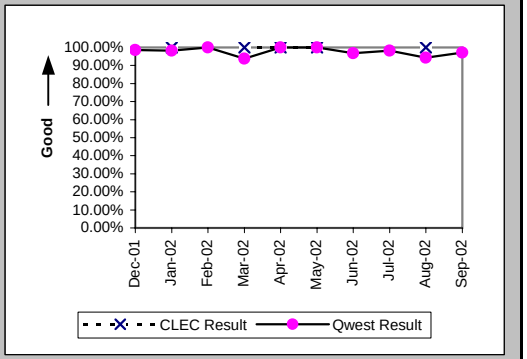
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 2 | 0 | 128 | 134 | 95.52% | 20.68% | -0.52 | -1.32 | No |
| Jan-02 | 4 | 4 | 100.00% | 0 | 0 | 91 | 93 | 97.85% | 14.51% | -0.29 | -1.18 | No |
| Feb-02 | 2 | 2 | 100.00% | 3 | 0 | 133 | 138 | 96.38% | 18.69% | -0.27 | -1.17 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 126 | 131 | 96.18% | 19.16% | -0.34 | -1.21 | No |
| Apr-02 | 4 | 4 | 100.00% | 5 | 0 | 163 | 165 | 98.79% | 10.94% | -0.22 | -1.13 | No |
| May-02 | 8 | 8 | 100.00% | 2 | 0 | 118 | 124 | 95.16% | 21.46% | -0.62 | -1.38 | No |
| Jun-02 | 6 | 7 | 85.71% | 1 | 0 | 173 | 179 | 96.65% | 18.00% | 1.13 | -0.31 | No |
| Jul-02 | 4 | 4 | 100.00% | 1 | 0 | 186 | 192 | 96.88% | 17.40% | -0.36 | -1.22 | No |
| Aug-02 | 7 | 7 | 100.00% | 3 | 0 | 209 | 220 | 95.00% | 21.79% | -0.6 | -1.36 | No |
| Sep-02 | 3 | 3 | 100.00% | 1 | 0 | 174 | 190 | 91.58% | 27.77% | -0.52 | -1.32 | No |



## Checklist #14 - Resale - Business Repair

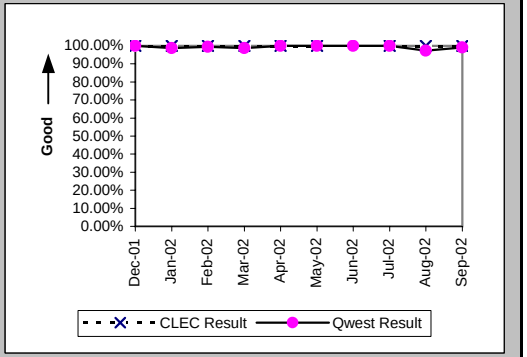
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 70 | 71 | 98.59% | 11.78% | | | |
| Jan-02 | 2 | 2 | 100.00% | 1 | 0 | 58 | 59 | 98.31% | 12.91% | -0.18 | -1.11 | No |
| Feb-02 | | | | | | 78 | 78 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 61 | 65 | 93.85% | 24.03% | -0.25 | -1.15 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 74 | 74 | 100.00% | N/A | N/A | N/A | |
| May-02 | 3 | 3 | 100.00% | 3 | 0 | 119 | 119 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 62 | 64 | 96.88% | 17.40% | | | |
| Jul-02 | | | | | | 57 | 58 | 98.28% | 13.02% | | | |
| Aug-02 | 4 | 4 | 100.00% | 4 | 0 | 66 | 70 | 94.29% | 23.21% | -0.48 | -1.29 | No |
| Sep-02 | | | | | | 67 | 69 | 97.10% | 16.78% | | | |



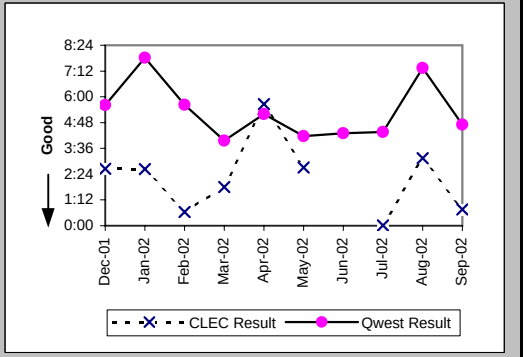

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 4 | 0 | 166 | 166 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 9 | 9 | 100.00% | 1 | 0 | 166 | 168 | 98.81% | 10.85% | -0.32 | -1.2 | No |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 167 | 168 | 99.40% | 7.69% | -0.11 | -1.07 | No |
| Mar-02 | 2 | 2 | 100.00% | 1 | 0 | 151 | 153 | 98.69% | 11.36% | -0.16 | -1.1 | No |
| Apr-02 | 4 | 4 | 100.00% | 1 | 0 | 204 | 204 | 100.00% | N/A | N/A | N/A | |
| May-02 | 7 | 7 | 100.00% | 3 | 0 | 215 | 215 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 147 | 147 | 100.00% | 0.00% | | | |
| Jul-02 | 1 | 1 | 100.00% | 1 | 0 | 146 | 146 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | 5 | 5 | 100.00% | 4 | 0 | 146 | 150 | 97.33% | 16.11% | -0.36 | -1.22 | No |
| Sep-02 | 3 | 3 | 100.00% | 3 | 0 | 120 | 121 | 99.17% | 9.05% | -0.16 | -1.09 | No |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

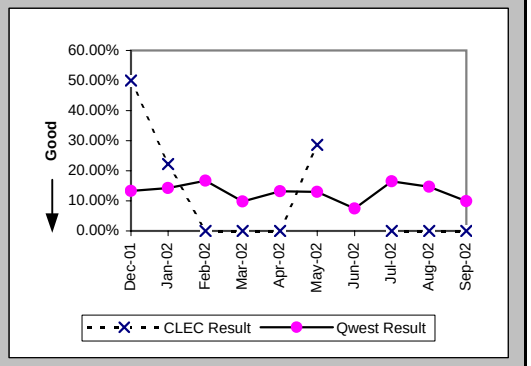
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5:18 | 2 | 2:39 | 4 | 0 | 932:13 | 166 | 5:37 | 7:56 | -0.53 | -1.32 | No |
| Jan-02 | 23:45 | 9 | 2:38 | 1 | 0 | 1312:20 | 168 | 7:49 | 18:15 | -0.83 | -1.5 | No |
| Feb-02 | 1:15 | 2 | 0:38 | 1 | 0 | 947:20 | 168 | 5:38 | 13:55 | -0.51 | -1.31 | No |
| Mar-02 | 3:36 | 2 | 1:48 | 1 | 0 | 607:16 | 153 | 3:58 | 9:58 | -0.31 | -1.19 | No |
| Apr-02 | 22:39 | 4 | 5:40 | 1 | 0 | 1059:26 | 204 | 5:12 | 7:37 | 0.19 | -0.88 | No |
| May-02 | 19:01 | 7 | 2:43 | 3 | 0 | 896:11 | 215 | 4:10 | 5:17 | -0.71 | -1.43 | No |
| Jun-02 | | | | | | 632:55 | 147 | 4:18 | 6:47 | | | |
| Jul-02 | 0:01 | 1 | 0:01 | 1 | 0 | 638:03 | 146 | 4:22 | 6:48 | -0.64 | -1.39 | No |
| Aug-02 | 15:43 | 5 | 3:09 | 4 | 0 | 1101:50 | 150 | 7:21 | 18:37 | -0.5 | -1.3 | No |
| Sep-02 | 2:17 | 3 | 0:46 | 3 | 0 | 567:43 | 121 | 4:42 | 9:27 | -0.71 | -1.43 | No |



## Checklist #14 - Resale - Business Repair

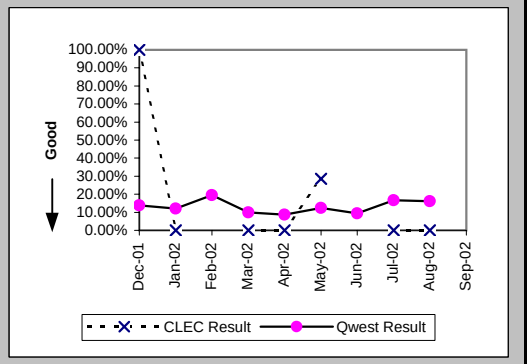
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 4 | 0 | 22 | 166 | 13.25% | 33.91% | 1.1 | -0.33 | No |
| Jan-02 | 2 | 9 | 22.22% | 1 | 0 | 24 | 168 | 14.29% | 34.99% | 0.64 | -0.61 | No |
| Feb-02 | 0 | 2 | 0.00% | 1 | 0 | 28 | 168 | 16.67% | 37.27% | -0.63 | -1.38 | No |
| Mar-02 | 0 | 2 | 0.00% | 1 | 0 | 15 | 153 | 9.80% | 29.74% | -0.46 | -1.28 | No |
| Apr-02 | 0 | 4 | 0.00% | 1 | 0 | 27 | 204 | 13.24% | 33.89% | -0.77 | -1.47 | No |
| May-02 | 2 | 7 | 28.57% | 3 | 0 | 28 | 215 | 13.02% | 33.66% | 1.07 | -0.35 | No |
| Jun-02 | | | | | | 11 | 147 | 7.48% | 26.31% | | | |
| Jul-02 | 0 | 1 | 0.00% | 1 | 0 | 24 | 146 | 16.44% | 37.06% | -0.44 | -1.27 | No |
| Aug-02 | 0 | 5 | 0.00% | 4 | 0 | 22 | 150 | 14.67% | 35.38% | -0.91 | -1.55 | No |
| Sep-02 | 0 | 3 | 0.00% | 3 | 0 | 12 | 121 | 9.92% | 29.89% | -0.57 | -1.35 | No |



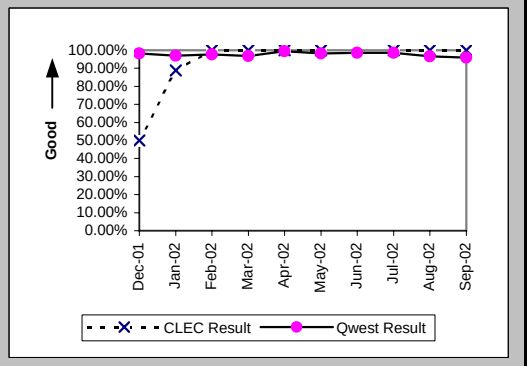

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 4 | 0 | 10 | 72 | 13.89% | 34.58% | 1.47 | -0.11 | No |
| Jan-02 | 0 | 4 | 0.00% | 1 | 0 | 10 | 83 | 12.05% | 32.55% | -0.72 | -1.44 | No |
| Feb-02 | | | | | | 14 | 72 | 19.44% | 39.58% | | | |
| Mar-02 | 0 | 2 | 0.00% | 1 | 0 | 7 | 71 | 9.86% | 29.81% | -0.46 | -1.28 | No |
| Apr-02 | 0 | 2 | 0.00% | 1 | 0 | 8 | 93 | 8.60% | 28.04% | -0.43 | -1.26 | No |
| May-02 | 2 | 7 | 28.57% | 3 | 0 | 17 | 137 | 12.41% | 32.97% | 1.1 | -0.33 | No |
| Jun-02 | | | | | | 6 | 64 | 9.38% | 29.15% | | | |
| Jul-02 | 0 | 1 | 0.00% | 1 | 0 | 12 | 72 | 16.67% | 37.27% | -0.44 | -1.27 | No |
| Aug-02 | 0 | 3 | 0.00% | 4 | 0 | 11 | 68 | 16.18% | 36.82% | -0.74 | -1.45 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

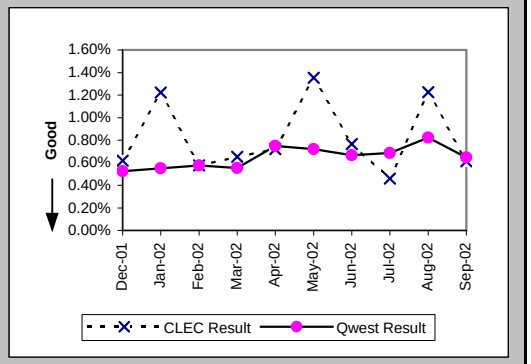
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 4 | 0 | 163 | 166 | 98.19% | 13.32% | 2.03 | 0.24 | Yes |
| Jan-02 | 8 | 9 | 88.89% | 1 | 0 | 163 | 168 | 97.02% | 16.99% | 1.04 | -0.37 | No |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 164 | 168 | 97.62% | 15.25% | -0.22 | -1.13 | No |
| Mar-02 | 2 | 2 | 100.00% | 1 | 0 | 148 | 153 | 96.73% | 17.78% | -0.26 | -1.16 | No |
| Apr-02 | 4 | 4 | 100.00% | 1 | 0 | 203 | 204 | 99.51% | 6.98% | -0.14 | -1.08 | No |
| May-02 | 7 | 7 | 100.00% | 3 | 0 | 211 | 215 | 98.14% | 13.51% | -0.36 | -1.22 | No |
| Jun-02 | | | | | | 145 | 147 | 98.64% | 11.58% | | | |
| Jul-02 | 1 | 1 | 100.00% | 1 | 0 | 144 | 146 | 98.63% | 11.62% | -0.12 | -1.07 | No |
| Aug-02 | 5 | 5 | 100.00% | 4 | 0 | 145 | 150 | 96.67% | 17.95% | -0.41 | -1.25 | No |
| Sep-02 | 3 | 3 | 100.00% | 3 | 0 | 116 | 121 | 95.87% | 19.90% | -0.36 | -1.22 | No |



## Checklist #14 - Resale - Business Repair

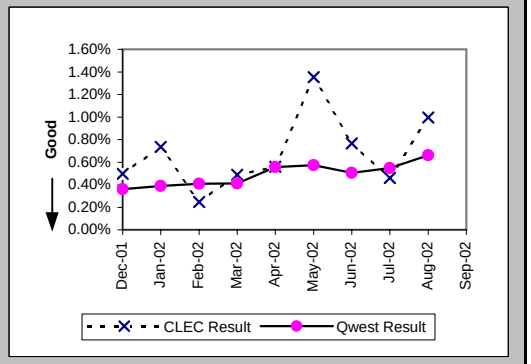
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 1615 | 0.62% | 6 | 0 | 445 | 84840 | 0.52% | 7.22% | 0.52 | -0.68 | No |
| Jan-02 | 15 | 1226 | 1.22% | 2 | 0 | 462 | 84158 | 0.55% | 7.39% | 3.17 | 0.93 | Yes |
| Feb-02 | 7 | 1213 | 0.58% | 4 | 0 | 477 | 82738 | 0.58% | 7.57% | 0 | -1 | No |
| Mar-02 | 8 | 1227 | 0.65% | 1 | 0 | 457 | 82506 | 0.55% | 7.42% | 0.46 | -0.72 | No |
| Apr-02 | 9 | 1250 | 0.72% | 7 | 0 | 610 | 81363 | 0.75% | 8.63% | -0.12 | -1.07 | No |
| May-02 | 17 | 1257 | 1.35% | 5 | 0 | 580 | 80540 | 0.72% | 8.46% | 2.63 | 0.6 | Yes |
| Jun-02 | 10 | 1305 | 0.77% | 2 | 0 | 533 | 79960 | 0.67% | 8.14% | 0.44 | -0.73 | No |
| Jul-02 | 6 | 1305 | 0.46% | 3 | 0 | 549 | 79960 | 0.69% | 8.26% | -0.98 | -1.6 | No |
| Aug-02 | 16 | 1305 | 1.23% | 8 | 0 | 658 | 79960 | 0.82% | 9.03% | 1.6 | -0.03 | No |
| Sep-02 | 8 | 1305 | 0.61% | 4 | 0 | 517 | 79960 | 0.65% | 8.01% | -0.15 | -1.09 | No |



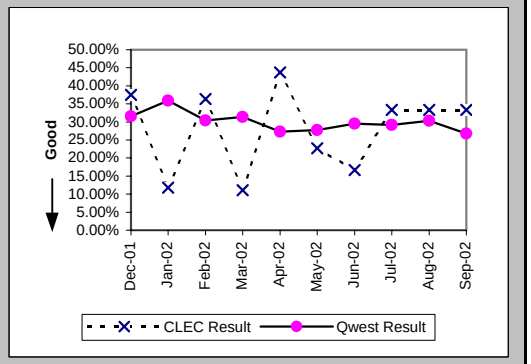

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 1615 | 0.50% | 6 | 0 | 305 | 84840 | 0.36% | 5.99% | 0.9 | -0.45 | No |
| Jan-02 | 9 | 1226 | 0.73% | 2 | 0 | 328 | 84158 | 0.39% | 6.23% | 1.92 | 0.17 | Yes |
| Feb-02 | 3 | 1213 | 0.25% | 4 | 0 | 339 | 82738 | 0.41% | 6.39% | -0.88 | -1.53 | No |
| Mar-02 | 6 | 1227 | 0.49% | 1 | 0 | 340 | 82506 | 0.41% | 6.41% | 0.42 | -0.75 | No |
| Apr-02 | 7 | 1250 | 0.56% | 7 | 0 | 453 | 81363 | 0.56% | 7.44% | 0.02 | -0.99 | No |
| May-02 | 17 | 1257 | 1.35% | 5 | 0 | 461 | 80540 | 0.57% | 7.54% | 3.64 | 1.21 | Yes |
| Jun-02 | 10 | 1305 | 0.77% | 2 | 0 | 403 | 79960 | 0.50% | 7.08% | 1.33 | -0.19 | No |
| Jul-02 | 6 | 1305 | 0.46% | 3 | 0 | 437 | 79960 | 0.55% | 7.37% | -0.42 | -1.26 | No |
| Aug-02 | 13 | 1305 | 1.00% | 8 | 0 | 529 | 79960 | 0.66% | 8.11% | 1.48 | -0.1 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

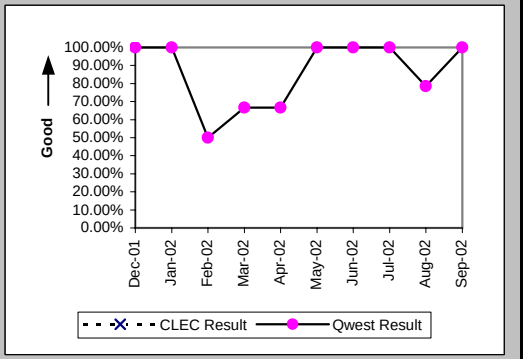
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 16 | 37.50% | 0 | 0 | 205 | 650 | 31.54% | 46.47% | 0.51 | -0.69 | No |
| Jan-02 | 2 | 17 | 11.76% | 0 | 0 | 259 | 721 | 35.92% | 47.98% | -2.05 | -2.25 | No |
| Feb-02 | 4 | 11 | 36.36% | 0 | 0 | 208 | 685 | 30.37% | 45.98% | 0.44 | -0.74 | No |
| Mar-02 | 1 | 9 | 11.11% | 0 | 0 | 209 | 666 | 31.38% | 46.40% | -1.3 | -1.79 | No |
| Apr-02 | 7 | 16 | 43.75% | 0 | 0 | 229 | 839 | 27.29% | 44.55% | 1.4 | -0.15 | No |
| May-02 | 5 | 22 | 22.73% | 0 | 0 | 223 | 803 | 27.77% | 44.79% | -0.52 | -1.32 | No |
| Jun-02 | 2 | 12 | 16.67% | 0 | 0 | 223 | 756 | 29.50% | 45.60% | -0.97 | -1.59 | No |
| Jul-02 | 3 | 9 | 33.33% | 0 | 0 | 226 | 775 | 29.16% | 45.45% | 0.29 | -0.82 | No |
| Aug-02 | 8 | 24 | 33.33% | 0 | 0 | 286 | 944 | 30.30% | 45.95% | 0.33 | -0.8 | No |
| Sep-02 | 4 | 12 | 33.33% | 0 | 0 | 189 | 706 | 26.77% | 44.28% | 0.52 | -0.69 | No |



## Checklist #14 - Resale - Centrex Installation

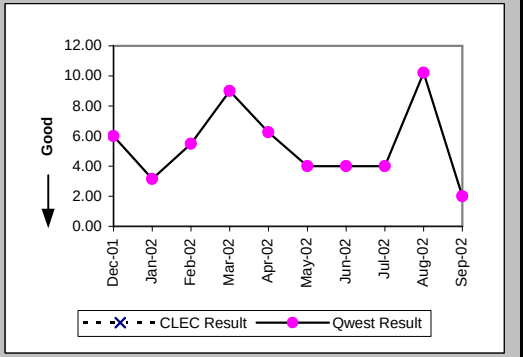
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 11 | 14 | 78.57% | 41.03% | | | |
| Sep-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |



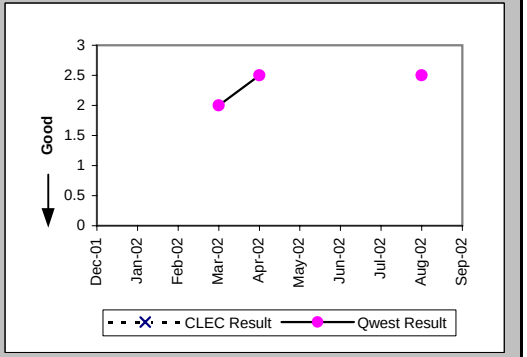

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | | | | | | 22 | 7 | 3.14 | 1.35 | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| Mar-02 | | | | | | 27 | 3 | 9.00 | 7.00 | | | |
| Apr-02 | | | | | | 25 | 4 | 6.25 | 4.43 | | | |
| May-02 | | | | | | 24 | 6 | 4.00 | 0.89 | | | |
| Jun-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jul-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Aug-02 | | | | | | 143 | 14 | 10.21 | 5.44 | | | |
| Sep-02 | | | | | | 8 | 4 | 2.00 | 1.41 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

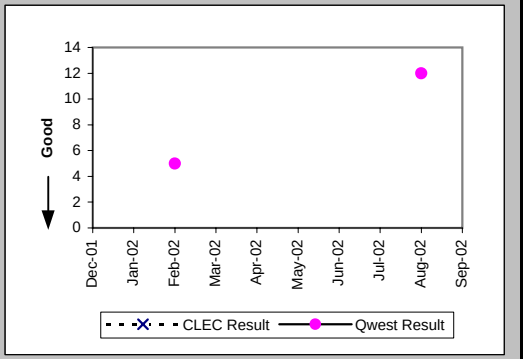
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Apr-02 | | | | | | 5 | 2 | 2.50 | 2.12 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Centrex Installation

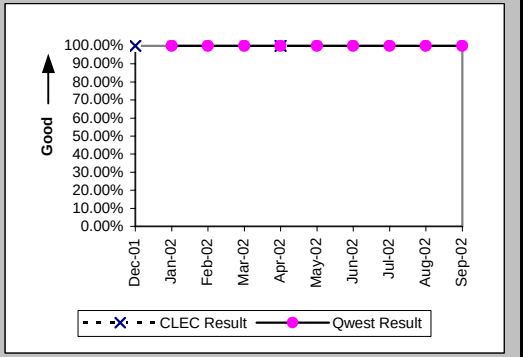
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



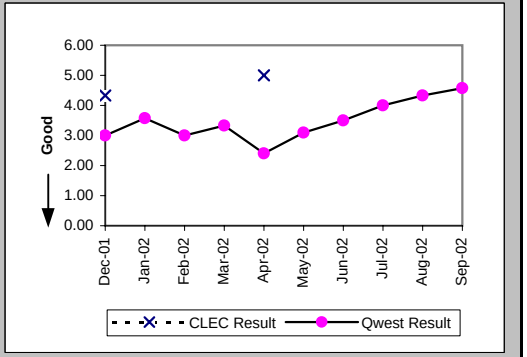

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

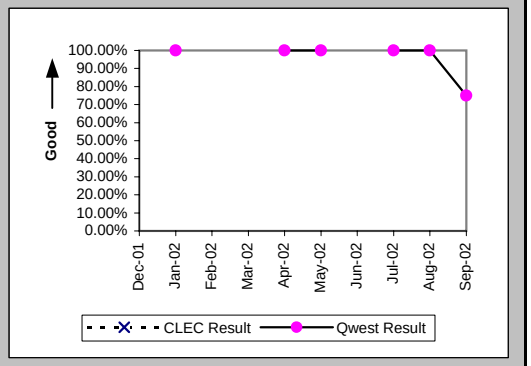
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 3 | 4.33 | 0 | 0 | 3 | 1 | 3.00 | | | | |
| Jan-02 | | | | | | 25 | 7 | 3.57 | 1.81 | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | 10 | 3 | 3.33 | 1.53 | | | |
| Apr-02 | 5 | 1 | 5.00 | 0 | 0 | 12 | 5 | 2.40 | 1.52 | 1.24 | -0.25 | No |
| May-02 | | | | | | 31 | 10 | 3.10 | 1.29 | | | |
| Jun-02 | | | | | | 21 | 6 | 3.50 | 0.84 | | | |
| Jul-02 | | | | | | 12 | 3 | 4.00 | 1.00 | | | |
| Aug-02 | | | | | | 39 | 9 | 4.33 | 3.28 | | | |
| Sep-02 | | | | | | 32 | 7 | 4.57 | 3.74 | | | |



## Checklist #14 - Resale - Centrex Installation

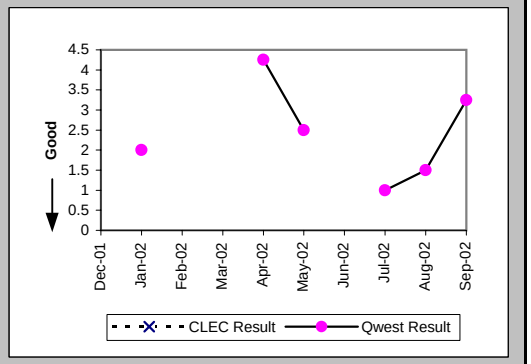
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |



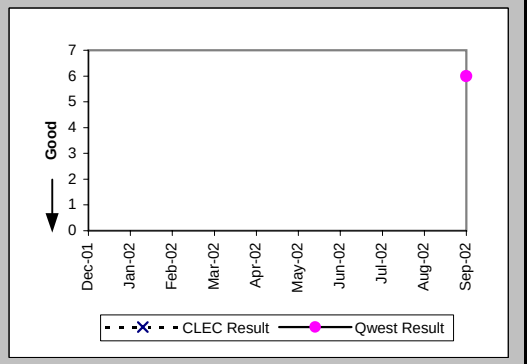

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 6 | 3 | 2.00 | 1.73 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 17 | 4 | 4.25 | 2.50 | | | |
| May-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 2 | 2 | 1.00 | 0.00 | | | |
| Aug-02 | | | | | | 3 | 2 | 1.50 | 2.12 | | | |
| Sep-02 | | | | | | 13 | 4 | 3.25 | 3.40 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

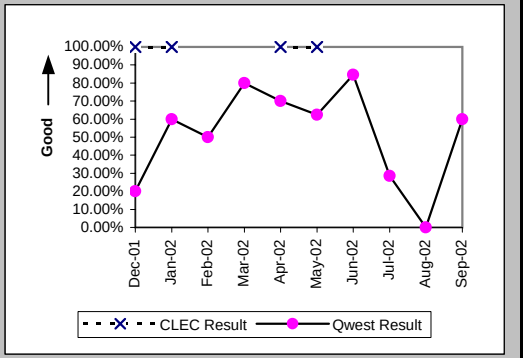
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 6 | 1 | 6.00 | | | | |



## Checklist #14 - Resale - Centrex Installation

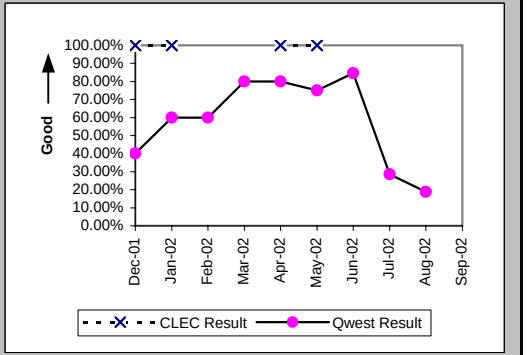
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 1 | 5 | 20.00% | 40.00% | -2.39 | -2.45 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 6 | 10 | 60.00% | 48.99% | -1.05 | -1.64 | No |
| Feb-02 | | | | | | 5 | 10 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 10 | 70.00% | 45.83% | -0.62 | -1.38 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 10 | 16 | 62.50% | 48.41% | -0.75 | -1.46 | No |
| Jun-02 | | | | | | 11 | 13 | 84.62% | 36.08% | | | |
| Jul-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Aug-02 | | | | | | 0 | 16 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 12 | 20 | 60.00% | 48.99% | | | |



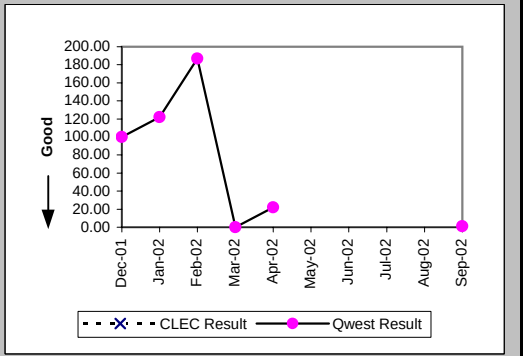

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 2 | 5 | 40.00% | 48.99% | -1.46 | -1.89 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 6 | 10 | 60.00% | 48.99% | -1.05 | -1.64 | No |
| Feb-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 8 | 10 | 80.00% | 40.00% | -0.48 | -1.29 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 12 | 16 | 75.00% | 43.30% | -0.56 | -1.34 | No |
| Jun-02 | | | | | | 11 | 13 | 84.62% | 36.08% | | | |
| Jul-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Aug-02 | | | | | | 3 | 16 | 18.75% | 39.03% | | | |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

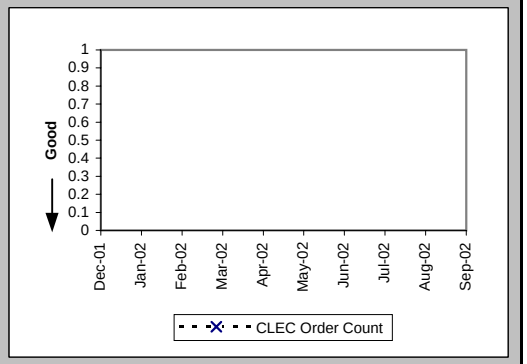
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 200 | 2 | 100.00 | 63.64 | | | |
| Jan-02 | | | | | | 244 | 2 | 122.00 | 63.64 | | | |
| Feb-02 | | | | | | 187 | 1 | 187.00 | | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00 | | | | |
| Apr-02 | | | | | | 22 | 1 | 22.00 | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 7 | 6 | 1.17 | 0.41 | | | |



## Checklist #14 - Resale - Centrex Installation

Count of Pending Orders Delayed for Facilities Reasons Centrex (OP-15B) (Diagnostic)

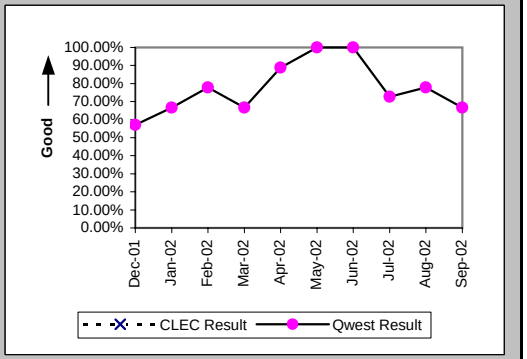
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - Centrex Repair

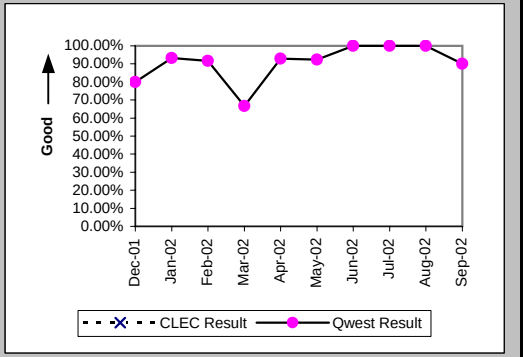
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| Jan-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| Feb-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 8 | 9 | 88.89% | 31.43% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 8 | 11 | 72.73% | 44.54% | | | |
| Aug-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Sep-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |



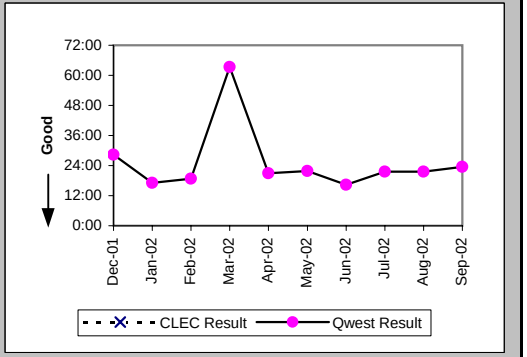

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| Jan-02 | | | | | | 14 | 15 | 93.33% | 24.94% | | | |
| Feb-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Jun-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 9 | 10 | 90.00% | 30.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

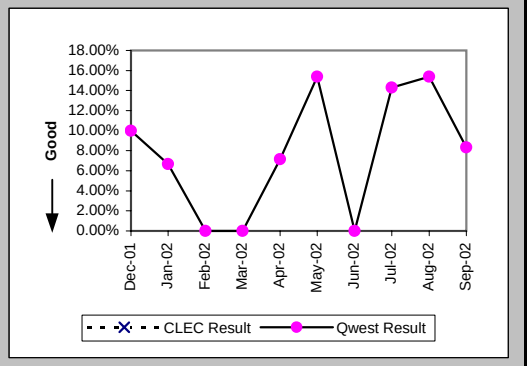
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282:49 | 10 | 28:17 | 25:30 | | | |
| Jan-02 | | | | | | 255:55 | 15 | 17:04 | 17:11 | | | |
| Feb-02 | | | | | | 225:12 | 12 | 18:46 | 17:11 | | | |
| Mar-02 | | | | | | 379:51 | 6 | 63:18 | 99:05 | | | |
| Apr-02 | | | | | | 292:29 | 14 | 20:53 | 31:07 | | | |
| May-02 | | | | | | 283:36 | 13 | 21:49 | 15:36 | | | |
| Jun-02 | | | | | | 146:43 | 9 | 16:18 | 7:38 | | | |
| Jul-02 | | | | | | 301:19 | 14 | 21:31 | 13:14 | | | |
| Aug-02 | | | | | | 279:55 | 13 | 21:32 | 15:16 | | | |
| Sep-02 | | | | | | 235:34 | 10 | 23:33 | 17:16 | | | |



## Checklist #14 - Resale - Centrex Repair

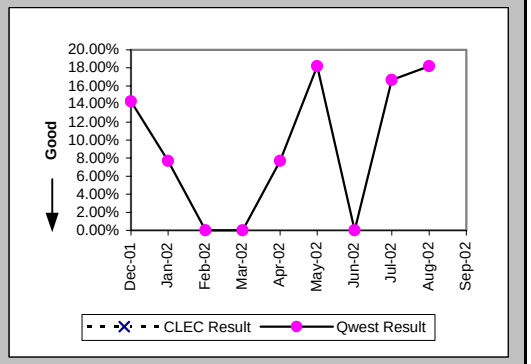
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Jan-02 | | | | | | 1 | 15 | 6.67% | 24.94% | | | |
| Feb-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 14 | 7.14% | 25.75% | | | |
| May-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Jun-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 14 | 14.29% | 34.99% | | | |
| Aug-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Sep-02 | | | | | | 1 | 12 | 8.33% | 27.64% | | | |



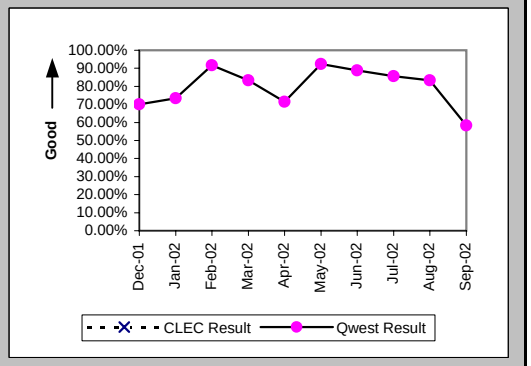

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Jan-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Feb-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| May-02 | | | | | | 2 | 11 | 18.18% | 38.57% | | | |
| Jun-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 12 | 16.67% | 37.27% | | | |
| Aug-02 | | | | | | 2 | 11 | 18.18% | 38.57% | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

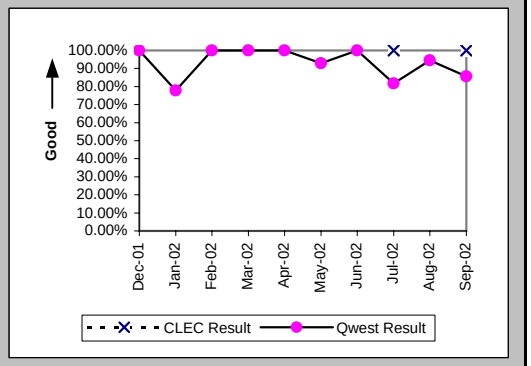
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| Jan-02 | | | | | | 11 | 15 | 73.33% | 44.22% | | | |
| Feb-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Apr-02 | | | | | | 10 | 14 | 71.43% | 45.18% | | | |
| May-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Jun-02 | | | | | | 8 | 9 | 88.89% | 31.43% | | | |
| Jul-02 | | | | | | 12 | 14 | 85.71% | 34.99% | | | |
| Aug-02 | | | | | | 10 | 12 | 83.33% | 37.27% | | | |
| Sep-02 | | | | | | 7 | 12 | 58.33% | 49.30% | | | |



## Checklist #14 - Resale - Centrex Repair

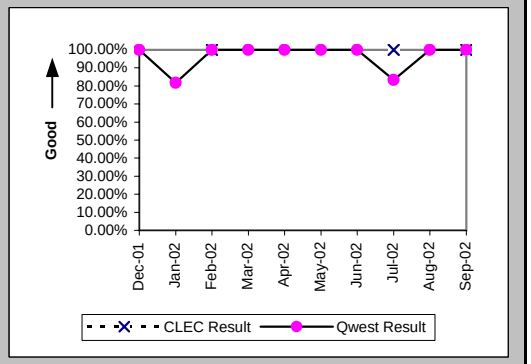
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 11 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Jun-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 9 | 11 | 81.82% | 38.57% | -0.45 | -1.27 | No |
| Aug-02 | | | | | | 17 | 18 | 94.44% | 22.91% | | | |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 12 | 14 | 85.71% | 34.99% | -0.54 | -1.33 | No |



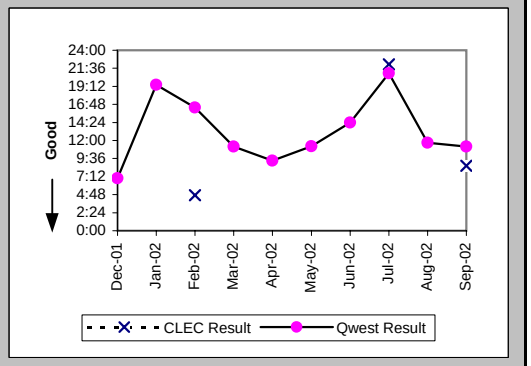

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 10 | 10 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 10 | 12 | 83.33% | 37.27% | -0.59 | -1.36 | No |
| Aug-02 | | | | | | 22 | 22 | 100.00% | 0.00% | | | |
| Sep-02 | 4 | 4 | 100.00% | 0 | 0 | 19 | 19 | 100.00% | N/A | N/A | N/A | |




### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

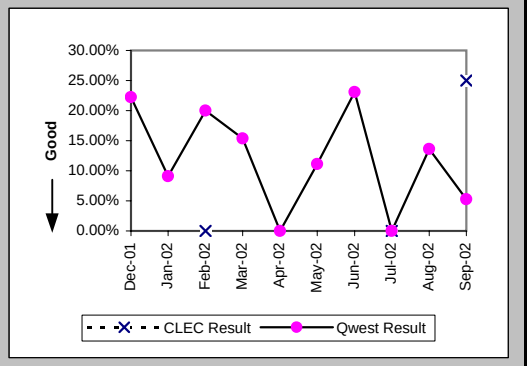
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 62:58 | 9 | 7:00 | 6:26 | | | |
| Jan-02 | | | | | | 213:14 | 11 | 19:23 | 24:32 | | | |
| Feb-02 | 4:44 | 1 | 4:44 | 0 | 0 | 163:40 | 10 | 16:22 | 14:02 | -0.79 | -1.48 | No |
| Mar-02 | | | | | | 145:22 | 13 | 11:11 | 7:52 | | | |
| Apr-02 | | | | | | 27:54 | 3 | 9:18 | 9:58 | | | |
| May-02 | | | | | | 202:24 | 18 | 11:15 | 8:16 | | | |
| Jun-02 | | | | | | 187:17 | 13 | 14:24 | 8:05 | | | |
| Jul-02 | 44:16 | 2 | 22:08 | 0 | 0 | 251:12 | 12 | 20:56 | 23:50 | 0.35 | -0.79 | No |
| Aug-02 | | | | | | 257:34 | 22 | 11:42 | 8:53 | | | |
| Sep-02 | 34:30 | 4 | 8:38 | 0 | 0 | 212:54 | 19 | 11:12 | 9:17 | -0.51 | -1.31 | No |



## Checklist #14 - Resale - Centrex Repair

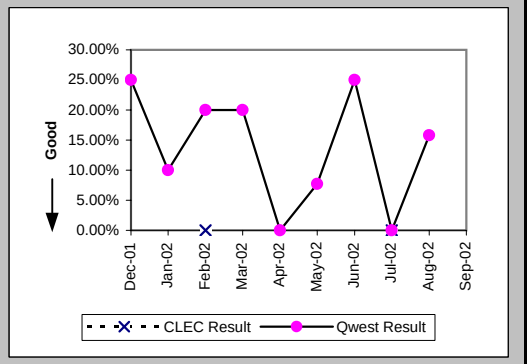
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Jan-02 | | | | | | 1 | 11 | 9.09% | 28.75% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 2 | 10 | 20.00% | 40.00% | -0.48 | -1.29 | No |
| Mar-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |
| Jun-02 | | | | | | 3 | 13 | 23.08% | 42.13% | | | |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 12 | 0.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 3 | 22 | 13.64% | 34.32% | | | |
| Sep-02 | 1 | 4 | 25.00% | 0 | 0 | 1 | 19 | 5.26% | 22.33% | 0.95 | -0.43 | No |



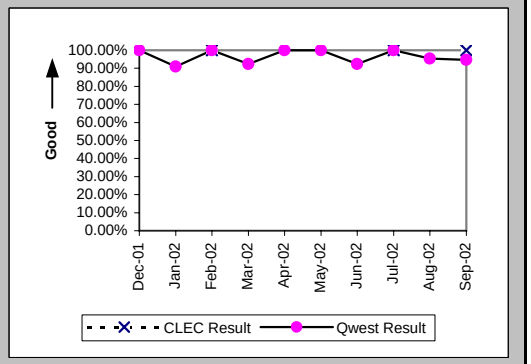

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 5 | 20.00% | 40.00% | -0.46 | -1.28 | No |
| Mar-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Apr-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Jun-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 11 | 0.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 3 | 19 | 15.79% | 36.46% | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs

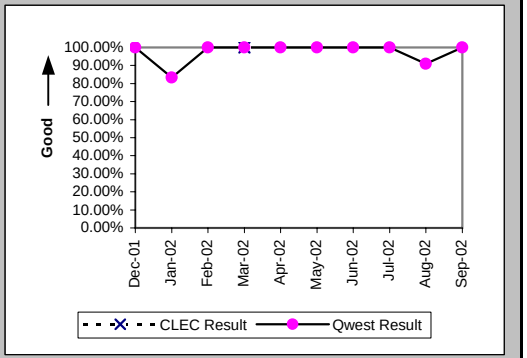
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 10 | 10 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 12 | 12 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 21 | 22 | 95.45% | 20.83% | | | |
| Sep-02 | 4 | 4 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.43 | -1.26 | No |



## Checklist #14 - Resale - Centrex Repair

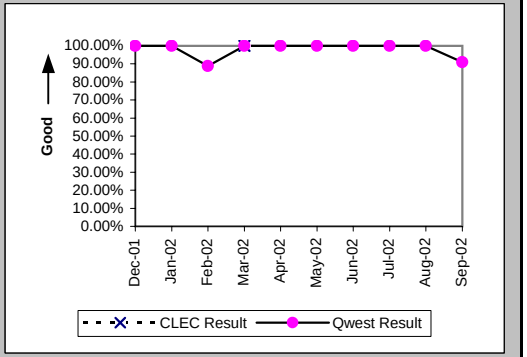
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Sep-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |



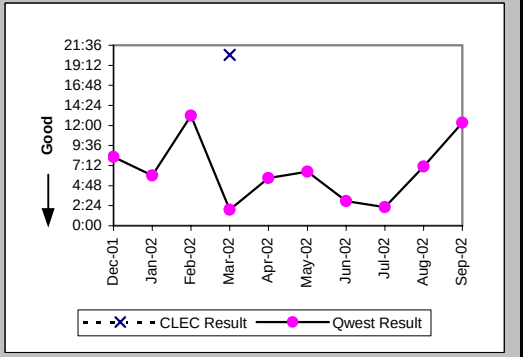

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 18 | 88.89% | 31.43% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 20 | 20 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

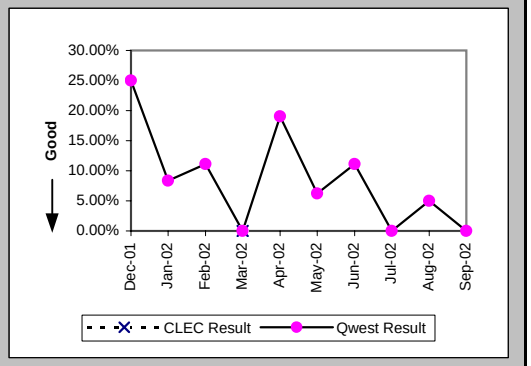
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 131:37 | 16 | 8:14 | 9:06 | | | |
| Jan-02 | | | | | | 72:03 | 12 | 6:00 | 8:22 | | | |
| Feb-02 | | | | | | 236:56 | 18 | 13:10 | 22:44 | | | |
| Mar-02 | 20:26 | 1 | 20:26 | 0 | 0 | 13:27 | 7 | 1:55 | 0:53 | 1.43 | -0.13 | No |
| Apr-02 | | | | | | 119:40 | 21 | 5:42 | 7:32 | | | |
| May-02 | | | | | | 103:25 | 16 | 6:28 | 7:51 | | | |
| Jun-02 | | | | | | 26:34 | 9 | 2:57 | 1:52 | | | |
| Jul-02 | | | | | | 22:08 | 10 | 2:13 | 2:14 | | | |
| Aug-02 | | | | | | 141:19 | 20 | 7:04 | 9:26 | | | |
| Sep-02 | | | | | | 135:45 | 11 | 12:20 | 20:01 | | | |



## Checklist #14 - Resale - Centrex Repair

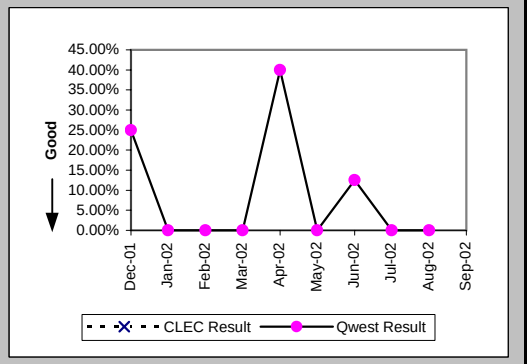
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 16 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 12 | 8.33% | 27.64% | | | |
| Feb-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 7 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 4 | 21 | 19.05% | 39.27% | | | |
| May-02 | | | | | | 1 | 16 | 6.25% | 24.21% | | | |
| Jun-02 | | | | | | 1 | 9 | 11.11% | 31.43% | | | |
| Jul-02 | | | | | | 0 | 10 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 20 | 5.00% | 21.79% | | | |
| Sep-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |



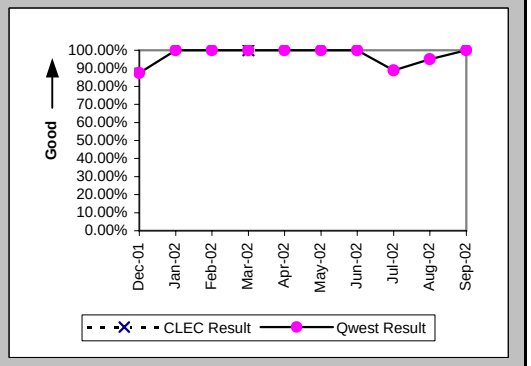

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 12 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |
| May-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 8 | 12.50% | 33.07% | | | |
| Jul-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

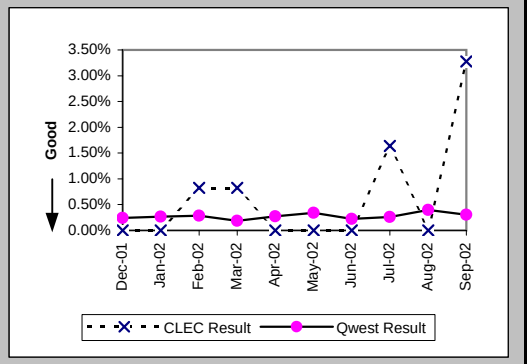
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 14 | 16 | 87.50% | 33.07% | | | |
| Jan-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 8 | 9 | 88.89% | 31.43% | | | |
| Aug-02 | | | | | | 19 | 20 | 95.00% | 21.79% | | | |
| Sep-02 | | | | | | 11 | 11 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Centrex Repair

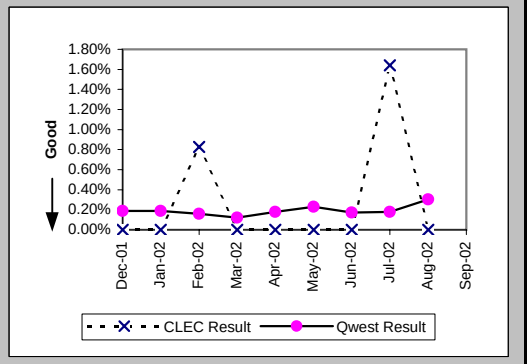
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 120 | 0.00% | 0 | 0 | 35 | 14339 | 0.24% | 4.93% | -0.54 | -1.33 | No |
| Jan-02 | 0 | 121 | 0.00% | 0 | 0 | 38 | 14238 | 0.27% | 5.16% | -0.57 | -1.34 | No |
| Feb-02 | 1 | 121 | 0.83% | 0 | 0 | 40 | 13879 | 0.29% | 5.36% | 0.94 | -0.43 | No |
| Mar-02 | 1 | 121 | 0.83% | 1 | 0 | 26 | 13888 | 0.19% | 4.32% | 1.2 | -0.27 | No |
| Apr-02 | 0 | 121 | 0.00% | 0 | 0 | 38 | 13882 | 0.27% | 5.22% | -0.57 | -1.35 | No |
| May-02 | 0 | 122 | 0.00% | 0 | 0 | 47 | 13877 | 0.34% | 5.81% | -0.64 | -1.39 | No |
| Jun-02 | 0 | 122 | 0.00% | 0 | 0 | 31 | 13908 | 0.22% | 4.72% | -0.52 | -1.32 | No |
| Jul-02 | 2 | 122 | 1.64% | 0 | 0 | 36 | 13909 | 0.26% | 5.08% | 2.02 | 0.23 | Yes |
| Aug-02 | 0 | 122 | 0.00% | 0 | 0 | 55 | 13904 | 0.40% | 6.28% | -0.69 | -1.42 | No |
| Sep-02 | 4 | 122 | 3.28% | 0 | 0 | 42 | 13923 | 0.30% | 5.48% | 3.45 | 1.1 | Yes |



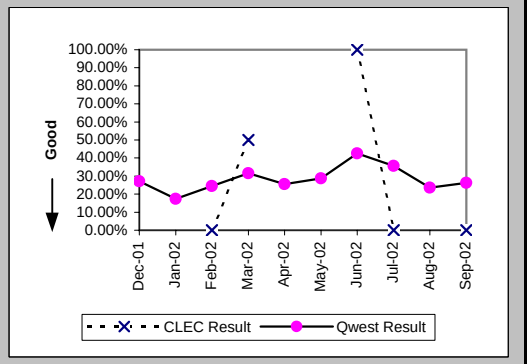

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 120 | 0.00% | 0 | 0 | 27 | 14339 | 0.19% | 4.34% | -0.47 | -1.29 | No |
| Jan-02 | 0 | 121 | 0.00% | 0 | 0 | 27 | 14238 | 0.19% | 4.35% | -0.48 | -1.29 | No |
| Feb-02 | 1 | 121 | 0.83% | 0 | 0 | 22 | 13879 | 0.16% | 3.98% | 1.3 | -0.21 | No |
| Mar-02 | 0 | 121 | 0.00% | 0 | 0 | 17 | 13888 | 0.12% | 3.50% | -0.38 | -1.23 | No |
| Apr-02 | 0 | 121 | 0.00% | 0 | 0 | 25 | 13882 | 0.18% | 4.24% | -0.47 | -1.28 | No |
| May-02 | 0 | 122 | 0.00% | 0 | 0 | 32 | 13877 | 0.23% | 4.80% | -0.53 | -1.32 | No |
| Jun-02 | 0 | 122 | 0.00% | 0 | 0 | 24 | 13908 | 0.17% | 4.15% | -0.46 | -1.28 | No |
| Jul-02 | 2 | 122 | 1.64% | 0 | 0 | 25 | 13909 | 0.18% | 4.24% | 2.3 | 0.4 | Yes |
| Aug-02 | 0 | 122 | 0.00% | 0 | 0 | 42 | 13904 | 0.30% | 5.49% | -0.61 | -1.37 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

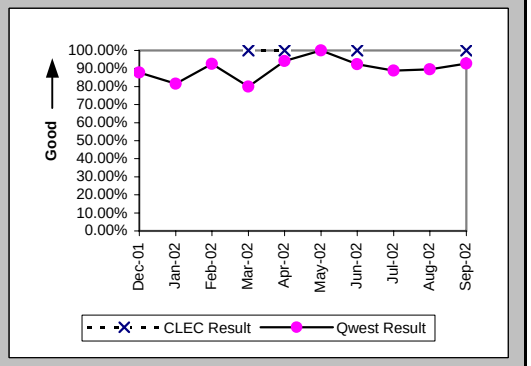
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 48 | 27.08% | 44.44% | | | |
| Jan-02 | | | | | | 8 | 46 | 17.39% | 37.90% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 53 | 24.53% | 43.03% | -0.56 | -1.34 | No |
| Mar-02 | 1 | 2 | 50.00% | 0 | 0 | 12 | 38 | 31.58% | 46.48% | 0.42 | -0.75 | No |
| Apr-02 | | | | | | 13 | 51 | 25.49% | 43.58% | | | |
| May-02 | | | | | | 19 | 66 | 28.79% | 45.28% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 23 | 54 | 42.59% | 49.45% | 0.79 | -0.52 | No |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 20 | 56 | 35.71% | 47.92% | -1.04 | -1.63 | No |
| Aug-02 | | | | | | 17 | 72 | 23.61% | 42.47% | | | |
| Sep-02 | 0 | 4 | 0.00% | 0 | 0 | 15 | 57 | 26.32% | 44.03% | -1.16 | -1.7 | No |



## Checklist #14 - Resale - Centrex 21 Installation

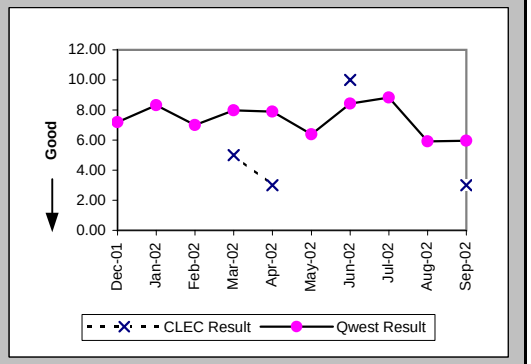
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 36 | 41 | 87.80% | 32.72% | | | |
| Jan-02 | | | | | | 44 | 54 | 81.48% | 38.84% | | | |
| Feb-02 | | | | | | 50 | 54 | 92.59% | 26.19% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 44 | 55 | 80.00% | 40.00% | -0.5 | -1.3 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 32 | 34 | 94.12% | 23.53% | -0.25 | -1.15 | No |
| May-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 24 | 26 | 92.31% | 26.65% | -0.28 | -1.17 | No |
| Jul-02 | | | | | | 32 | 36 | 88.89% | 31.43% | | | |
| Aug-02 | | | | | | 43 | 48 | 89.58% | 30.55% | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 38 | 41 | 92.68% | 26.04% | -0.28 | -1.17 | No |



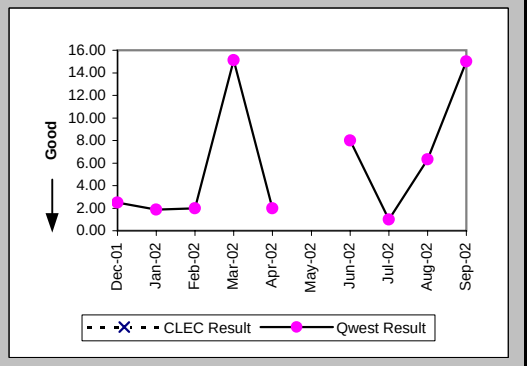

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 302 | 42 | 7.19 | 6.12 | | | |
| Jan-02 | | | | | | 466 | 56 | 8.32 | 12.91 | | | |
| Feb-02 | | | | | | 392 | 56 | 7.00 | 6.82 | | | |
| Mar-02 | 5 | 1 | 5.00 | 0 | 0 | 447 | 56 | 7.98 | 9.56 | -0.31 | -1.19 | No |
| Apr-02 | 3 | 1 | 3.00 | 0 | 0 | 276 | 35 | 7.89 | 10.06 | -0.48 | -1.29 | No |
| May-02 | | | | | | 217 | 34 | 6.38 | 7.19 | | | |
| Jun-02 | 10 | 1 | 10.00 | 0 | 0 | 236 | 28 | 8.43 | 9.04 | 0.62 | -0.62 | No |
| Jul-02 | | | | | | 318 | 36 | 8.83 | 13.27 | | | |
| Aug-02 | | | | | | 278 | 47 | 5.91 | 6.84 | | | |
| Sep-02 | 3 | 1 | 3.00 | 0 | 0 | 250 | 42 | 5.95 | 7.00 | -0.42 | -1.25 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

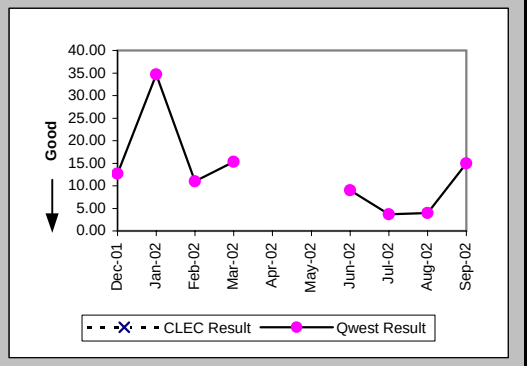
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Jan-02 | | | | | | 13 | 7 | 1.86 | 1.21 | | | |
| Feb-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Mar-02 | | | | | | 121 | 8 | 15.12 | 17.88 | | | |
| Apr-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 16 | 2 | 8.00 | 7.07 | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 19 | 3 | 6.33 | 4.04 | | | |
| Sep-02 | | | | | | 15 | 1 | 15.00 | | | | |



## Checklist #14 - Resale - Centrex 21 Installation

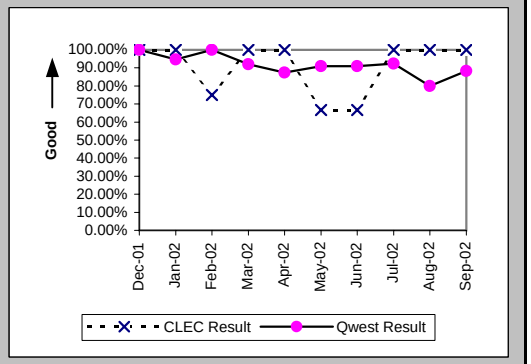
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 3 | 12.67 | 10.41 | | | |
| Jan-02 | | | | | | 104 | 3 | 34.67 | 47.37 | | | |
| Feb-02 | | | | | | 22 | 2 | 11.00 | 14.14 | | | |
| Mar-02 | | | | | | 46 | 3 | 15.33 | 10.21 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 9 | 1 | 9.00 | | | | |
| Jul-02 | | | | | | 11 | 3 | 3.67 | 2.31 | | | |
| Aug-02 | | | | | | 8 | 2 | 4.00 | 1.41 | | | |
| Sep-02 | | | | | | 30 | 2 | 15.00 | 19.80 | | | |



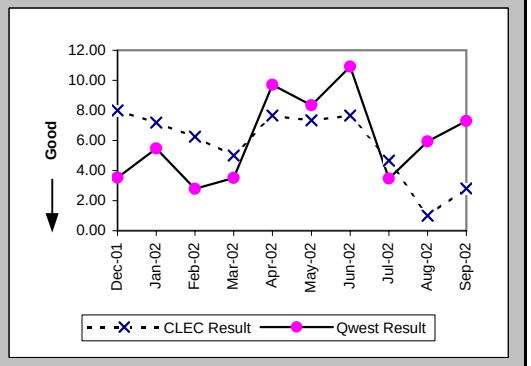

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 15 | 15 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.47 | -1.29 | No |
| Feb-02 | 3 | 4 | 75.00% | 0 | 0 | 14 | 14 | 100.00% | N/A | N/A | -0.22 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 23 | 25 | 92.00% | 27.13% | -0.29 | -1.18 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 21 | 24 | 87.50% | 33.07% | -0.62 | -1.38 | No |
| May-02 | 2 | 3 | 66.67% | 0 | 0 | 10 | 11 | 90.91% | 28.75% | 0.78 | -0.53 | No |
| Jun-02 | 2 | 3 | 66.67% | 0 | 0 | 10 | 11 | 90.91% | 28.75% | 0.78 | -0.53 | No |
| Jul-02 | 12 | 12 | 100.00% | 0 | 0 | 12 | 13 | 92.31% | 26.65% | -0.72 | -1.44 | No |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 12 | 15 | 80.00% | 40.00% | -0.48 | -1.29 | No |
| Sep-02 | 5 | 5 | 100.00% | 0 | 0 | 15 | 17 | 88.24% | 32.22% | -0.72 | -1.44 | No |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

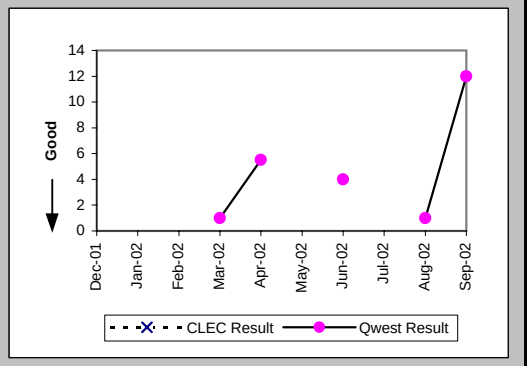
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 16 | 2 | 8.00 | 0 | 0 | 53 | 15 | 3.53 | 3.16 | 1.9 | 0.15 | Yes |
| Jan-02 | 36 | 5 | 7.20 | 0 | 0 | 104 | 19 | 5.47 | 9.60 | 0.71 | -0.57 | No |
| Feb-02 | 25 | 4 | 6.25 | 0 | 0 | 39 | 14 | 2.79 | 0.97 | 3.09 | 0.88 | Yes |
| Mar-02 | 5 | 1 | 5.00 | 0 | 0 | 88 | 25 | 3.52 | 1.42 | 1.33 | -0.19 | No |
| Apr-02 | 23 | 3 | 7.67 | 0 | 0 | 233 | 24 | 9.71 | 11.50 | -0.29 | -1.18 | No |
| May-02 | 22 | 3 | 7.33 | 0 | 0 | 100 | 12 | 8.33 | 14.11 | -0.11 | -1.07 | No |
| Jun-02 | 23 | 3 | 7.67 | 0 | 0 | 120 | 11 | 10.91 | 13.81 | -0.36 | -1.22 | No |
| Jul-02 | 56 | 12 | 4.67 | 0 | 0 | 45 | 13 | 3.46 | 1.39 | 1.49 | -0.09 | No |
| Aug-02 | 1 | 1 | 1.00 | 0 | 0 | 89 | 15 | 5.93 | 4.70 | -1.02 | -1.62 | No |
| Sep-02 | 14 | 5 | 2.80 | 0 | 0 | 124 | 17 | 7.29 | 8.36 | -1.06 | -1.64 | No |



## Checklist #14 - Resale - Centrex 21 Installation

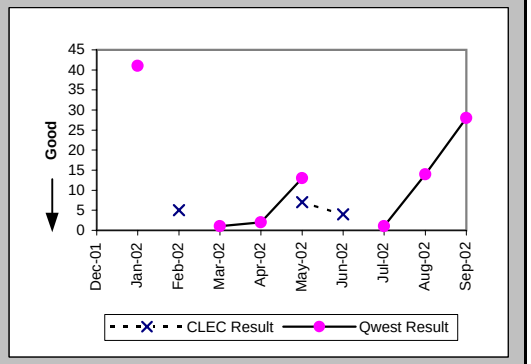
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 2 | 2 | 1.00 | 0.00 | | | |
| Sep-02 | | | | | | 12 | 1 | 12.00 | | | | |



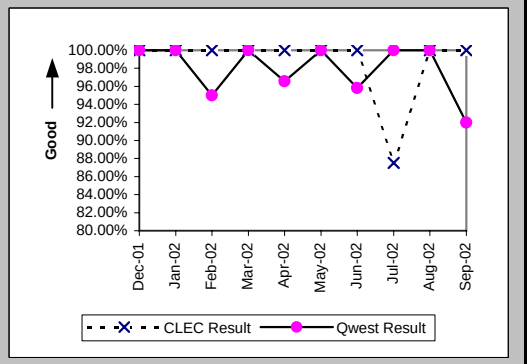

### Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 2 | 1 | 2.00 | | | | |
| May-02 | 7 | 1 | 7.00 | 0 | 0 | 13 | 1 | 13.00 | | | | |
| Jun-02 | 4 | 1 | 4.00 | 0 | 0 | | | | | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Sep-02 | | | | | | 28 | 1 | 28.00 | | | | |




### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

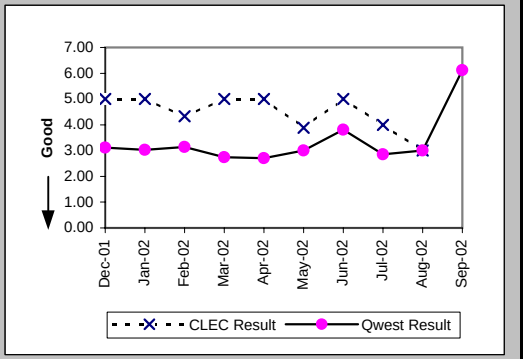
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 11 | 11 | 100.00% | 0 | 0 | 58 | 58 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 8 | 8 | 100.00% | 0 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 13 | 13 | 100.00% | 0 | 0 | 38 | 40 | 95.00% | 21.79% | -0.72 | -1.44 | No |
| Mar-02 | 23 | 23 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 6 | 6 | 100.00% | 0 | 0 | 28 | 29 | 96.55% | 18.25% | -0.42 | -1.26 | No |
| May-02 | 10 | 10 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 3 | 3 | 100.00% | 0 | 0 | 23 | 24 | 95.83% | 19.98% | -0.34 | -1.21 | No |
| Jul-02 | 14 | 16 | 87.50% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | -0.12 | No |
| Aug-02 | 11 | 11 | 100.00% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 5 | 5 | 100.00% | 0 | 0 | 23 | 25 | 92.00% | 27.13% | -0.6 | -1.37 | No |



## Checklist #14 - Resale - Centrex 21 Installation

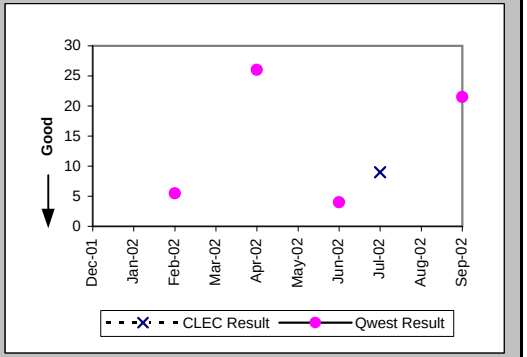
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 55 | 11 | 5.00 | 0 | 0 | 118 | 38 | 3.11 | 1.35 | 3.72 | 1.26 | Yes |
| Jan-02 | 35 | 7 | 5.00 | 1 | 0 | 94 | 31 | 3.03 | 3.22 | 0.95 | -0.42 | No |
| Feb-02 | 26 | 6 | 4.33 | 7 | 0 | 91 | 29 | 3.14 | 1.36 | 2.65 | 0.61 | Yes |
| Mar-02 | 75 | 15 | 5.00 | 8 | 0 | 52 | 19 | 2.74 | 1.52 | 3.72 | 1.26 | Yes |
| Apr-02 | 5 | 1 | 5.00 | 5 | 0 | 57 | 21 | 2.71 | 1.23 | 1.13 | -0.31 | No |
| May-02 | 31 | 8 | 3.88 | 2 | 0 | 54 | 18 | 3.00 | 1.08 | 1.94 | 0.18 | Yes |
| Jun-02 | 15 | 3 | 5.00 | 0 | 0 | 80 | 21 | 3.81 | 1.72 | 0.99 | -0.4 | No |
| Jul-02 | 16 | 4 | 4.00 | 12 | 0 | 57 | 20 | 2.85 | 1.50 | 1.64 | 0 | Yes |
| Aug-02 | 3 | 1 | 3.00 | 10 | 0 | 54 | 18 | 3.00 | 1.91 | 0 | -1 | No |
| Sep-02 | | | | | | 98 | 16 | 6.12 | 10.97 | | | |



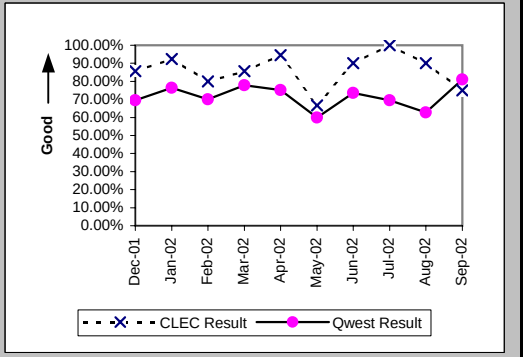

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 0.71 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 26 | 1 | 26.00 | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jul-02 | 18 | 2 | 9.00 | 0 | 0 | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 43 | 2 | 21.50 | 28.99 | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)

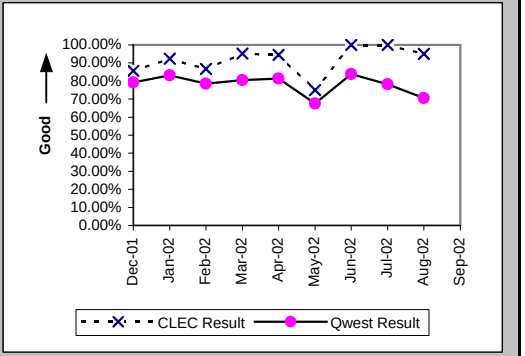
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 7 | 85.71% | 0 | 0 | 84 | 121 | 69.42% | 46.07% | -0.91 | -1.55 | No |
| Jan-02 | 12 | 13 | 92.31% | 0 | 0 | 91 | 119 | 76.47% | 42.42% | -1.28 | -1.78 | No |
| Feb-02 | 12 | 15 | 80.00% | 0 | 0 | 82 | 117 | 70.09% | 45.79% | -0.79 | -1.48 | No |
| Mar-02 | 18 | 21 | 85.71% | 0 | 0 | 84 | 108 | 77.78% | 41.57% | -0.8 | -1.49 | No |
| Apr-02 | 17 | 18 | 94.44% | 0 | 0 | 73 | 97 | 75.26% | 43.15% | -1.73 | -2.05 | No |
| May-02 | 8 | 12 | 66.67% | 0 | 0 | 48 | 80 | 60.00% | 48.99% | -0.44 | -1.27 | No |
| Jun-02 | 9 | 10 | 90.00% | 0 | 0 | 50 | 68 | 73.53% | 44.12% | -1.1 | -1.67 | No |
| Jul-02 | 18 | 18 | 100.00% | 0 | 0 | 48 | 69 | 69.57% | 46.01% | -2.5 | -2.52 | No |
| Aug-02 | 18 | 20 | 90.00% | 0 | 0 | 49 | 78 | 62.82% | 48.33% | -2.24 | -2.36 | No |
| Sep-02 | 9 | 12 | 75.00% | 0 | 0 | 68 | 84 | 80.95% | 39.27% | 0.47 | -0.71 | No |



## Checklist #14 - Resale - Centrex 21 Installation

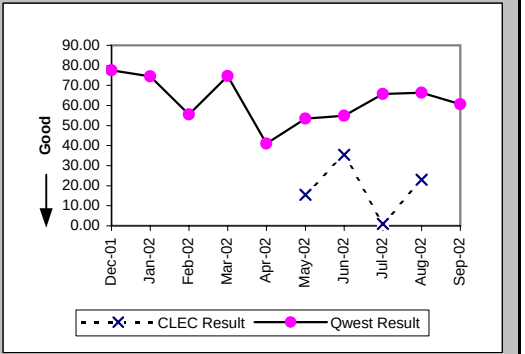
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 7 | 85.71% | 0 | 0 | 96 | 121 | 79.34% | 40.49% | -0.41 | -1.25 | No |
| Jan-02 | 12 | 13 | 92.31% | 0 | 0 | 99 | 119 | 83.19% | 37.39% | -0.83 | -1.51 | No |
| Feb-02 | 13 | 15 | 86.67% | 0 | 0 | 92 | 117 | 78.63% | 40.99% | -0.71 | -1.43 | No |
| Mar-02 | 20 | 21 | 95.24% | 0 | 0 | 87 | 108 | 80.56% | 39.58% | -1.56 | -1.95 | No |
| Apr-02 | 17 | 18 | 94.44% | 0 | 0 | 79 | 97 | 81.44% | 38.88% | -1.3 | -1.79 | No |
| May-02 | 9 | 12 | 75.00% | 0 | 0 | 54 | 80 | 67.50% | 46.84% | -0.52 | -1.31 | No |
| Jun-02 | 10 | 10 | 100.00% | 0 | 0 | 57 | 68 | 83.82% | 36.82% | -1.3 | -1.79 | No |
| Jul-02 | 18 | 18 | 100.00% | 0 | 0 | 54 | 69 | 78.26% | 41.25% | -1.99 | -2.21 | No |
| Aug-02 | 19 | 20 | 95.00% | 0 | 0 | 55 | 78 | 70.51% | 45.60% | -2.14 | -2.3 | No |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

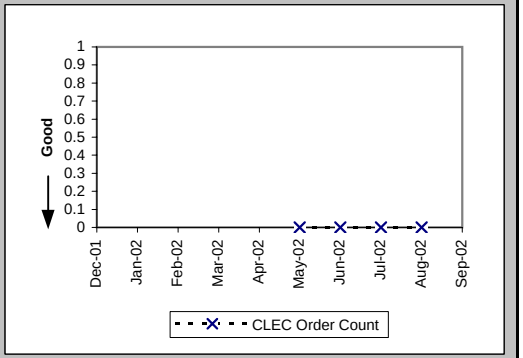
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 388 | 5 | 77.60 | 52.70 | | | |
| Jan-02 | | | | | | 522 | 7 | 74.57 | 60.87 | | | |
| Feb-02 | | | | | | 556 | 10 | 55.60 | 70.62 | | | |
| Mar-02 | | | | | | 597 | 8 | 74.62 | 85.86 | | | |
| Apr-02 | | | | | | 533 | 13 | 41.00 | 62.93 | | | |
| May-02 | 31 | 2 | 15.50 | 0 | 0 | 749 | 14 | 53.50 | 65.73 | -0.76 | -1.46 | No |
| Jun-02 | 71 | 2 | 35.50 | 0 | 0 | 932 | 17 | 54.82 | 68.76 | -0.38 | -1.23 | No |
| Jul-02 | 1 | 1 | 1.00 | 0 | 0 | 1117 | 17 | 65.71 | 75.83 | -0.83 | -1.5 | No |
| Aug-02 | 23 | 1 | 23.00 | 0 | 0 | 1394 | 21 | 66.38 | 78.74 | -0.54 | -1.33 | No |
| Sep-02 | | | | | | 1457 | 24 | 60.71 | 85.88 | | | |



## Checklist #14 - Resale - Centrex 21 Installation

Count of Pending Orders Delayed for Facilities Reasons Centrex 21 (OP-15B) (Diagnostic)

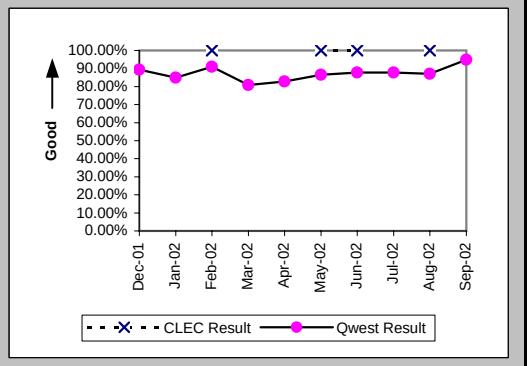
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | 0 |
| Jun-02 | 0 |
| Jul-02 | 0 |
| Aug-02 | 0 |
| Sep-02 | |



## Checklist #14 - Resale - Centrex 21 Repair

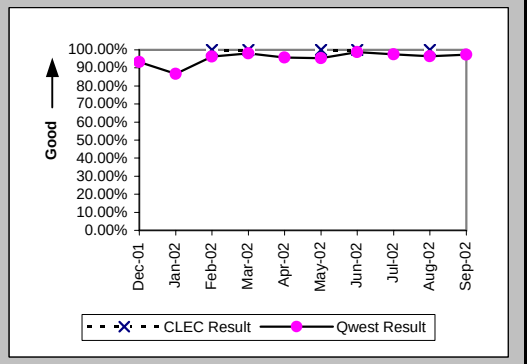
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 42 | 47 | 89.36% | 30.83% | | | |
| Jan-02 | | | | | | 51 | 60 | 85.00% | 35.71% | | | |
| Feb-02 | 1 | 1 | 100.00% | 1 | 0 | 50 | 55 | 90.91% | 28.75% | -0.31 | -1.19 | No |
| Mar-02 | | | | | | 59 | 73 | 80.82% | 39.37% | | | |
| Apr-02 | | | | | | 53 | 64 | 82.81% | 37.73% | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 58 | 67 | 86.57% | 34.10% | -0.39 | -1.24 | No |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 50 | 57 | 87.72% | 32.82% | -0.52 | -1.32 | No |
| Jul-02 | | | | | | 57 | 65 | 87.69% | 32.85% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 81 | 93 | 87.10% | 33.52% | -0.38 | -1.23 | No |
| Sep-02 | | | | | | 55 | 58 | 94.83% | 22.15% | | | |



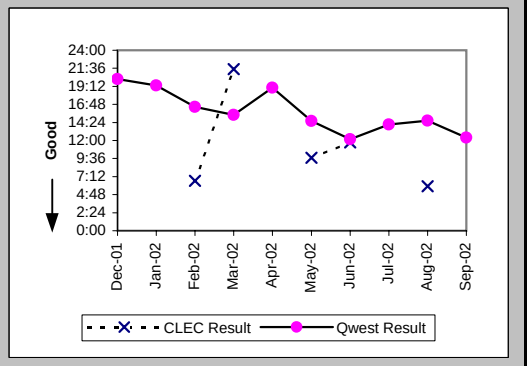

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 70 | 75 | 93.33% | 24.94% | | | |
| Jan-02 | | | | | | 65 | 75 | 86.67% | 33.99% | | | |
| Feb-02 | 1 | 1 | 100.00% | 1 | 0 | 79 | 82 | 96.34% | 18.77% | -0.19 | -1.12 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 97 | 99 | 97.98% | 14.07% | -0.14 | -1.09 | No |
| Apr-02 | | | | | | 89 | 93 | 95.70% | 20.29% | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 83 | 87 | 95.40% | 20.94% | -0.22 | -1.13 | No |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 78 | 79 | 98.73% | 11.18% | -0.16 | -1.1 | No |
| Jul-02 | | | | | | 78 | 80 | 97.50% | 15.61% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 108 | 112 | 96.43% | 18.56% | -0.19 | -1.12 | No |
| Sep-02 | | | | | | 75 | 77 | 97.40% | 15.91% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

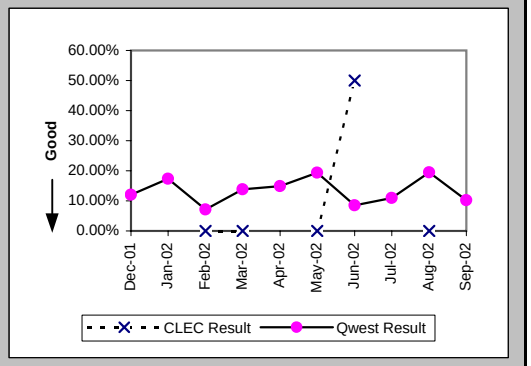
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1511:42 | 75 | 20:09 | 19:31 | | | |
| Jan-02 | | | | | | 1448:46 | 75 | 19:19 | 20:13 | | | |
| Feb-02 | 6:39 | 1 | 6:39 | 1 | 0 | 1348:14 | 82 | 16:27 | 15:09 | -0.64 | -1.39 | No |
| Mar-02 | 21:30 | 1 | 21:30 | 0 | 0 | 1522:19 | 99 | 15:23 | 13:14 | 0.39 | -0.77 | No |
| Apr-02 | | | | | | 1769:04 | 93 | 19:01 | 36:30 | | | |
| May-02 | 9:43 | 1 | 9:43 | 0 | 0 | 1272:21 | 87 | 14:37 | 13:23 | -0.36 | -1.22 | No |
| Jun-02 | 23:30 | 2 | 11:45 | 0 | 0 | 960:54 | 79 | 12:10 | 9:54 | -0.06 | -1.04 | No |
| Jul-02 | | | | | | 1131:07 | 80 | 14:08 | 16:45 | | | |
| Aug-02 | 5:54 | 1 | 5:54 | 0 | 0 | 1639:33 | 112 | 14:38 | 16:29 | -0.53 | -1.32 | No |
| Sep-02 | | | | | | 954:07 | 77 | 12:23 | 14:29 | | | |



## Checklist #14 - Resale - Centrex 21 Repair

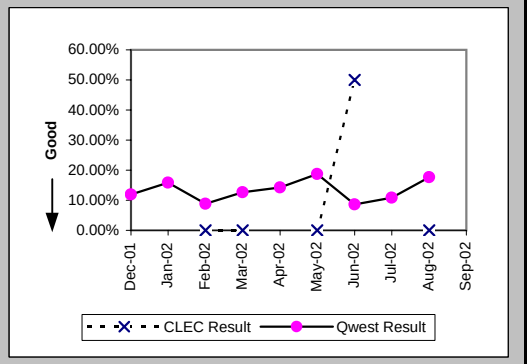
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 75 | 12.00% | 32.50% | | | |
| Jan-02 | | | | | | 13 | 75 | 17.33% | 37.85% | | | |
| Feb-02 | 0 | 1 | 0.00% | 1 | 0 | 6 | 84 | 7.14% | 25.75% | -0.28 | -1.17 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 14 | 101 | 13.86% | 34.55% | -0.4 | -1.24 | No |
| Apr-02 | | | | | | 14 | 94 | 14.89% | 35.60% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 17 | 88 | 19.32% | 39.48% | -0.49 | -1.3 | No |
| Jun-02 | 1 | 2 | 50.00% | 0 | 0 | 7 | 82 | 8.54% | 27.94% | 1.34 | -0.19 | No |
| Jul-02 | | | | | | 9 | 82 | 10.98% | 31.26% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 23 | 118 | 19.49% | 39.61% | -0.49 | -1.3 | No |
| Sep-02 | | | | | | 8 | 78 | 10.26% | 30.34% | | | |



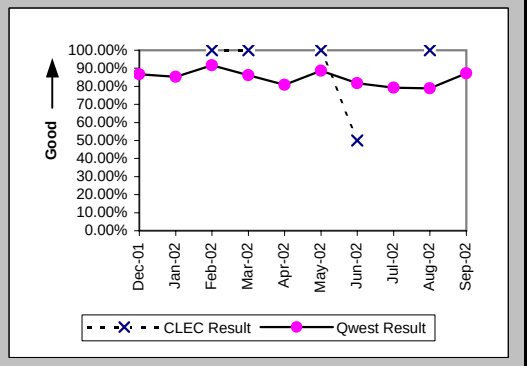

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 67 | 11.94% | 32.43% | | | |
| Jan-02 | | | | | | 10 | 63 | 15.87% | 36.54% | | | |
| Feb-02 | 0 | 1 | 0.00% | 1 | 0 | 6 | 68 | 8.82% | 28.36% | -0.31 | -1.19 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 11 | 87 | 12.64% | 33.23% | -0.38 | -1.23 | No |
| Apr-02 | | | | | | 12 | 84 | 14.29% | 34.99% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 15 | 80 | 18.75% | 39.03% | -0.48 | -1.29 | No |
| Jun-02 | 1 | 2 | 50.00% | 0 | 0 | 6 | 70 | 8.57% | 27.99% | 1.33 | -0.19 | No |
| Jul-02 | | | | | | 8 | 74 | 10.81% | 31.05% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 18 | 102 | 17.65% | 38.12% | -0.46 | -1.28 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

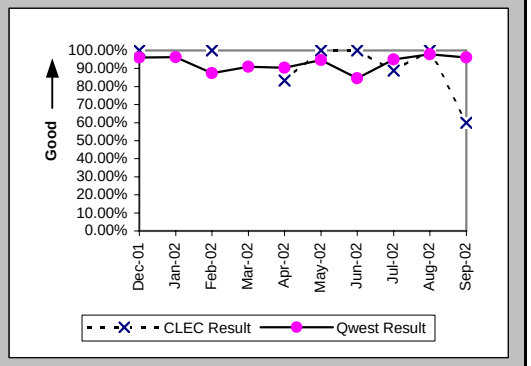
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 65 | 75 | 86.67% | 33.99% | | | |
| Jan-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| Feb-02 | 1 | 1 | 100.00% | 1 | 0 | 77 | 84 | 91.67% | 27.64% | -0.3 | -1.18 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 87 | 101 | 86.14% | 34.55% | -0.4 | -1.24 | No |
| Apr-02 | | | | | | 76 | 94 | 80.85% | 39.35% | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 78 | 88 | 88.64% | 31.74% | -0.36 | -1.22 | No |
| Jun-02 | 1 | 2 | 50.00% | 0 | 0 | 67 | 82 | 81.71% | 38.66% | 0.88 | -0.47 | No |
| Jul-02 | | | | | | 65 | 82 | 79.27% | 40.54% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 93 | 118 | 78.81% | 40.86% | -0.52 | -1.31 | No |
| Sep-02 | | | | | | 68 | 78 | 87.18% | 33.43% | | | |



## Checklist #14 - Resale - Centrex 21 Repair

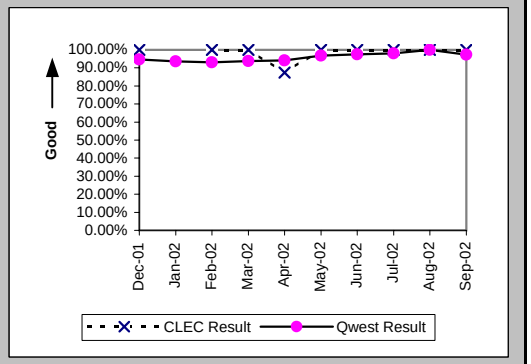
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 1 | 0 | 25 | 26 | 96.15% | 19.23% | -0.33 | -1.2 | No |
| Jan-02 | | | | | | 26 | 27 | 96.30% | 18.89% | | | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 14 | 16 | 87.50% | 33.07% | -0.6 | -1.37 | No |
| Mar-02 | | | | | | 20 | 22 | 90.91% | 28.75% | | | |
| Apr-02 | 5 | 6 | 83.33% | 2 | 0 | 19 | 21 | 90.48% | 29.35% | 0.39 | -0.76 | No |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 18 | 19 | 94.74% | 22.33% | -0.38 | -1.23 | No |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 22 | 26 | 84.62% | 36.08% | -0.58 | -1.35 | No |
| Jul-02 | 8 | 9 | 88.89% | 4 | 0 | 39 | 41 | 95.12% | 21.54% | 0.59 | -0.64 | No |
| Aug-02 | 3 | 3 | 100.00% | 5 | 0 | 45 | 46 | 97.83% | 14.58% | -0.25 | -1.15 | No |
| Sep-02 | 3 | 5 | 60.00% | 3 | 0 | 25 | 26 | 96.15% | 19.23% | 1.94 | 0.18 | Yes |



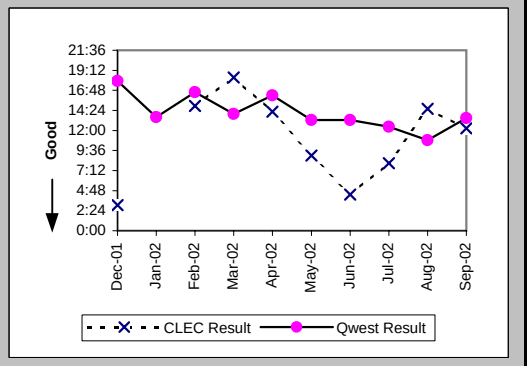

All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 1 | 0 | 35 | 37 | 94.59% | 22.61% | -0.4 | -1.24 | No |
| Jan-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 27 | 29 | 93.10% | 25.34% | -0.45 | -1.27 | No |
| Mar-02 | 1 | 1 | 100.00% | 3 | 0 | 30 | 32 | 93.75% | 24.21% | -0.25 | -1.15 | No |
| Apr-02 | 7 | 8 | 87.50% | 2 | 0 | 32 | 34 | 94.12% | 23.53% | 0.54 | -0.67 | No |
| May-02 | 4 | 4 | 100.00% | 1 | 0 | 31 | 32 | 96.88% | 17.40% | -0.34 | -1.21 | No |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 40 | 41 | 97.56% | 15.43% | -0.22 | -1.13 | No |
| Jul-02 | 10 | 10 | 100.00% | 4 | 0 | 51 | 52 | 98.08% | 13.73% | -0.41 | -1.25 | No |
| Aug-02 | 5 | 5 | 100.00% | 5 | 0 | 59 | 59 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | 5 | 5 | 100.00% | 3 | 0 | 37 | 38 | 97.37% | 16.01% | -0.35 | -1.21 | No |




Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

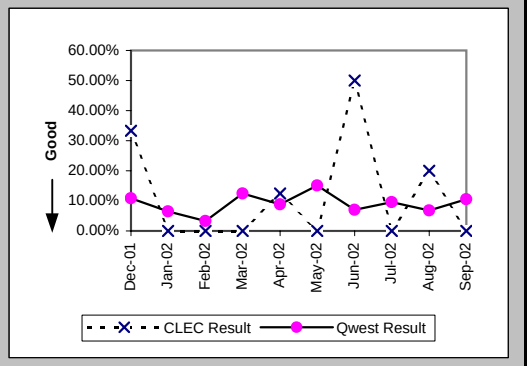
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 9:13 | 3 | 3:04 | 1 | 0 | 663:08 | 37 | 17:55 | 16:33 | -1.5 | -1.91 | No |
| Jan-02 | | | | | | 421:27 | 31 | 13:36 | 16:31 | | | |
| Feb-02 | 44:51 | 3 | 14:57 | 0 | 0 | 481:04 | 29 | 16:35 | 18:22 | -0.15 | -1.09 | No |
| Mar-02 | 18:21 | 1 | 18:21 | 3 | 0 | 447:42 | 32 | 13:59 | 16:31 | 0.34 | -0.79 | No |
| Apr-02 | 114:04 | 8 | 14:15 | 2 | 0 | 550:06 | 34 | 16:11 | 15:24 | -0.32 | -1.19 | No |
| May-02 | 36:05 | 4 | 9:01 | 1 | 0 | 423:54 | 32 | 13:15 | 12:50 | -0.62 | -1.38 | No |
| Jun-02 | 8:40 | 2 | 4:20 | 0 | 0 | 542:18 | 41 | 13:14 | 12:52 | -0.96 | -1.58 | No |
| Jul-02 | 81:03 | 10 | 8:06 | 4 | 0 | 647:04 | 52 | 12:27 | 11:22 | -1.11 | -1.67 | No |
| Aug-02 | 72:57 | 5 | 14:35 | 5 | 0 | 638:45 | 59 | 10:50 | 9:36 | 0.77 | -0.53 | No |
| Sep-02 | 61:13 | 5 | 12:15 | 3 | 0 | 512:33 | 38 | 13:29 | 13:38 | -0.19 | -1.12 | No |



## Checklist #14 - Resale - Centrex 21 Repair

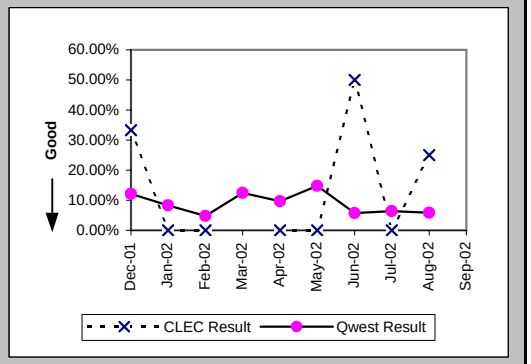
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 3 | 33.33% | 1 | 0 | 4 | 37 | 10.81% | 31.05% | 0.89 | -0.46 | No |
| Jan-02 | 0 | 1 | 0.00% | 4 | 0 | 2 | 31 | 6.45% | 24.57% | -0.26 | -1.16 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 1 | 30 | 3.33% | 17.95% | -0.31 | -1.19 | No |
| Mar-02 | 0 | 1 | 0.00% | 3 | 0 | 4 | 32 | 12.50% | 33.07% | -0.37 | -1.23 | No |
| Apr-02 | 1 | 8 | 12.50% | 2 | 0 | 3 | 34 | 8.82% | 28.36% | 0.27 | -0.84 | No |
| May-02 | 0 | 4 | 0.00% | 1 | 0 | 5 | 33 | 15.15% | 35.86% | -0.8 | -1.49 | No |
| Jun-02 | 1 | 2 | 50.00% | 0 | 0 | 3 | 43 | 6.98% | 25.48% | 1.39 | -0.16 | No |
| Jul-02 | 0 | 10 | 0.00% | 4 | 0 | 5 | 52 | 9.62% | 29.48% | -0.94 | -1.57 | No |
| Aug-02 | 1 | 5 | 20.00% | 5 | 0 | 4 | 59 | 6.78% | 25.14% | 0.86 | -0.48 | No |
| Sep-02 | 0 | 5 | 0.00% | 3 | 0 | 4 | 38 | 10.53% | 30.69% | -0.72 | -1.44 | No |



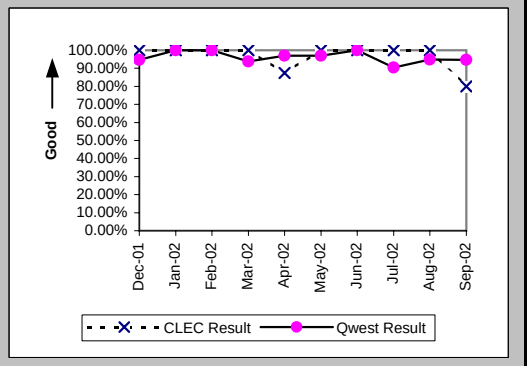

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 3 | 33.33% | 1 | 0 | 4 | 33 | 12.12% | 32.64% | 0.81 | -0.51 | No |
| Jan-02 | 0 | 1 | 0.00% | 4 | 0 | 2 | 24 | 8.33% | 27.64% | -0.3 | -1.18 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 21 | 4.76% | 21.30% | -0.22 | -1.13 | No |
| Mar-02 | | | | | | 3 | 24 | 12.50% | 33.07% | | | |
| Apr-02 | 0 | 6 | 0.00% | 2 | 0 | 3 | 31 | 9.68% | 29.57% | -0.73 | -1.45 | No |
| May-02 | 0 | 4 | 0.00% | 1 | 0 | 4 | 27 | 14.81% | 35.52% | -0.78 | -1.47 | No |
| Jun-02 | 1 | 2 | 50.00% | 0 | 0 | 2 | 35 | 5.71% | 23.21% | 1.45 | -0.12 | No |
| Jul-02 | 0 | 9 | 0.00% | 4 | 0 | 3 | 47 | 6.38% | 24.44% | -0.72 | -1.44 | No |
| Aug-02 | 1 | 4 | 25.00% | 5 | 0 | 3 | 51 | 5.88% | 23.53% | 1.07 | -0.35 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs

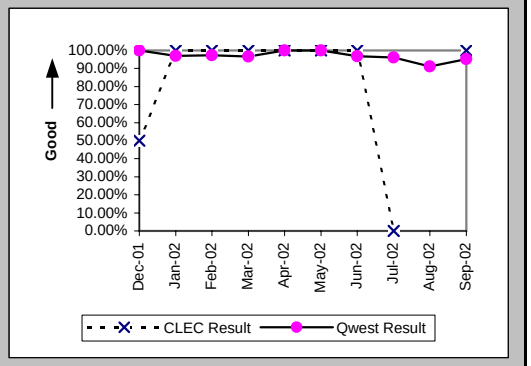
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 1 | 0 | 35 | 37 | 94.59% | 22.61% | -0.4 | -1.24 | No |
| Jan-02 | 1 | 1 | 100.00% | 4 | 0 | 31 | 31 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 30 | 30 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 3 | 0 | 30 | 32 | 93.75% | 24.21% | -0.25 | -1.15 | No |
| Apr-02 | 7 | 8 | 87.50% | 2 | 0 | 33 | 34 | 97.06% | 16.90% | 0.87 | -0.47 | No |
| May-02 | 4 | 4 | 100.00% | 1 | 0 | 32 | 33 | 96.97% | 17.14% | -0.33 | -1.2 | No |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 43 | 43 | 100.00% | N/A | N/A | N/A | |
| Jul-02 | 10 | 10 | 100.00% | 4 | 0 | 47 | 52 | 90.38% | 29.48% | -0.94 | -1.57 | No |
| Aug-02 | 5 | 5 | 100.00% | 5 | 0 | 56 | 59 | 94.92% | 21.97% | -0.5 | -1.3 | No |
| Sep-02 | 4 | 5 | 80.00% | 3 | 0 | 36 | 38 | 94.74% | 22.33% | 0.94 | -0.43 | No |



## Checklist #14 - Resale - Centrex 21 Repair

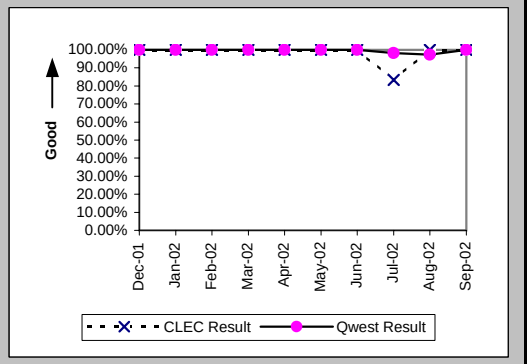
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 2 | 0 | 31 | 31 | 100.00% | N/A | N/A | 0.21 | Yes |
| Jan-02 | 1 | 1 | 100.00% | 2 | 0 | 32 | 33 | 96.97% | 17.14% | -0.17 | -1.11 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 36 | 37 | 97.30% | 16.22% | -0.16 | -1.1 | No |
| Mar-02 | 2 | 2 | 100.00% | 2 | 0 | 28 | 29 | 96.55% | 18.25% | -0.26 | -1.16 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | N/A | |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 2 | 2 | 100.00% | 0 | 0 | 30 | 31 | 96.77% | 17.67% | -0.25 | -1.15 | No |
| Jul-02 | 0 | 1 | 0.00% | 0 | 0 | 25 | 26 | 96.15% | 19.23% | 1.87 | 0.14 | Yes |
| Aug-02 | | | | | | 31 | 34 | 91.18% | 28.36% | | | |
| Sep-02 | 2 | 2 | 100.00% | 2 | 0 | 20 | 21 | 95.24% | 21.30% | -0.3 | -1.18 | No |



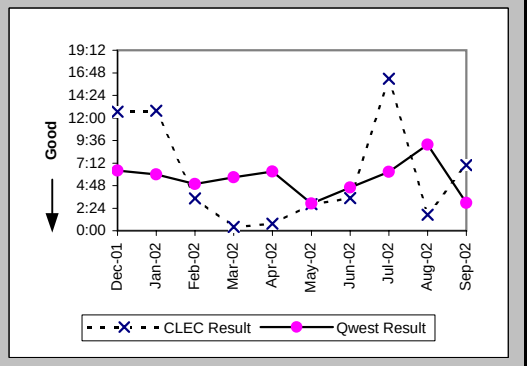

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 2 | 0 | 75 | 75 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 2 | 2 | 100.00% | 2 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 78 | 78 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 6 | 6 | 100.00% | 2 | 0 | 69 | 69 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| May-02 | 8 | 8 | 100.00% | 1 | 0 | 81 | 81 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | 7 | 7 | 100.00% | 0 | 0 | 64 | 64 | 100.00% | N/A | N/A | N/A | |
| Jul-02 | 5 | 6 | 83.33% | 0 | 0 | 55 | 56 | 98.21% | 13.24% | 1.34 | -0.18 | No |
| Aug-02 | 4 | 4 | 100.00% | 1 | 0 | 74 | 76 | 97.37% | 16.01% | -0.32 | -1.19 | No |
| Sep-02 | 4 | 4 | 100.00% | 2 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

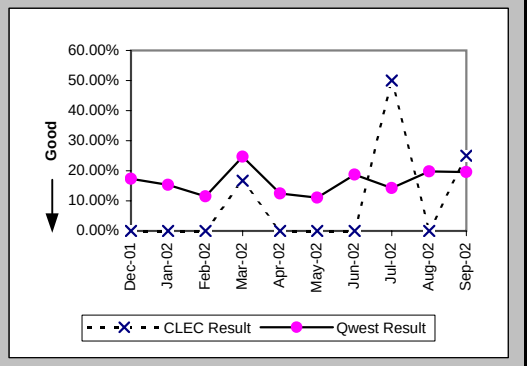
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 25:17 | 2 | 12:39 | 2 | 0 | 478:15 | 75 | 6:23 | 9:13 | 0.99 | -0.4 | No |
| Jan-02 | 25:29 | 2 | 12:45 | 2 | 0 | 432:19 | 72 | 6:00 | 8:35 | 1.24 | -0.25 | No |
| Feb-02 | 10:17 | 3 | 3:26 | 0 | 0 | 388:16 | 78 | 4:59 | 6:53 | -0.38 | -1.23 | No |
| Mar-02 | 2:25 | 6 | 0:24 | 2 | 0 | 393:07 | 69 | 5:42 | 8:52 | -1.4 | -1.85 | No |
| Apr-02 | 1:28 | 2 | 0:44 | 0 | 0 | 452:00 | 72 | 6:17 | 8:45 | -0.88 | -1.54 | No |
| May-02 | 22:33 | 8 | 2:49 | 1 | 0 | 234:05 | 81 | 2:53 | 4:49 | -0.04 | -1.02 | No |
| Jun-02 | 24:24 | 7 | 3:29 | 0 | 0 | 294:54 | 64 | 4:36 | 6:50 | -0.41 | -1.25 | No |
| Jul-02 | 96:58 | 6 | 16:10 | 0 | 0 | 350:10 | 56 | 6:15 | 13:36 | 1.11 | -0.33 | No |
| Aug-02 | 6:47 | 4 | 1:42 | 1 | 0 | 696:37 | 76 | 9:10 | 32:55 | -0.44 | -1.27 | No |
| Sep-02 | 27:53 | 4 | 6:58 | 2 | 0 | 136:39 | 46 | 2:58 | 4:16 | 1.08 | -0.34 | No |



## Checklist #14 - Resale - Centrex 21 Repair

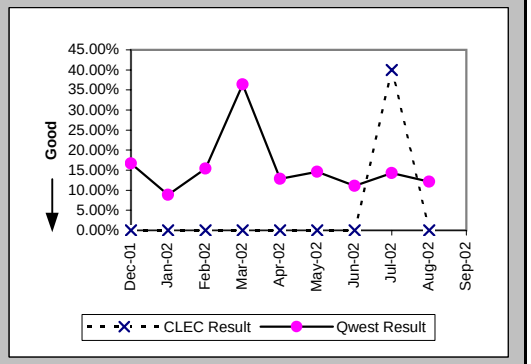
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 2 | 0 | 13 | 75 | 17.33% | 37.85% | -0.64 | -1.39 | No |
| Jan-02 | 0 | 2 | 0.00% | 2 | 0 | 11 | 72 | 15.28% | 35.98% | -0.59 | -1.36 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 9 | 78 | 11.54% | 31.95% | -0.61 | -1.37 | No |
| Mar-02 | 1 | 6 | 16.67% | 2 | 0 | 17 | 69 | 24.64% | 43.09% | -0.43 | -1.26 | No |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 9 | 72 | 12.50% | 33.07% | -0.53 | -1.32 | No |
| May-02 | 0 | 8 | 0.00% | 1 | 0 | 9 | 81 | 11.11% | 31.43% | -0.95 | -1.58 | No |
| Jun-02 | 0 | 7 | 0.00% | 0 | 0 | 12 | 64 | 18.75% | 39.03% | -1.21 | -1.73 | No |
| Jul-02 | 3 | 6 | 50.00% | 0 | 0 | 8 | 56 | 14.29% | 34.99% | 1.87 | 0.14 | Yes |
| Aug-02 | 0 | 4 | 0.00% | 1 | 0 | 15 | 76 | 19.74% | 39.80% | -0.97 | -1.59 | No |
| Sep-02 | 1 | 4 | 25.00% | 2 | 0 | 9 | 46 | 19.57% | 39.67% | 0.23 | -0.86 | No |



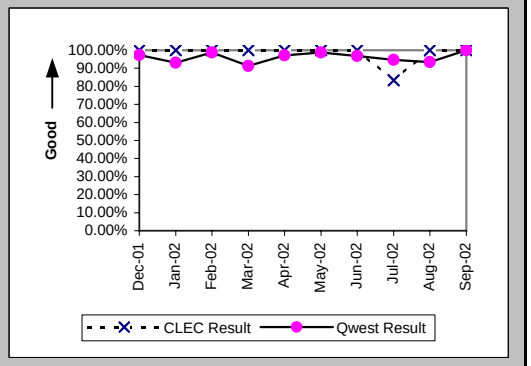

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 2 | 0 | 5 | 30 | 16.67% | 37.27% | -0.61 | -1.37 | No |
| Jan-02 | 0 | 2 | 0.00% | 2 | 0 | 4 | 45 | 8.89% | 28.46% | -0.43 | -1.26 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 4 | 26 | 15.38% | 36.08% | -0.42 | -1.25 | No |
| Mar-02 | 0 | 2 | 0.00% | 2 | 0 | 12 | 33 | 36.36% | 48.10% | -1.04 | -1.63 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 5 | 39 | 12.82% | 33.43% | -0.38 | -1.23 | No |
| May-02 | 0 | 4 | 0.00% | 1 | 0 | 7 | 48 | 14.58% | 35.29% | -0.79 | -1.48 | No |
| Jun-02 | 0 | 4 | 0.00% | 0 | 0 | 3 | 27 | 11.11% | 31.43% | -0.66 | -1.4 | No |
| Jul-02 | 2 | 5 | 40.00% | 0 | 0 | 4 | 28 | 14.29% | 34.99% | 1.19 | -0.28 | No |
| Aug-02 | 0 | 2 | 0.00% | 1 | 0 | 4 | 33 | 12.12% | 32.64% | -0.51 | -1.31 | No |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

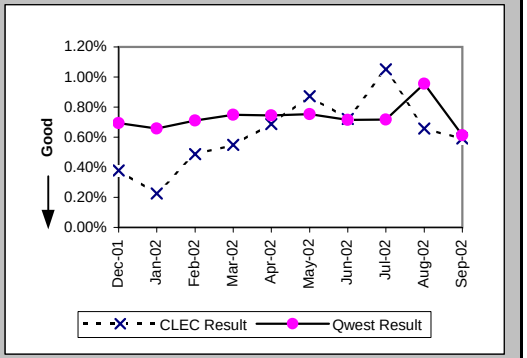
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 2 | 0 | 73 | 75 | 97.33% | 16.11% | -0.23 | -1.14 | No |
| Jan-02 | 2 | 2 | 100.00% | 2 | 0 | 67 | 72 | 93.06% | 25.42% | -0.38 | -1.23 | No |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 77 | 78 | 98.72% | 11.25% | -0.19 | -1.12 | No |
| Mar-02 | 6 | 6 | 100.00% | 2 | 0 | 63 | 69 | 91.30% | 28.18% | -0.73 | -1.44 | No |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 70 | 72 | 97.22% | 16.43% | -0.24 | -1.14 | No |
| May-02 | 8 | 8 | 100.00% | 1 | 0 | 80 | 81 | 98.77% | 11.04% | -0.3 | -1.18 | No |
| Jun-02 | 7 | 7 | 100.00% | 0 | 0 | 62 | 64 | 96.88% | 17.40% | -0.45 | -1.27 | No |
| Jul-02 | 5 | 6 | 83.33% | 0 | 0 | 53 | 56 | 94.64% | 22.52% | 0.87 | -0.47 | No |
| Aug-02 | 4 | 4 | 100.00% | 1 | 0 | 71 | 76 | 93.42% | 24.79% | -0.52 | -1.31 | No |
| Sep-02 | 4 | 4 | 100.00% | 2 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |



## Checklist #14 - Resale - Centrex 21 Repair

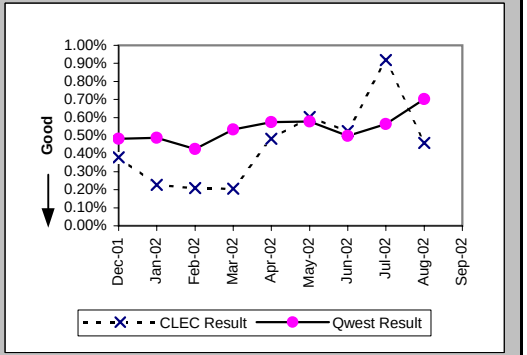
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 1319 | 0.38% | 3 | 0 | 187 | 26926 | 0.69% | 8.30% | -1.35 | -1.82 | No |
| Jan-02 | 3 | 1325 | 0.23% | 6 | 0 | 178 | 27090 | 0.66% | 8.08% | -1.89 | -2.15 | No |
| Feb-02 | 7 | 1437 | 0.49% | 1 | 0 | 192 | 26978 | 0.71% | 8.41% | -0.99 | -1.6 | No |
| Mar-02 | 8 | 1456 | 0.55% | 5 | 0 | 202 | 26989 | 0.75% | 8.62% | -0.86 | -1.52 | No |
| Apr-02 | 10 | 1454 | 0.69% | 2 | 0 | 200 | 26848 | 0.74% | 8.60% | -0.25 | -1.15 | No |
| May-02 | 13 | 1492 | 0.87% | 2 | 0 | 202 | 26832 | 0.75% | 8.64% | 0.52 | -0.69 | No |
| Jun-02 | 11 | 1523 | 0.72% | 0 | 0 | 189 | 26462 | 0.71% | 8.42% | 0.04 | -0.98 | No |
| Jul-02 | 16 | 1523 | 1.05% | 4 | 0 | 190 | 26462 | 0.72% | 8.44% | 1.49 | -0.09 | No |
| Aug-02 | 10 | 1523 | 0.66% | 6 | 0 | 253 | 26462 | 0.96% | 9.73% | -1.17 | -1.71 | No |
| Sep-02 | 9 | 1523 | 0.59% | 5 | 0 | 162 | 26462 | 0.61% | 7.80% | -0.1 | -1.06 | No |



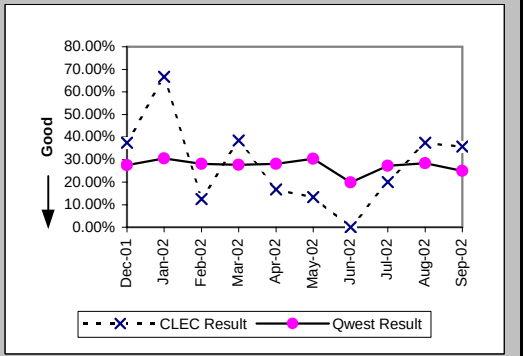

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 1319 | 0.38% | 3 | 0 | 130 | 26926 | 0.48% | 6.93% | -0.53 | -1.32 | No |
| Jan-02 | 3 | 1325 | 0.23% | 6 | 0 | 132 | 27090 | 0.49% | 6.96% | -1.33 | -1.81 | No |
| Feb-02 | 3 | 1437 | 0.21% | 1 | 0 | 115 | 26978 | 0.43% | 6.52% | -1.23 | -1.75 | No |
| Mar-02 | 3 | 1456 | 0.21% | 5 | 0 | 144 | 26989 | 0.53% | 7.28% | -1.67 | -2.02 | No |
| Apr-02 | 7 | 1454 | 0.48% | 2 | 0 | 154 | 26848 | 0.57% | 7.55% | -0.45 | -1.28 | No |
| May-02 | 9 | 1492 | 0.60% | 2 | 0 | 155 | 26832 | 0.58% | 7.58% | 0.13 | -0.92 | No |
| Jun-02 | 8 | 1523 | 0.53% | 0 | 0 | 132 | 26462 | 0.50% | 7.05% | 0.14 | -0.91 | No |
| Jul-02 | 14 | 1523 | 0.92% | 4 | 0 | 149 | 26462 | 0.56% | 7.48% | 1.81 | 0.1 | Yes |
| Aug-02 | 7 | 1523 | 0.46% | 6 | 0 | 186 | 26462 | 0.70% | 8.35% | -1.11 | -1.67 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

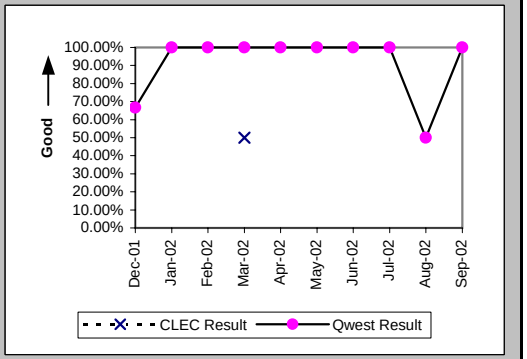
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 8 | 37.50% | 0 | 0 | 71 | 258 | 27.52% | 44.66% | 0.61 | -0.63 | No |
| Jan-02 | 6 | 9 | 66.67% | 0 | 0 | 78 | 256 | 30.47% | 46.03% | 2.15 | 0.3 | Yes |
| Feb-02 | 1 | 8 | 12.50% | 0 | 0 | 75 | 267 | 28.09% | 44.94% | -0.97 | -1.59 | No |
| Mar-02 | 5 | 13 | 38.46% | 0 | 0 | 77 | 279 | 27.60% | 44.70% | 0.83 | -0.49 | No |
| Apr-02 | 2 | 12 | 16.67% | 0 | 0 | 78 | 278 | 28.06% | 44.93% | -0.86 | -1.52 | No |
| May-02 | 2 | 15 | 13.33% | 0 | 0 | 88 | 290 | 30.34% | 45.97% | -1.4 | -1.85 | No |
| Jun-02 | 0 | 11 | 0.00% | 0 | 0 | 47 | 236 | 19.92% | 39.94% | -1.62 | -1.98 | No |
| Jul-02 | 4 | 20 | 20.00% | 0 | 0 | 71 | 261 | 27.20% | 44.50% | -0.7 | -1.42 | No |
| Aug-02 | 6 | 16 | 37.50% | 0 | 0 | 100 | 353 | 28.33% | 45.06% | 0.78 | -0.52 | No |
| Sep-02 | 5 | 14 | 35.71% | 0 | 0 | 54 | 216 | 25.00% | 43.30% | 0.87 | -0.47 | No |



## Checklist #14 - Resale - PBX Installation

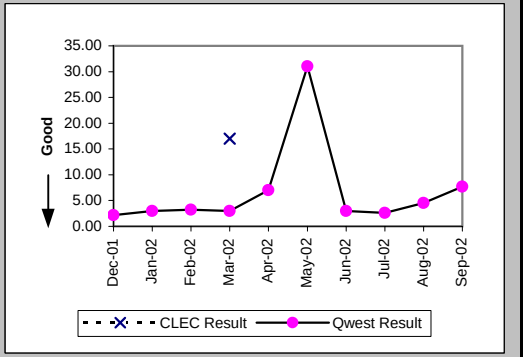
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 2 | 50.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | -0.63 | No |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |



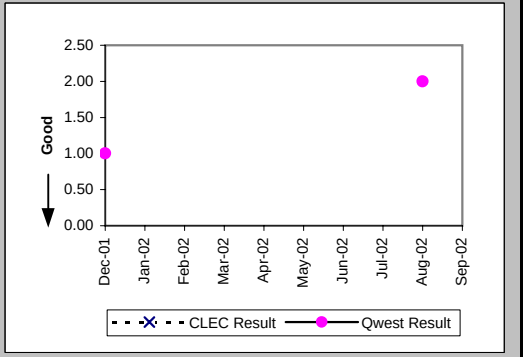

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 11 | 5 | 2.20 | 1.64 | | | |
| Jan-02 | | | | | | 12 | 4 | 3.00 | 2.16 | | | |
| Feb-02 | | | | | | 29 | 9 | 3.22 | 1.72 | | | |
| Mar-02 | 34 | 2 | 17.00 | 0 | 0 | 6 | 2 | 3.00 | 2.83 | 0.57 | -0.65 | No |
| Apr-02 | | | | | | 28 | 4 | 7.00 | 4.24 | | | |
| May-02 | | | | | | 62 | 2 | 31.00 | 39.60 | | | |
| Jun-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Jul-02 | | | | | | 13 | 5 | 2.60 | 1.52 | | | |
| Aug-02 | | | | | | 9 | 2 | 4.50 | 0.71 | | | |
| Sep-02 | | | | | | 46 | 6 | 7.67 | 6.86 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

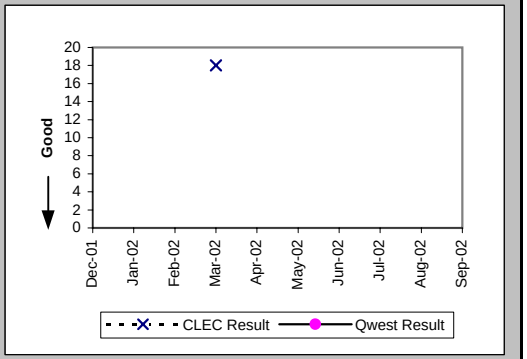
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 1.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

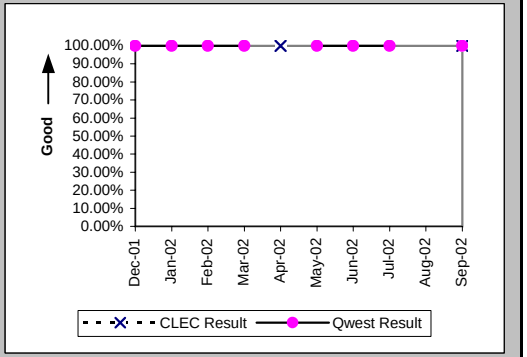
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | 18 | 1 | 18.00 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



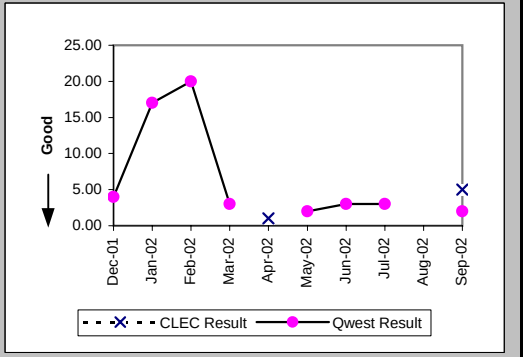

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

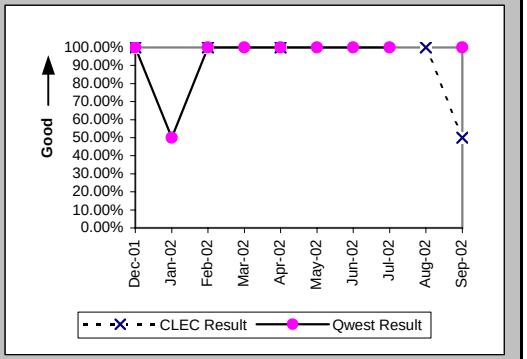
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 1 | 4.00 | | | | |
| Jan-02 | | | | | | 17 | 1 | 17.00 | | | | |
| Feb-02 | | | | | | 20 | 1 | 20.00 | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | 1 | 1 | 1.00 | 0 | 0 | | | | | | | |
| May-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Jun-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Jul-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | 5 | 1 | 5.00 | 0 | 0 | 2 | 1 | 2.00 | | | | |



## Checklist #14 - Resale - PBX Installation

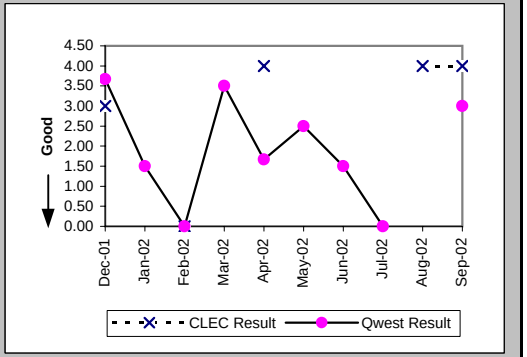
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Sep-02 | 1 | 2 | 50.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | -0.8 | No |



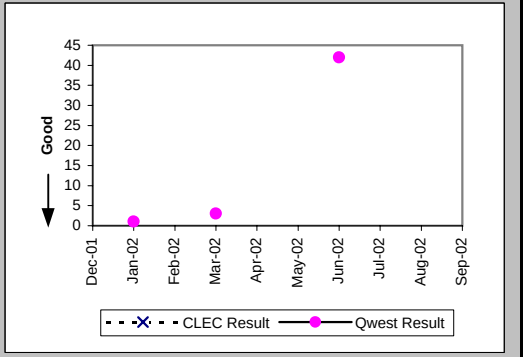

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 1 | 3.00 | 0 | 0 | 11 | 3 | 3.67 | 3.21 | -0.18 | -1.11 | No |
| Jan-02 | | | | | | 3 | 2 | 1.50 | 0.71 | | | |
| Feb-02 | 0 | 1 | 0.00 | 0 | 0 | 0 | 1 | 0.00 | | | | |
| Mar-02 | | | | | | 7 | 2 | 3.50 | 3.54 | | | |
| Apr-02 | 4 | 1 | 4.00 | 1 | 0 | 5 | 3 | 1.67 | 1.15 | 0.95 | -0.42 | No |
| May-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Jun-02 | | | | | | 3 | 2 | 1.50 | 2.12 | | | |
| Jul-02 | | | | | | 0 | 1 | 0.00 | | | | |
| Aug-02 | 4 | 1 | 4.00 | 0 | 0 | | | | | | | |
| Sep-02 | 8 | 2 | 4.00 | 0 | 0 | 3 | 1 | 3.00 | | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

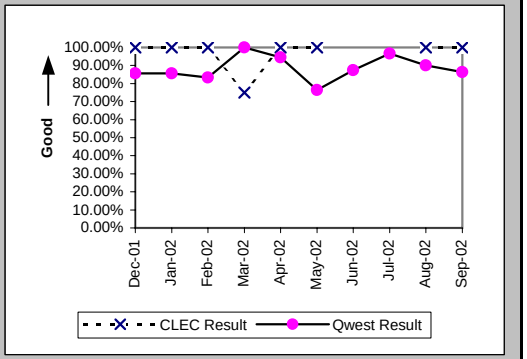
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 42 | 1 | 42.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

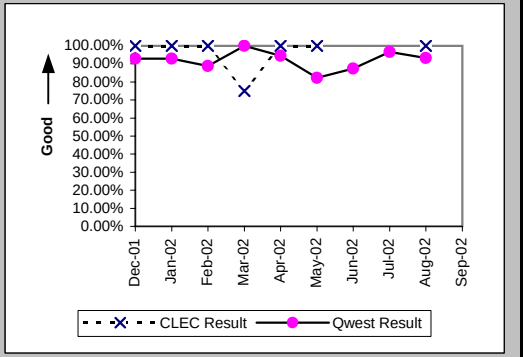
### New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 12 | 14 | 85.71% | 34.99% | -0.64 | -1.39 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 12 | 14 | 85.71% | 34.99% | -0.39 | -1.24 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 15 | 18 | 83.33% | 37.27% | -0.44 | -1.26 | No |
| Mar-02 | 3 | 4 | 75.00% | 0 | 0 | 21 | 21 | 100.00% | N/A | N/A | -0.1 | No |
| Apr-02 | 4 | 4 | 100.00% | 0 | 0 | 17 | 18 | 94.44% | 22.91% | -0.44 | -1.27 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 13 | 17 | 76.47% | 42.42% | -0.74 | -1.45 | No |
| Jun-02 | | | | | | 21 | 24 | 87.50% | 33.07% | | | |
| Jul-02 | | | | | | 28 | 29 | 96.55% | 18.25% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 27 | 30 | 90.00% | 30.00% | -0.33 | -1.2 | No |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 19 | 22 | 86.36% | 34.32% | -0.54 | -1.33 | No |



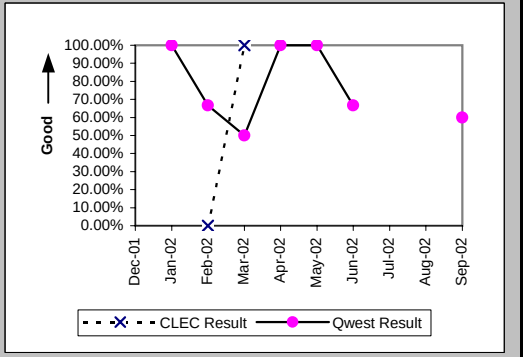

### New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 13 | 14 | 92.86% | 25.75% | -0.44 | -1.27 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 13 | 14 | 92.86% | 25.75% | -0.27 | -1.16 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 16 | 18 | 88.89% | 31.43% | -0.34 | -1.21 | No |
| Mar-02 | 3 | 4 | 75.00% | 0 | 0 | 21 | 21 | 100.00% | N/A | N/A | -0.1 | No |
| Apr-02 | 4 | 4 | 100.00% | 0 | 0 | 17 | 18 | 94.44% | 22.91% | -0.44 | -1.27 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 14 | 17 | 82.35% | 38.12% | -0.62 | -1.38 | No |
| Jun-02 | | | | | | 21 | 24 | 87.50% | 33.07% | | | |
| Jul-02 | | | | | | 28 | 29 | 96.55% | 18.25% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 28 | 30 | 93.33% | 24.94% | -0.26 | -1.16 | No |
| Sep-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

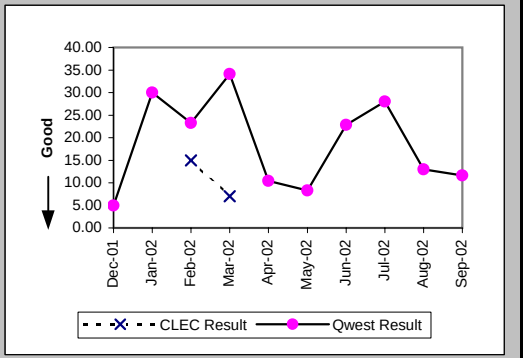
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 2 | 3 | 66.67% | 47.14% | 0.67 | -0.59 | No |
| Mar-02 | 2 | 2 | 100.00% | 1 | 0 | 2 | 4 | 50.00% | 50.00% | -1.15 | -1.7 | No |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |



## Checklist #14 - Resale - PBX Installation

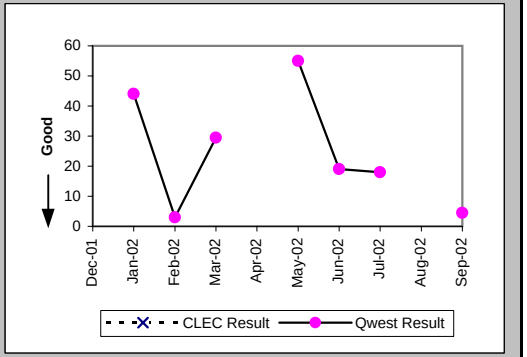
### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 1 | 5.00 | | | | |
| Jan-02 | | | | | | 120 | 4 | 30.00 | 30.07 | | | |
| Feb-02 | 15 | 1 | 15.00 | 0 | 0 | 93 | 4 | 23.25 | 32.09 | -0.23 | -1.14 | No |
| Mar-02 | 14 | 2 | 7.00 | 1 | 0 | 307 | 9 | 34.11 | 41.14 | -0.84 | -1.51 | No |
| Apr-02 | | | | | | 52 | 5 | 10.40 | 3.65 | | | |
| May-02 | | | | | | 75 | 9 | 8.33 | 1.87 | | | |
| Jun-02 | | | | | | 137 | 6 | 22.83 | 28.74 | | | |
| Jul-02 | | | | | | 28 | 1 | 28.00 | | | | |
| Aug-02 | | | | | | 13 | 1 | 13.00 | | | | |
| Sep-02 | | | | | | 58 | 5 | 11.60 | 7.16 | | | |



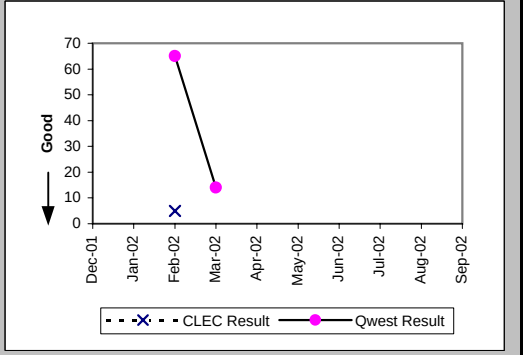

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 88 | 2 | 44.00 | 0.00 | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | 177 | 6 | 29.50 | 45.60 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 55 | 1 | 55.00 | | | | |
| Jun-02 | | | | | | 38 | 2 | 19.00 | 2.83 | | | |
| Jul-02 | | | | | | 18 | 1 | 18.00 | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 9 | 2 | 4.50 | 3.54 | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

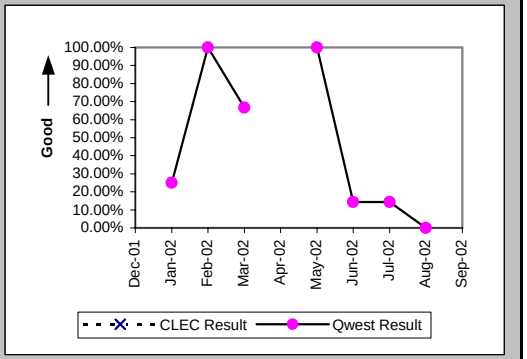
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | 65 | 1 | 65.00 | | | | |
| Mar-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

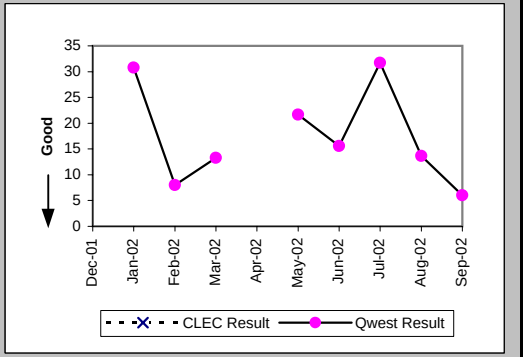
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Jul-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Aug-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



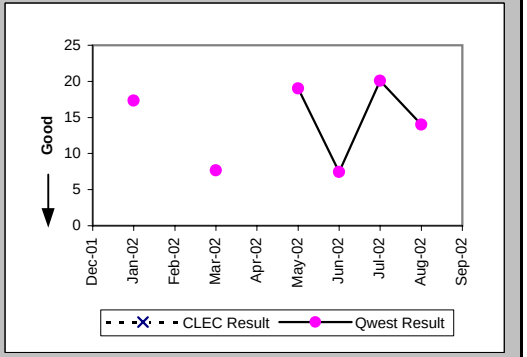

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 123 | 4 | 30.75 | 14.57 | | | |
| Feb-02 | | | | | | 40 | 5 | 8.00 | 5.83 | | | |
| Mar-02 | | | | | | 93 | 7 | 13.29 | 7.57 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 65 | 3 | 21.67 | 14.57 | | | |
| Jun-02 | | | | | | 234 | 15 | 15.60 | 5.84 | | | |
| Jul-02 | | | | | | 539 | 17 | 31.71 | 5.08 | | | |
| Aug-02 | | | | | | 342 | 25 | 13.68 | 6.23 | | | |
| Sep-02 | | | | | | 6 | 1 | 6.00 | | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

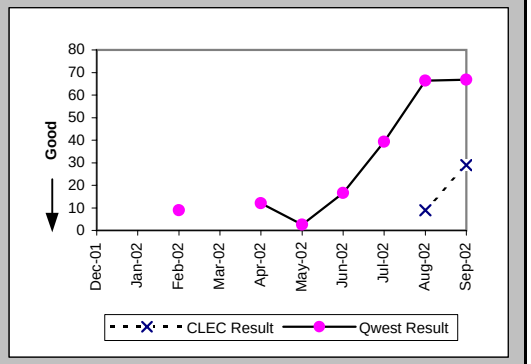
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 52 | 3 | 17.33 | 2.31 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 23 | 3 | 7.67 | 5.77 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 38 | 2 | 19.00 | 2.83 | | | |
| Jun-02 | | | | | | 52 | 7 | 7.43 | 6.55 | | | |
| Jul-02 | | | | | | 402 | 20 | 20.10 | 0.79 | | | |
| Aug-02 | | | | | | 42 | 3 | 14.00 | 15.13 | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

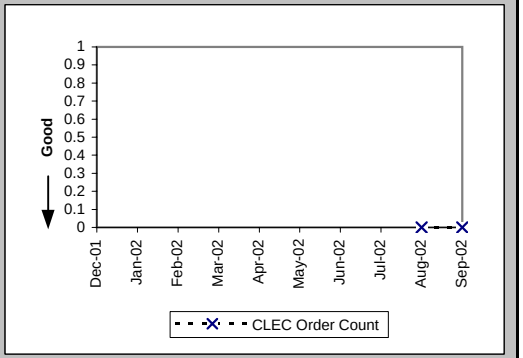
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 9 | 1 | 9.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 24 | 2 | 12.00 | 8.49 | | | |
| May-02 | | | | | | 13 | 5 | 2.60 | 2.41 | | | |
| Jun-02 | | | | | | 366 | 22 | 16.64 | 9.91 | | | |
| Jul-02 | | | | | | 157 | 4 | 39.25 | 31.89 | | | |
| Aug-02 | 9 | 1 | 9.00 | 0 | 0 | 199 | 3 | 66.33 | 37.02 | -1.34 | -1.82 | No |
| Sep-02 | 29 | 1 | 29.00 | 0 | 0 | 267 | 4 | 66.75 | 49.47 | -0.68 | -1.41 | No |



Checklist #14 - Resale - PBX Installation

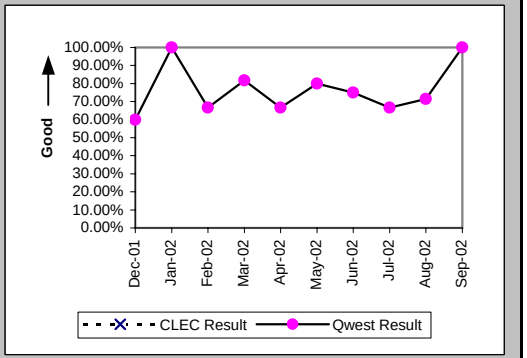
| Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | 0 |
| Sep-02 | 0 |



## Checklist #14 - Resale - PBX Repair

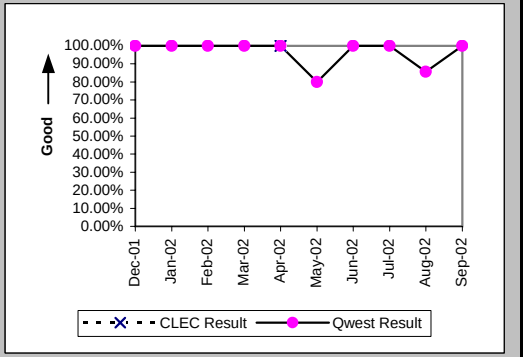
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |
| Apr-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Jun-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Jul-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Aug-02 | | | | | | 5 | 7 | 71.43% | 45.18% | | | |
| Sep-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |



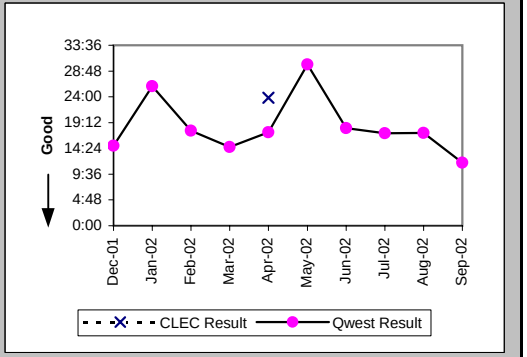

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 11 | 11 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Jun-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 6 | 7 | 85.71% | 34.99% | | | |
| Sep-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

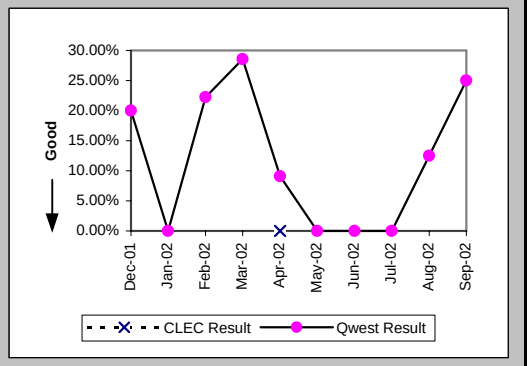
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 74:18 | 5 | 14:52 | 13:28 | | | |
| Jan-02 | | | | | | 103:59 | 4 | 26:00 | 10:07 | | | |
| Feb-02 | | | | | | 159:27 | 9 | 17:43 | 10:14 | | | |
| Mar-02 | | | | | | 204:50 | 14 | 14:38 | 10:00 | | | |
| Apr-02 | 23:49 | 1 | 23:49 | 0 | 0 | 191:36 | 11 | 17:25 | 11:58 | 0.22 | -0.87 | No |
| May-02 | | | | | | 149:58 | 5 | 30:00 | 36:36 | | | |
| Jun-02 | | | | | | 72:44 | 4 | 18:11 | 8:44 | | | |
| Jul-02 | | | | | | 137:42 | 8 | 17:13 | 16:48 | | | |
| Aug-02 | | | | | | 120:49 | 7 | 17:16 | 19:28 | | | |
| Sep-02 | | | | | | 82:08 | 7 | 11:44 | 6:22 | | | |



## Checklist #14 - Resale - PBX Repair

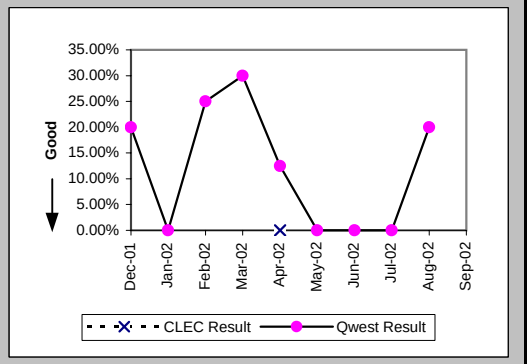
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Mar-02 | | | | | | 4 | 14 | 28.57% | 45.18% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 11 | 9.09% | 28.75% | -0.3 | -1.18 | No |
| May-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 8 | 12.50% | 33.07% | | | |
| Sep-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |



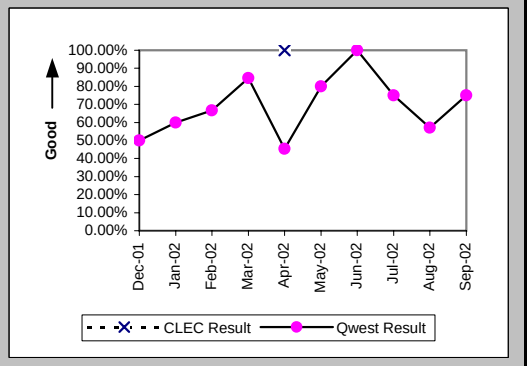

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 3 | 10 | 30.00% | 45.83% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 8 | 12.50% | 33.07% | -0.36 | -1.22 | No |
| May-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

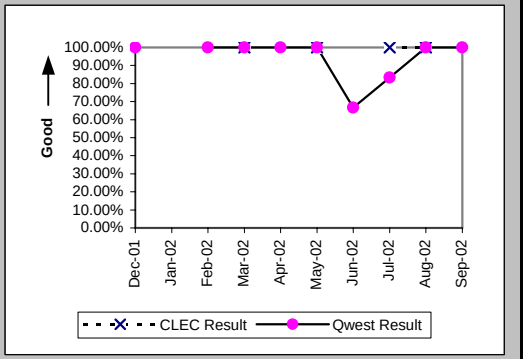
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Feb-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 11 | 13 | 84.62% | 36.08% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 11 | 45.45% | 49.79% | -1.05 | -1.64 | No |
| May-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Jun-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 6 | 8 | 75.00% | 43.30% | | | |
| Aug-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| Sep-02 | | | | | | 6 | 8 | 75.00% | 43.30% | | | |



## Checklist #14 - Resale - PBX Repair

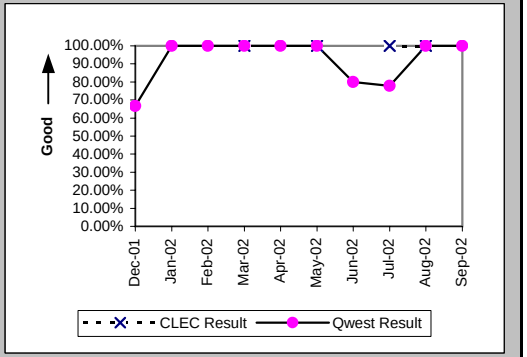
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| May-02 | 1 | 1 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 6 | 83.33% | 37.27% | -0.41 | -1.25 | No |
| Aug-02 | 2 | 2 | 100.00% | 1 | 0 | 3 | 3 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |



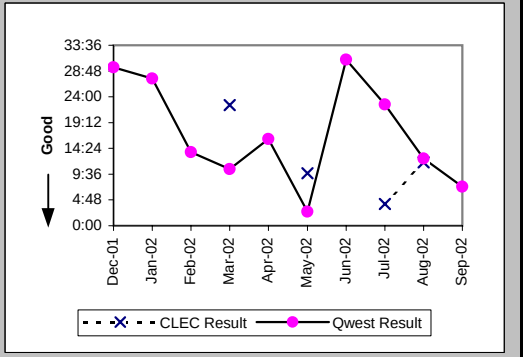

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 7 | 9 | 77.78% | 41.57% | -0.68 | -1.42 | No |
| Aug-02 | 2 | 2 | 100.00% | 1 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

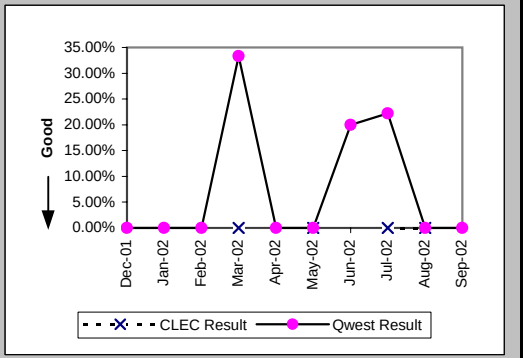
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 88:23 | 3 | 29:28 | 46:01 | | | |
| Jan-02 | | | | | | 27:26 | 1 | 27:26 | | | | |
| Feb-02 | | | | | | 54:49 | 4 | 13:42 | 11:32 | | | |
| Mar-02 | 22:29 | 1 | 22:29 | 0 | 0 | 63:13 | 6 | 10:32 | 9:07 | 0.63 | -0.61 | No |
| Apr-02 | | | | | | 96:50 | 6 | 16:08 | 7:48 | | | |
| May-02 | 29:19 | 3 | 9:46 | 1 | 0 | 2:36 | 1 | 2:36 | | | | |
| Jun-02 | | | | | | 154:37 | 5 | 30:55 | 24:13 | | | |
| Jul-02 | 8:06 | 2 | 4:03 | 0 | 0 | 203:05 | 9 | 22:34 | 34:46 | -0.68 | -1.41 | No |
| Aug-02 | 23:32 | 2 | 11:46 | 1 | 0 | 62:35 | 5 | 12:31 | 7:13 | -0.12 | -1.08 | No |
| Sep-02 | | | | | | 43:28 | 6 | 7:15 | 6:01 | | | |



## Checklist #14 - Resale - PBX Repair

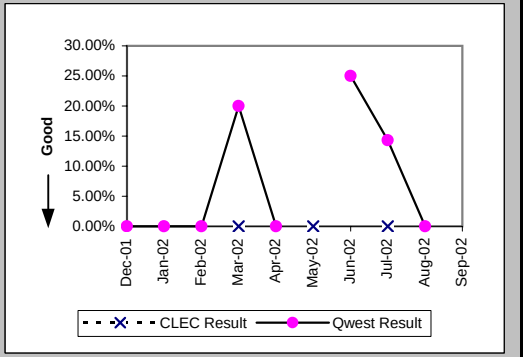
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 2 | 6 | 33.33% | 47.14% | -0.65 | -1.4 | No |
| Apr-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| May-02 | 0 | 3 | 0.00% | 1 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 2 | 9 | 22.22% | 41.57% | -0.68 | -1.42 | No |
| Aug-02 | 0 | 2 | 0.00% | 1 | 0 | 0 | 5 | 0.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |



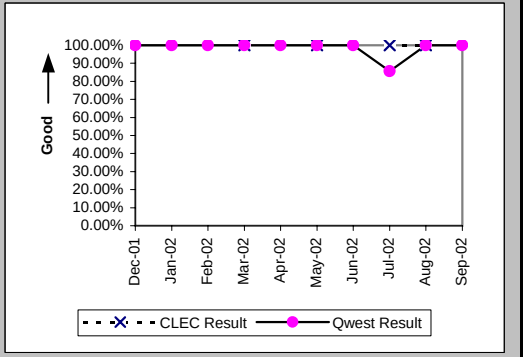

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 5 | 20.00% | 40.00% | -0.46 | -1.28 | No |
| Apr-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| May-02 | 0 | 3 | 0.00% | 1 | 0 | | | | | | | |
| Jun-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 1 | 7 | 14.29% | 34.99% | -0.51 | -1.31 | No |
| Aug-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9B) (Parity)-- Dispatches Outside MSAs

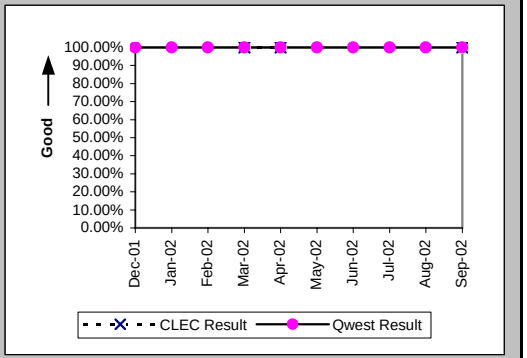
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 6 | 7 | 85.71% | 34.99% | -0.51 | -1.31 | No |
| Aug-02 | 2 | 2 | 100.00% | 1 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Sep-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - PBX Repair

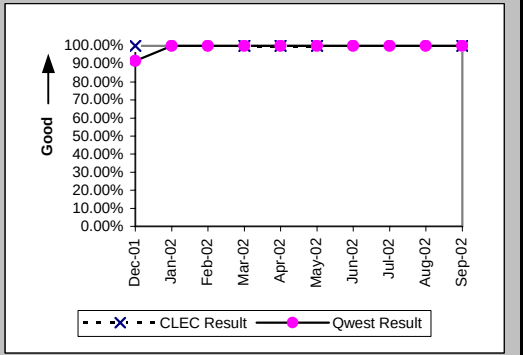
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 11 | 11 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 15 | 15 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 15 | 15 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 10 | 10 | 100.00% | N/A | N/A | N/A | |



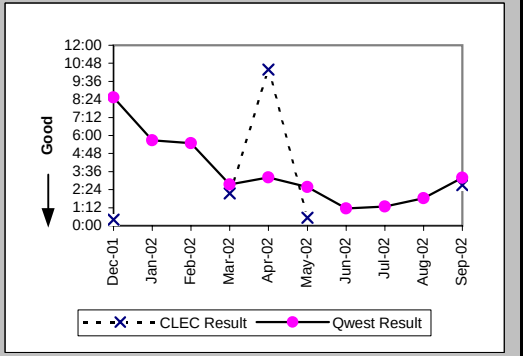

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 11 | 12 | 91.67% | 27.64% | -0.29 | -1.18 | No |
| Jan-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 2 | 2 | 100.00% | 1 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 22 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Sep-02 | 2 | 2 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

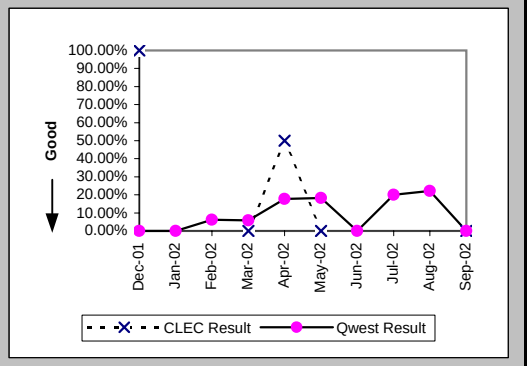
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0:24 | 1 | 0:24 | 1 | 0 | 102:19 | 12 | 8:32 | 18:16 | -0.43 | -1.26 | No |
| Jan-02 | | | | | | 90:53 | 16 | 5:41 | 9:56 | | | |
| Feb-02 | | | | | | 88:07 | 16 | 5:30 | 11:31 | | | |
| Mar-02 | 2:09 | 1 | 2:09 | 1 | 0 | 46:46 | 17 | 2:45 | 6:09 | -0.1 | -1.06 | No |
| Apr-02 | 20:46 | 2 | 10:23 | 1 | 0 | 54:39 | 17 | 3:13 | 4:46 | 1.39 | -0.16 | No |
| May-02 | 0:32 | 1 | 0:32 | 0 | 0 | 56:28 | 22 | 2:34 | 4:15 | -0.47 | -1.28 | No |
| Jun-02 | | | | | | 16:03 | 14 | 1:09 | 1:24 | | | |
| Jul-02 | | | | | | 18:57 | 15 | 1:16 | 0:57 | | | |
| Aug-02 | | | | | | 32:54 | 18 | 1:50 | 1:24 | | | |
| Sep-02 | 5:24 | 2 | 2:42 | 0 | 0 | 41:36 | 13 | 3:12 | 6:14 | -0.11 | -1.06 | No |



## Checklist #14 - Resale - PBX Repair

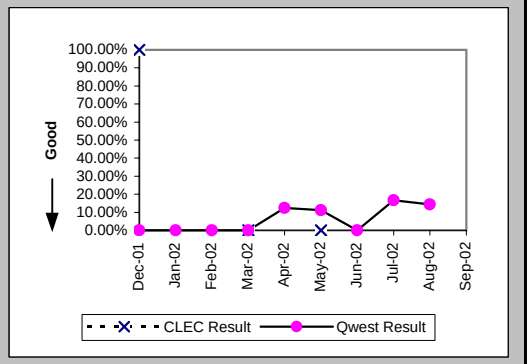
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 0 | 12 | 0.00% | N/A | N/A | 0.15 | Yes |
| Jan-02 | | | | | | 0 | 16 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 16 | 6.25% | 24.21% | | | |
| Mar-02 | 0 | 1 | 0.00% | 1 | 0 | 1 | 17 | 5.88% | 23.53% | -0.24 | -1.15 | No |
| Apr-02 | 1 | 2 | 50.00% | 1 | 0 | 3 | 17 | 17.65% | 38.12% | 0.8 | -0.51 | No |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 4 | 22 | 18.18% | 38.57% | -0.46 | -1.28 | No |
| Jun-02 | | | | | | 0 | 14 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 3 | 15 | 20.00% | 40.00% | | | |
| Aug-02 | | | | | | 4 | 18 | 22.22% | 41.57% | | | |
| Sep-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 13 | 0.00% | N/A | N/A | N/A | |



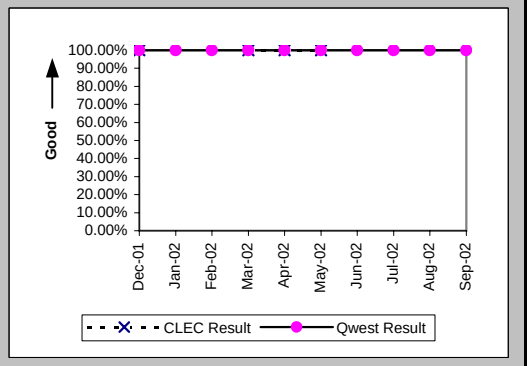

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 0 | 6 | 0.00% | N/A | N/A | -0.04 | No |
| Jan-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 7 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 1 | 0.00% | 1 | 0 | 0 | 7 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 1 | 8 | 12.50% | 33.07% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 9 | 11.11% | 31.43% | -0.34 | -1.2 | No |
| Jun-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 1 | 6 | 16.67% | 37.27% | | | |
| Aug-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

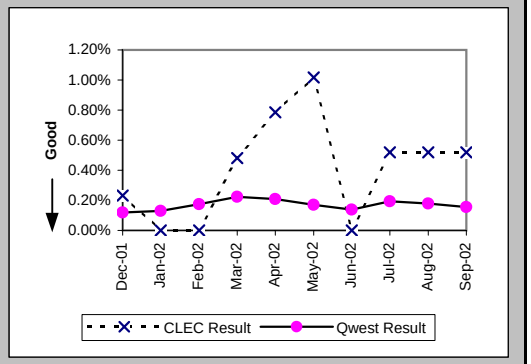
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 8 | 8 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 8 | 8 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 14 | 14 | 100.00% | N/A | N/A | N/A | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - PBX Repair

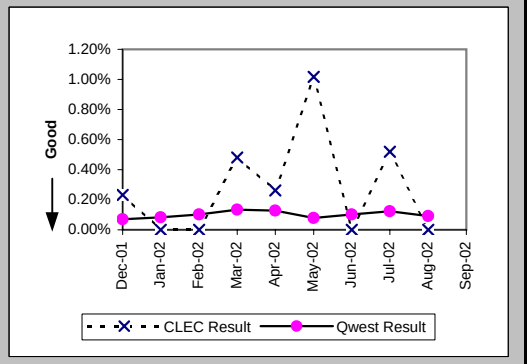
### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 431 | 0.23% | 1 | 0 | 20 | 16846 | 0.12% | 3.44% | 0.65 | -0.6 | No |
| Jan-02 | 0 | 418 | 0.00% | 0 | 0 | 22 | 16850 | 0.13% | 3.61% | -0.73 | -1.44 | No |
| Feb-02 | 0 | 416 | 0.00% | 0 | 0 | 29 | 16623 | 0.17% | 4.17% | -0.84 | -1.51 | No |
| Mar-02 | 2 | 416 | 0.48% | 1 | 0 | 37 | 16529 | 0.22% | 4.73% | 1.01 | -0.39 | No |
| Apr-02 | 3 | 382 | 0.79% | 3 | 0 | 34 | 16321 | 0.21% | 4.56% | 1.91 | 0.16 | Yes |
| May-02 | 4 | 393 | 1.02% | 1 | 0 | 28 | 16362 | 0.17% | 4.13% | 2.74 | 0.67 | Yes |
| Jun-02 | 0 | 386 | 0.00% | 0 | 0 | 23 | 16673 | 0.14% | 3.71% | -0.72 | -1.44 | No |
| Jul-02 | 2 | 386 | 0.52% | 2 | 0 | 33 | 17058 | 0.19% | 4.39% | 1.24 | -0.25 | No |
| Aug-02 | 2 | 386 | 0.52% | 1 | 0 | 31 | 17302 | 0.18% | 4.23% | 1.32 | -0.2 | No |
| Sep-02 | 2 | 386 | 0.52% | 0 | 0 | 27 | 17341 | 0.16% | 3.94% | 1.45 | -0.12 | No |



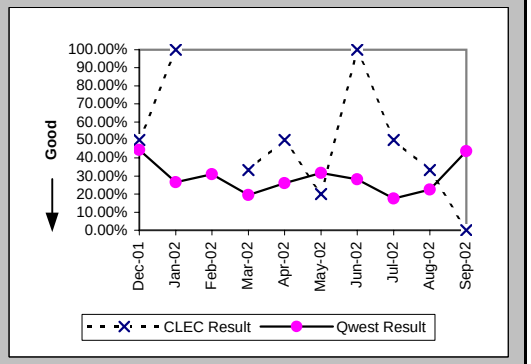

### Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 431 | 0.23% | 1 | 0 | 12 | 16846 | 0.07% | 2.67% | 1 | -0.39 | No |
| Jan-02 | 0 | 418 | 0.00% | 0 | 0 | 14 | 16850 | 0.08% | 2.88% | -0.58 | -1.35 | No |
| Feb-02 | 0 | 416 | 0.00% | 0 | 0 | 17 | 16623 | 0.10% | 3.20% | -0.64 | -1.39 | No |
| Mar-02 | 2 | 416 | 0.48% | 1 | 0 | 22 | 16529 | 0.13% | 3.65% | 1.52 | -0.08 | No |
| Apr-02 | 1 | 382 | 0.26% | 3 | 0 | 21 | 16321 | 0.13% | 3.58% | 0.68 | -0.59 | No |
| May-02 | 4 | 393 | 1.02% | 1 | 0 | 13 | 16362 | 0.08% | 2.82% | 3.52 | 1.14 | Yes |
| Jun-02 | 0 | 386 | 0.00% | 0 | 0 | 17 | 16673 | 0.10% | 3.19% | -0.62 | -1.38 | No |
| Jul-02 | 2 | 386 | 0.52% | 2 | 0 | 21 | 17058 | 0.12% | 3.51% | 1.66 | 0.01 | Yes |
| Aug-02 | 0 | 386 | 0.00% | 0 | 0 | 16 | 17302 | 0.09% | 3.04% | -0.59 | -1.36 | No |
| Sep-02 | | | | | | | | | | | | |




### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

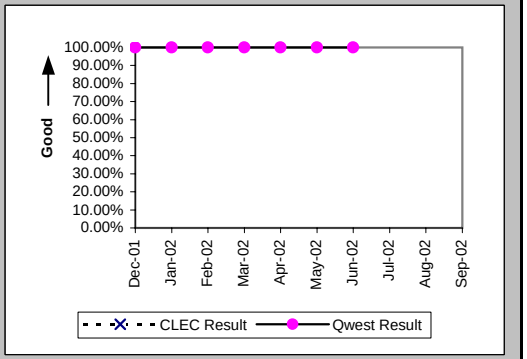
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 0 | 0 | 16 | 36 | 44.44% | 49.69% | 0.06 | -0.96 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 8 | 30 | 26.67% | 44.22% | 1.09 | -0.34 | No |
| Feb-02 | | | | | | 13 | 42 | 30.95% | 46.23% | | | |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 9 | 46 | 19.57% | 39.67% | 0.48 | -0.71 | No |
| Apr-02 | 3 | 6 | 50.00% | 0 | 0 | 12 | 46 | 26.09% | 43.91% | 1.12 | -0.32 | No |
| May-02 | 1 | 5 | 20.00% | 0 | 0 | 13 | 41 | 31.71% | 46.53% | -0.53 | -1.32 | No |
| Jun-02 | 1 | 1 | 100.00% | 0 | 0 | 9 | 32 | 28.13% | 44.96% | 1.06 | -0.36 | No |
| Jul-02 | 2 | 4 | 50.00% | 0 | 0 | 7 | 40 | 17.50% | 38.00% | 1.32 | -0.2 | No |
| Aug-02 | 1 | 3 | 33.33% | 0 | 0 | 9 | 40 | 22.50% | 41.76% | 0.36 | -0.78 | No |
| Sep-02 | 0 | 2 | 0.00% | 0 | 0 | 21 | 48 | 43.75% | 49.61% | -1.22 | -1.74 | No |



## Checklist #14 - Resale - Basic ISDN Installation

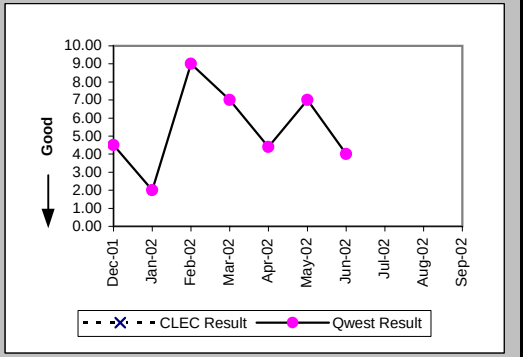
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



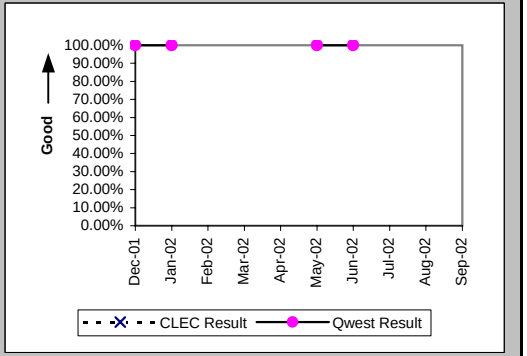

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 4 | 4.50 | 2.52 | | | |
| Jan-02 | | | | | | 4 | 2 | 2.00 | 2.83 | | | |
| Feb-02 | | | | | | 9 | 1 | 9.00 | | | | |
| Mar-02 | | | | | | 7 | 1 | 7.00 | | | | |
| Apr-02 | | | | | | 22 | 5 | 4.40 | 1.52 | | | |
| May-02 | | | | | | 21 | 3 | 7.00 | 2.65 | | | |
| Jun-02 | | | | | | 8 | 2 | 4.00 | 0.00 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

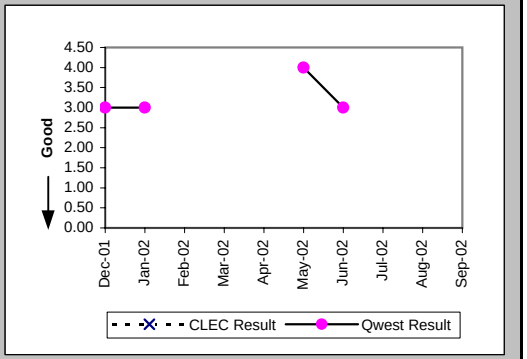
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

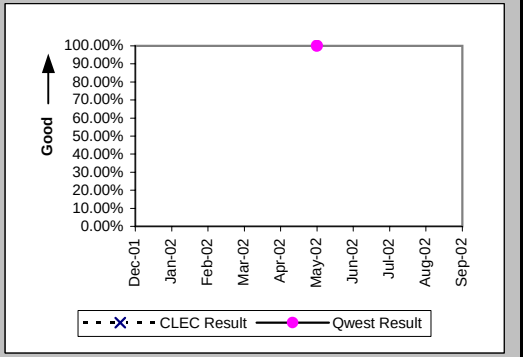
### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 4 | 3.00 | 0.00 | | | |
| Jan-02 | | | | | | 9 | 3 | 3.00 | 0.00 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 8 | 2 | 4.00 | 1.41 | | | |
| Jun-02 | | | | | | 15 | 5 | 3.00 | 0.00 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



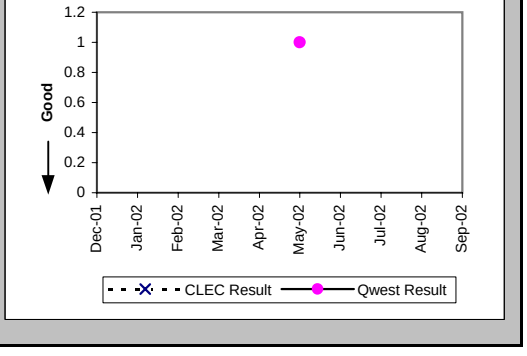

### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

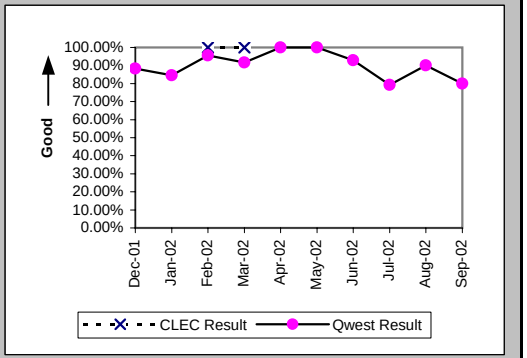
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

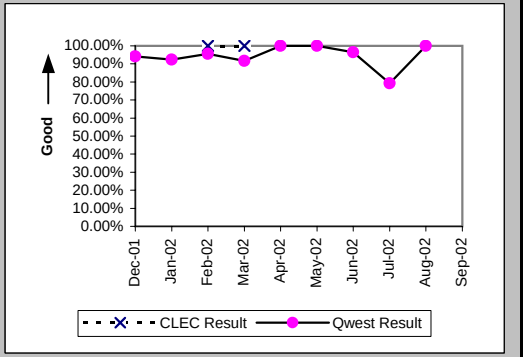
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 30 | 34 | 88.24% | 32.22% | | | |
| Jan-02 | | | | | | 22 | 26 | 84.62% | 36.08% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.21 | -1.13 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -0.3 | -1.18 | No |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 26 | 28 | 92.86% | 25.75% | | | |
| Jul-02 | | | | | | 19 | 24 | 79.17% | 40.61% | | | |
| Aug-02 | | | | | | 18 | 20 | 90.00% | 30.00% | | | |
| Sep-02 | | | | | | 12 | 15 | 80.00% | 40.00% | | | |



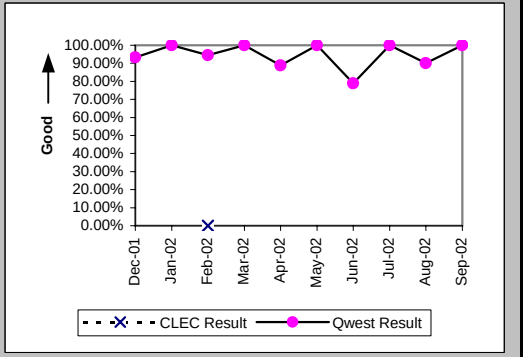

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| Jan-02 | | | | | | 24 | 26 | 92.31% | 26.65% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.21 | -1.13 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -0.3 | -1.18 | No |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 27 | 28 | 96.43% | 18.56% | | | |
| Jul-02 | | | | | | 19 | 24 | 79.17% | 40.61% | | | |
| Aug-02 | | | | | | 20 | 20 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |




Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

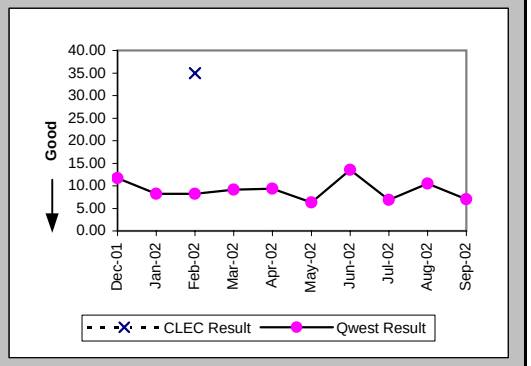
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 14 | 15 | 93.33% | 24.94% | | | |
| Jan-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 17 | 18 | 94.44% | 22.91% | 1.7 | 0.04 | Yes |
| Mar-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 16 | 18 | 88.89% | 31.43% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 15 | 19 | 78.95% | 40.77% | | | |
| Jul-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 18 | 20 | 90.00% | 30.00% | | | |
| Sep-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Basic ISDN Installation

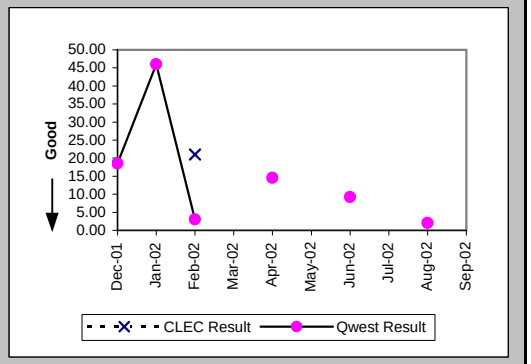
### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 199 | 17 | 11.71 | 8.37 | | | |
| Jan-02 | | | | | | 140 | 17 | 8.24 | 13.25 | | | |
| Feb-02 | 35 | 1 | 35.00 | 0 | 0 | 148 | 18 | 8.22 | 5.01 | 1.91 | 0.16 | Yes |
| Mar-02 | | | | | | 220 | 24 | 9.17 | 4.41 | | | |
| Apr-02 | | | | | | 169 | 18 | 9.39 | 8.44 | | | |
| May-02 | | | | | | 107 | 17 | 6.29 | 3.53 | | | |
| Jun-02 | | | | | | 258 | 19 | 13.58 | 13.99 | | | |
| Jul-02 | | | | | | 96 | 14 | 6.86 | 5.20 | | | |
| Aug-02 | | | | | | 189 | 18 | 10.50 | 4.64 | | | |
| Sep-02 | | | | | | 35 | 5 | 7.00 | 3.39 | | | |



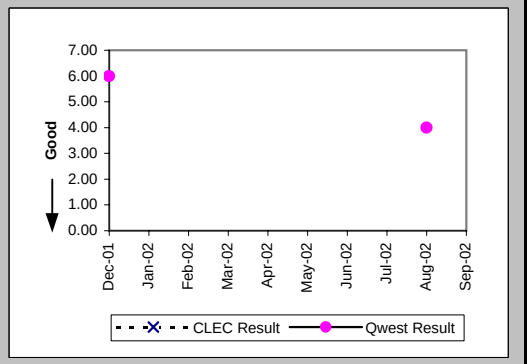

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 37 | 2 | 18.50 | 4.95 | | | |
| Jan-02 | | | | | | 46 | 1 | 46.00 | | | | |
| Feb-02 | 21 | 1 | 21.00 | 0 | 0 | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 29 | 2 | 14.50 | 14.85 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 37 | 4 | 9.25 | 6.24 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Sep-02 | | | | | | | | | | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

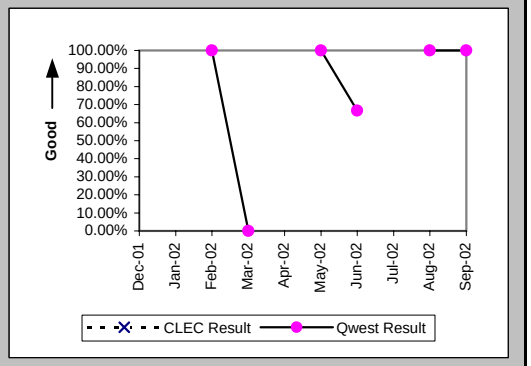
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

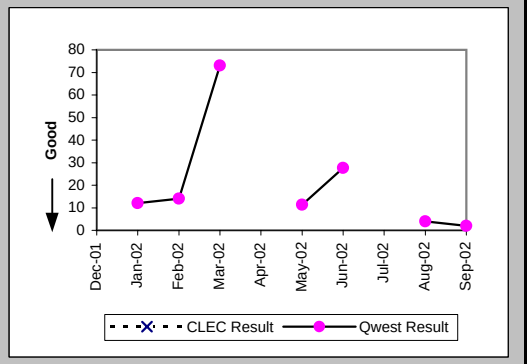
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |



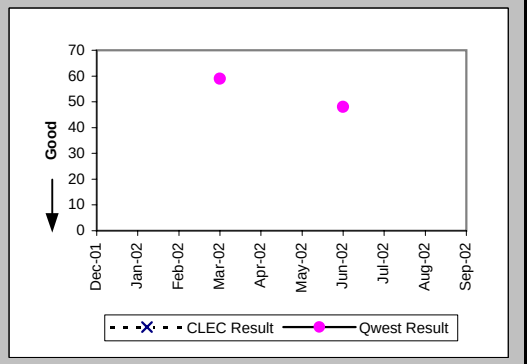

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Feb-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Mar-02 | | | | | | 73 | 1 | 73.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 34 | 3 | 11.33 | 3.06 | | | |
| Jun-02 | | | | | | 83 | 3 | 27.67 | 28.94 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 8 | 2 | 4.00 | 2.83 | | | |
| Sep-02 | | | | | | 2 | 1 | 2.00 | | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

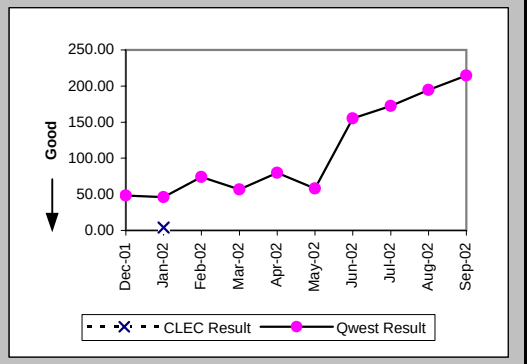
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 59 | 1 | 59.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 48 | 1 | 48.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

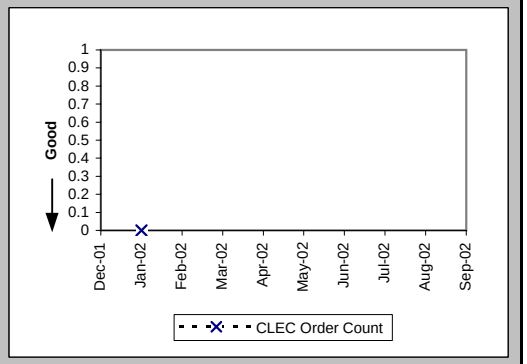
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 145 | 3 | 48.33 | 47.04 | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | 230 | 5 | 46.00 | 47.19 | -0.81 | -1.49 | No |
| Feb-02 | | | | | | 296 | 4 | 74.00 | 50.42 | | | |
| Mar-02 | | | | | | 283 | 5 | 56.60 | 71.95 | | | |
| Apr-02 | | | | | | 478 | 6 | 79.67 | 67.64 | | | |
| May-02 | | | | | | 466 | 8 | 58.25 | 77.17 | | | |
| Jun-02 | | | | | | 465 | 3 | 155.00 | 76.90 | | | |
| Jul-02 | | | | | | 345 | 2 | 172.50 | 108.19 | | | |
| Aug-02 | | | | | | 389 | 2 | 194.50 | 108.19 | | | |
| Sep-02 | | | | | | 429 | 2 | 214.50 | 108.19 | | | |



## Checklist #14 - Resale - Basic ISDN Installation

Count of Pending Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B) (Diagnostic)

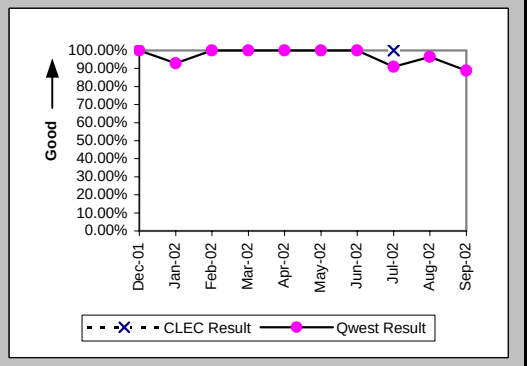
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | 0 |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - Basic ISDN Repair

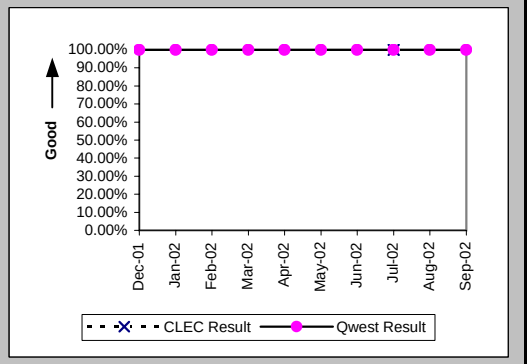
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 23 | 23 | 100.00% | 0.00% | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 10 | 11 | 90.91% | 28.75% | -0.41 | -1.25 | No |
| Aug-02 | | | | | | 27 | 28 | 96.43% | 18.56% | | | |
| Sep-02 | | | | | | 8 | 9 | 88.89% | 31.43% | | | |



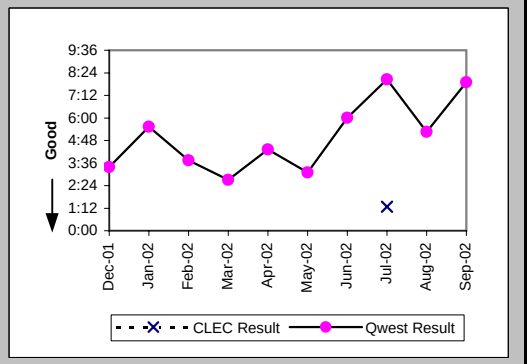

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 23 | 23 | 100.00% | 0.00% | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 12 | 12 | 100.00% | N/A | N/A | N/A | |
| Aug-02 | | | | | | 28 | 28 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

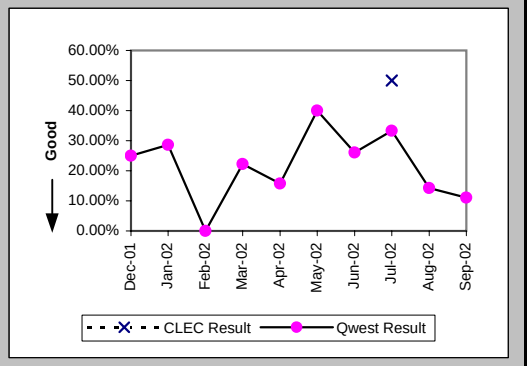
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40:41 | 12 | 3:23 | 1:44 | | | |
| Jan-02 | | | | | | 77:22 | 14 | 5:32 | 7:29 | | | |
| Feb-02 | | | | | | 45:01 | 12 | 3:45 | 3:18 | | | |
| Mar-02 | | | | | | 24:22 | 9 | 2:42 | 1:37 | | | |
| Apr-02 | | | | | | 82:04 | 19 | 4:19 | 4:20 | | | |
| May-02 | | | | | | 31:01 | 10 | 3:06 | 1:19 | | | |
| Jun-02 | | | | | | 138:13 | 23 | 6:01 | 5:34 | | | |
| Jul-02 | 2:34 | 2 | 1:17 | 0 | 0 | 96:33 | 12 | 8:03 | 8:54 | -0.99 | -1.6 | No |
| Aug-02 | | | | | | 147:37 | 28 | 5:16 | 5:10 | | | |
| Sep-02 | | | | | | 71:04 | 9 | 7:54 | 9:36 | | | |



## Checklist #14 - Resale - Basic ISDN Repair

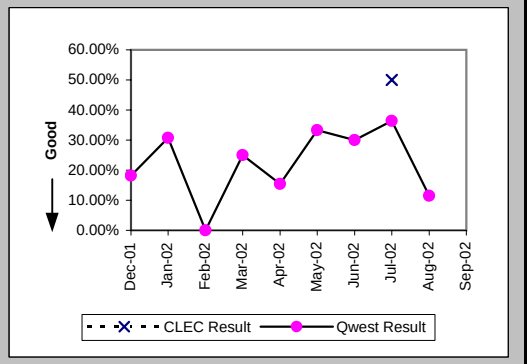
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 12 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 4 | 14 | 28.57% | 45.18% | | | |
| Feb-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Apr-02 | | | | | | 3 | 19 | 15.79% | 36.46% | | | |
| May-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |
| Jun-02 | | | | | | 6 | 23 | 26.09% | 43.91% | | | |
| Jul-02 | 1 | 2 | 50.00% | 0 | 0 | 4 | 12 | 33.33% | 47.14% | 0.29 | -0.82 | No |
| Aug-02 | | | | | | 4 | 28 | 14.29% | 34.99% | | | |
| Sep-02 | | | | | | 1 | 9 | 11.11% | 31.43% | | | |



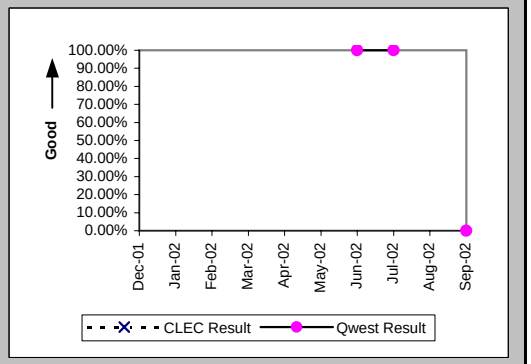

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 11 | 18.18% | 38.57% | | | |
| Jan-02 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| Feb-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Apr-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| May-02 | | | | | | 3 | 9 | 33.33% | 47.14% | | | |
| Jun-02 | | | | | | 6 | 20 | 30.00% | 45.83% | | | |
| Jul-02 | 1 | 2 | 50.00% | 0 | 0 | 4 | 11 | 36.36% | 48.10% | 0.2 | -0.88 | No |
| Aug-02 | | | | | | 3 | 26 | 11.54% | 31.95% | | | |
| Sep-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

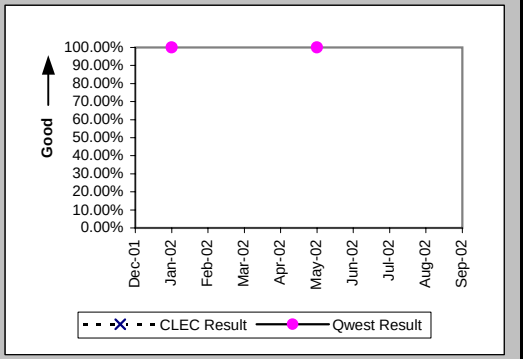
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |



## Checklist #14 - Resale - Basic ISDN Repair

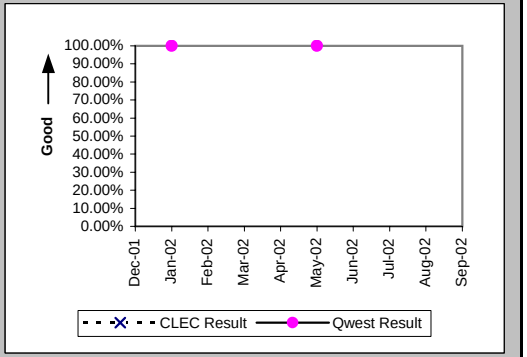
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



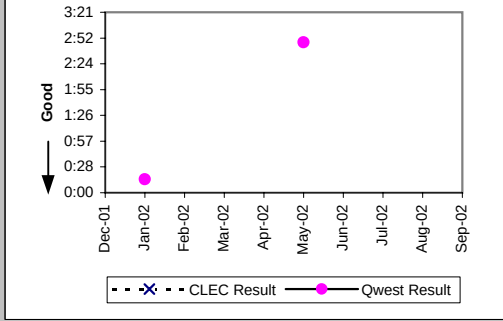

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

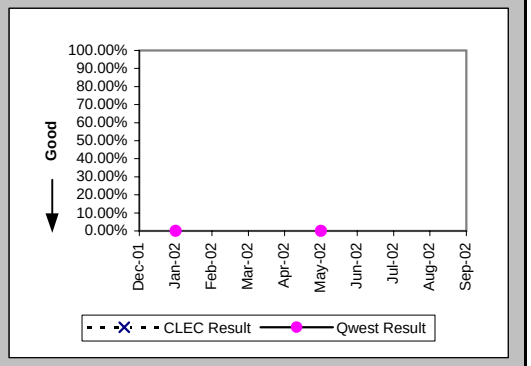
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0:15 | 1 | 0:15 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:48 | 1 | 2:48 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Repair

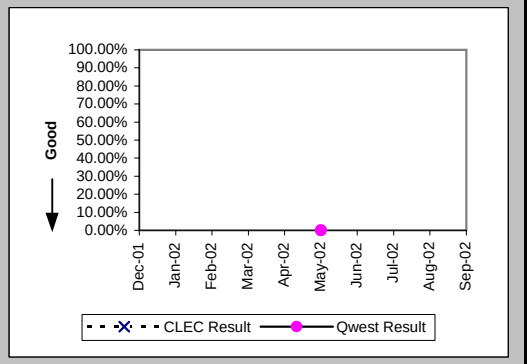
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



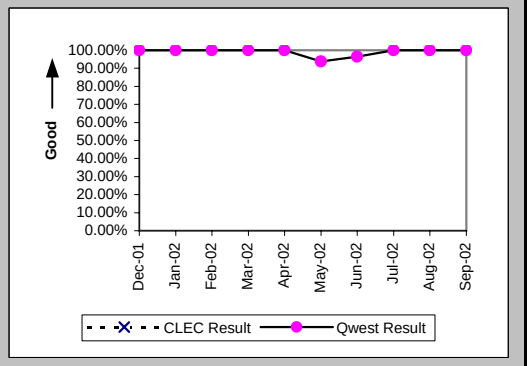

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

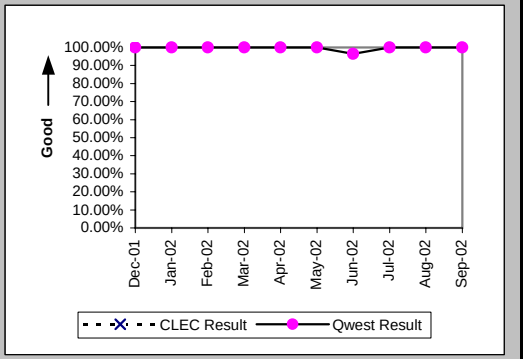
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 39 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 30 | 30 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 15 | 16 | 93.75% | 24.21% | | | |
| Jun-02 | | | | | | 27 | 28 | 96.43% | 18.56% | | | |
| Jul-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Basic ISDN Repair

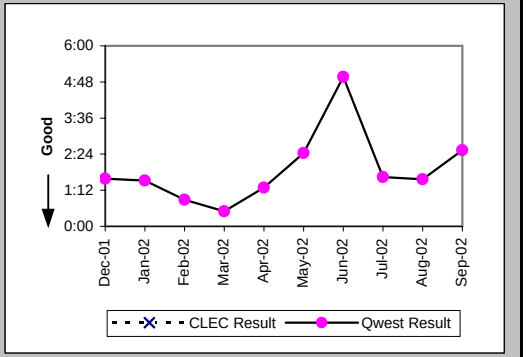
All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 39 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 31 | 31 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 27 | 28 | 96.43% | 18.56% | | | |
| Jul-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 20 | 20 | 100.00% | 0.00% | | | |



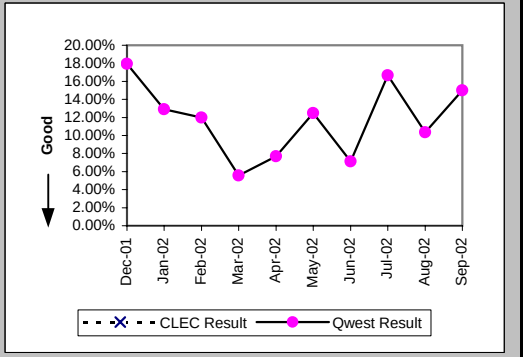

Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 61:47 | 39 | 1:35 | 3:07 | | | |
| Jan-02 | | | | | | 46:50 | 31 | 1:31 | 2:06 | | | |
| Feb-02 | | | | | | 22:16 | 25 | 0:53 | 0:47 | | | |
| Mar-02 | | | | | | 8:52 | 18 | 0:30 | 0:21 | | | |
| Apr-02 | | | | | | 33:33 | 26 | 1:17 | 1:36 | | | |
| May-02 | | | | | | 38:54 | 16 | 2:26 | 6:06 | | | |
| Jun-02 | | | | | | 138:50 | 28 | 4:58 | 17:34 | | | |
| Jul-02 | | | | | | 39:05 | 24 | 1:38 | 1:28 | | | |
| Aug-02 | | | | | | 45:35 | 29 | 1:34 | 2:41 | | | |
| Sep-02 | | | | | | 50:39 | 20 | 2:32 | 2:03 | | | |




Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

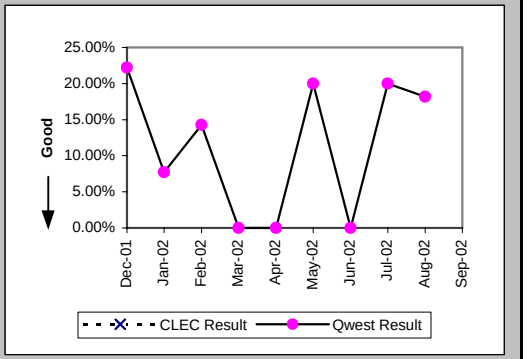
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 39 | 17.95% | 38.38% | | | |
| Jan-02 | | | | | | 4 | 31 | 12.90% | 33.52% | | | |
| Feb-02 | | | | | | 3 | 25 | 12.00% | 32.50% | | | |
| Mar-02 | | | | | | 1 | 18 | 5.56% | 22.91% | | | |
| Apr-02 | | | | | | 2 | 26 | 7.69% | 26.65% | | | |
| May-02 | | | | | | 2 | 16 | 12.50% | 33.07% | | | |
| Jun-02 | | | | | | 2 | 28 | 7.14% | 25.75% | | | |
| Jul-02 | | | | | | 4 | 24 | 16.67% | 37.27% | | | |
| Aug-02 | | | | | | 3 | 29 | 10.34% | 30.45% | | | |
| Sep-02 | | | | | | 3 | 20 | 15.00% | 35.71% | | | |



## Checklist #14 - Resale - Basic ISDN Repair

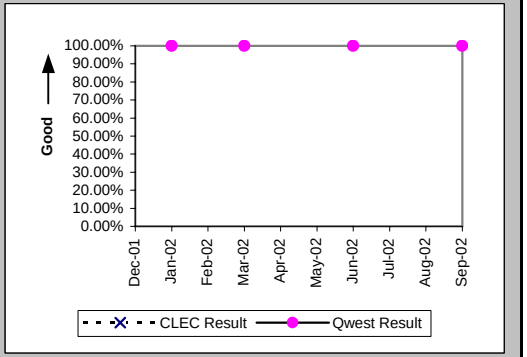
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 18 | 22.22% | 41.57% | | | |
| Jan-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Feb-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Mar-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 0 | 7 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jun-02 | | | | | | 0 | 13 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Aug-02 | | | | | | 2 | 11 | 18.18% | 38.57% | | | |
| Sep-02 | | | | | | | | | | | | |



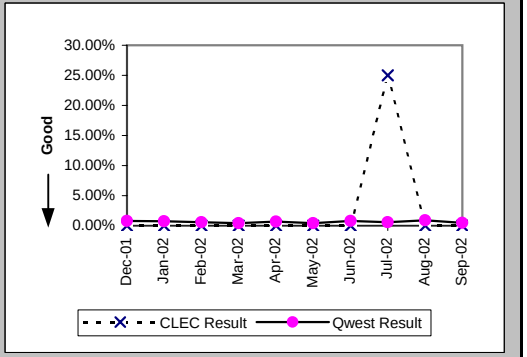

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




### Trouble Rate (Percent) (MR-8) (Parity)

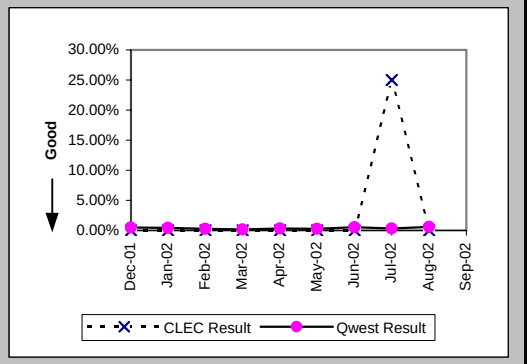
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 0 | 0 | 51 | 6249 | 0.82% | 9.00% | -0.18 | -1.11 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 46 | 6368 | 0.72% | 8.47% | -0.17 | -1.1 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 37 | 6337 | 0.58% | 7.62% | -0.22 | -1.13 | No |
| Mar-02 | 0 | 8 | 0.00% | 0 | 0 | 27 | 6334 | 0.43% | 6.52% | -0.18 | -1.11 | No |
| Apr-02 | 0 | 8 | 0.00% | 0 | 0 | 45 | 6304 | 0.71% | 8.42% | -0.24 | -1.15 | No |
| May-02 | 0 | 8 | 0.00% | 0 | 0 | 27 | 6261 | 0.43% | 6.55% | -0.19 | -1.11 | No |
| Jun-02 | 0 | 8 | 0.00% | 0 | 0 | 51 | 6250 | 0.82% | 9.00% | -0.26 | -1.16 | No |
| Jul-02 | 2 | 8 | 25.00% | 0 | 0 | 36 | 6228 | 0.58% | 7.58% | 3.33 | 1.03 | Yes |
| Aug-02 | 0 | 8 | 0.00% | 0 | 0 | 57 | 6219 | 0.92% | 9.53% | -0.27 | -1.17 | No |
| Sep-02 | 0 | 8 | 0.00% | 0 | 0 | 29 | 6192 | 0.47% | 6.83% | -0.19 | -1.12 | No |



## Checklist #14 - Resale - Basic ISDN Repair

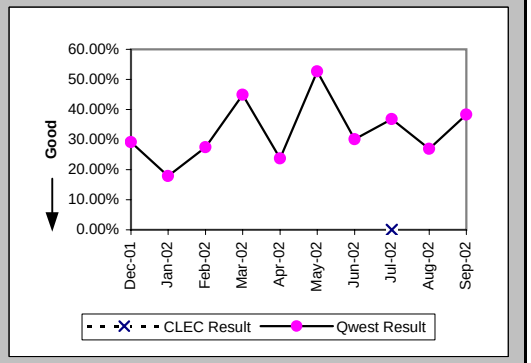
Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 0 | 0 | 29 | 6249 | 0.46% | 6.80% | -0.14 | -1.08 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 26 | 6368 | 0.41% | 6.38% | -0.13 | -1.08 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 18 | 6337 | 0.28% | 5.32% | -0.15 | -1.09 | No |
| Mar-02 | 0 | 8 | 0.00% | 0 | 0 | 10 | 6334 | 0.16% | 3.97% | -0.11 | -1.07 | No |
| Apr-02 | 0 | 8 | 0.00% | 0 | 0 | 20 | 6304 | 0.32% | 5.62% | -0.16 | -1.1 | No |
| May-02 | 0 | 8 | 0.00% | 0 | 0 | 15 | 6261 | 0.24% | 4.89% | -0.14 | -1.08 | No |
| Jun-02 | 0 | 8 | 0.00% | 0 | 0 | 33 | 6250 | 0.53% | 7.25% | -0.21 | -1.13 | No |
| Jul-02 | 2 | 8 | 25.00% | 0 | 0 | 21 | 6228 | 0.34% | 5.80% | 3.62 | 1.2 | Yes |
| Aug-02 | 0 | 8 | 0.00% | 0 | 0 | 37 | 6219 | 0.60% | 7.69% | -0.22 | -1.13 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

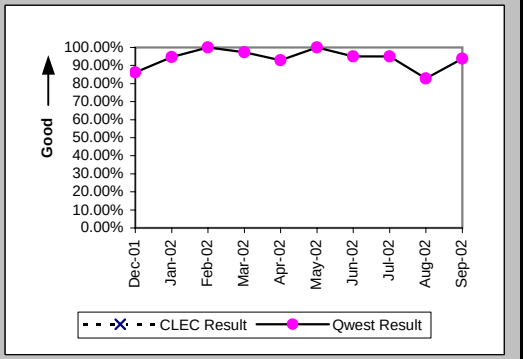
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 21 | 72 | 29.17% | 45.45% | | | |
| Jan-02 | | | | | | 10 | 56 | 17.86% | 38.30% | | | |
| Feb-02 | | | | | | 14 | 51 | 27.45% | 44.63% | | | |
| Mar-02 | | | | | | 22 | 49 | 44.90% | 49.74% | | | |
| Apr-02 | | | | | | 14 | 59 | 23.73% | 42.54% | | | |
| May-02 | | | | | | 30 | 57 | 52.63% | 49.93% | | | |
| Jun-02 | | | | | | 22 | 73 | 30.14% | 45.89% | | | |
| Jul-02 | 0 | 2 | 0.00% | 0 | 0 | 21 | 57 | 36.84% | 48.24% | -1.06 | -1.65 | No |
| Aug-02 | | | | | | 21 | 78 | 26.92% | 44.36% | | | |
| Sep-02 | | | | | | 18 | 47 | 38.30% | 48.61% | | | |



## Checklist #14 - Resale - Qwest DSL Installation

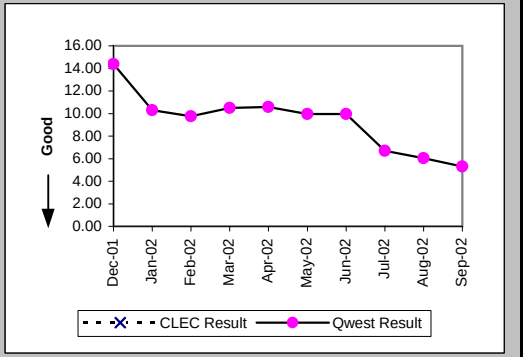
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 31 | 36 | 86.11% | 34.58% | | | |
| Jan-02 | | | | | | 36 | 38 | 94.74% | 22.33% | | | |
| Feb-02 | | | | | | 33 | 33 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |
| Apr-02 | | | | | | 39 | 42 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 38 | 40 | 95.00% | 21.79% | | | |
| Jul-02 | | | | | | 39 | 41 | 95.12% | 21.54% | | | |
| Aug-02 | | | | | | 29 | 35 | 82.86% | 37.69% | | | |
| Sep-02 | | | | | | 30 | 32 | 93.75% | 24.21% | | | |



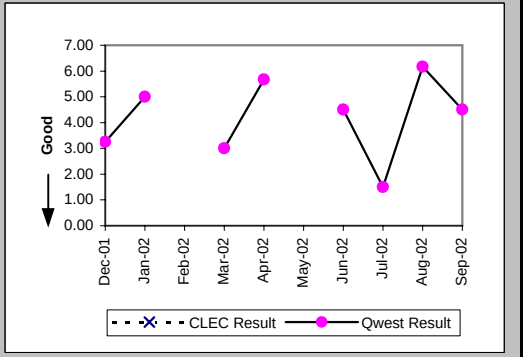

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 547 | 38 | 14.39 | 18.86 | | | |
| Jan-02 | | | | | | 412 | 40 | 10.30 | 2.39 | | | |
| Feb-02 | | | | | | 332 | 34 | 9.76 | 3.77 | | | |
| Mar-02 | | | | | | 409 | 39 | 10.49 | 2.68 | | | |
| Apr-02 | | | | | | 444 | 42 | 10.57 | 2.59 | | | |
| May-02 | | | | | | 309 | 31 | 9.97 | 0.80 | | | |
| Jun-02 | | | | | | 428 | 43 | 9.95 | 2.22 | | | |
| Jul-02 | | | | | | 281 | 42 | 6.69 | 3.01 | | | |
| Aug-02 | | | | | | 211 | 35 | 6.03 | 2.90 | | | |
| Sep-02 | | | | | | 175 | 33 | 5.30 | 1.38 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

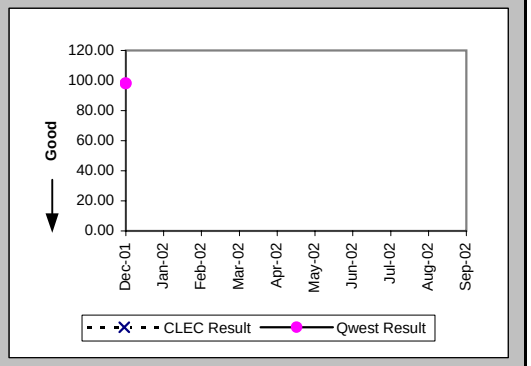
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 4 | 3.25 | 2.06 | | | |
| Jan-02 | | | | | | 10 | 2 | 5.00 | 1.41 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | | | | | | 17 | 3 | 5.67 | 4.51 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 9 | 2 | 4.50 | 3.54 | | | |
| Jul-02 | | | | | | 3 | 2 | 1.50 | 0.71 | | | |
| Aug-02 | | | | | | 37 | 6 | 6.17 | 4.49 | | | |
| Sep-02 | | | | | | 9 | 2 | 4.50 | 2.12 | | | |



## Checklist #14 - Resale - Qwest DSL Installation

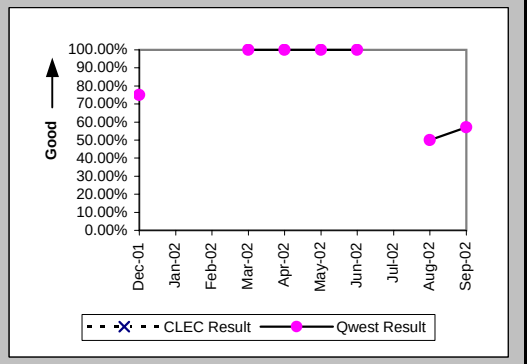
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 98 | 1 | 98.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



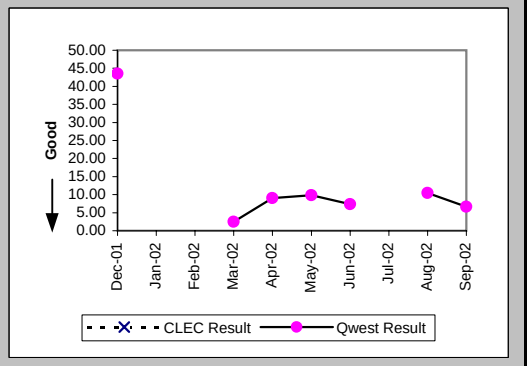

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

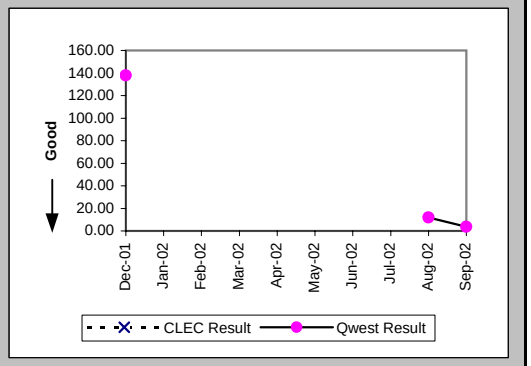
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 174 | 4 | 43.50 | 70.37 | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Apr-02 | | | | | | 9 | 1 | 9.00 | | | | |
| May-02 | | | | | | 59 | 6 | 9.83 | 0.98 | | | |
| Jun-02 | | | | | | 22 | 3 | 7.33 | 3.79 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 21 | 2 | 10.50 | 9.19 | | | |
| Sep-02 | | | | | | 53 | 8 | 6.62 | 2.56 | | | |



## Checklist #14 - Resale - Qwest DSL Installation

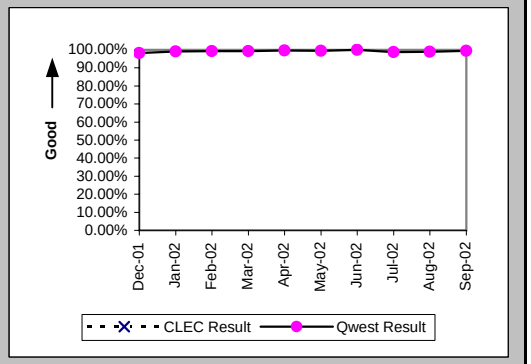
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 138 | 1 | 138.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Sep-02 | | | | | | 11 | 3 | 3.67 | 1.53 | | | |



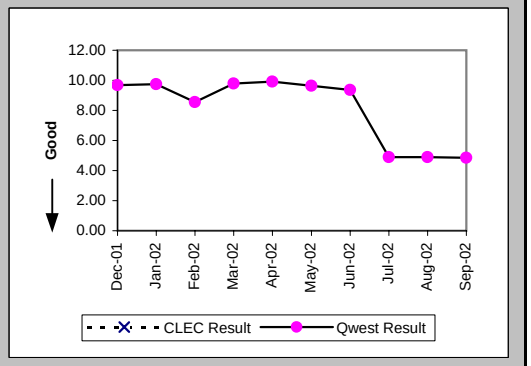

### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 729 | 742 | 98.25% | 13.12% | | | |
| Jan-02 | | | | | | 616 | 622 | 99.04% | 9.77% | | | |
| Feb-02 | | | | | | 507 | 511 | 99.22% | 8.81% | | | |
| Mar-02 | | | | | | 460 | 463 | 99.35% | 8.02% | | | |
| Apr-02 | | | | | | 489 | 491 | 99.59% | 6.37% | | | |
| May-02 | | | | | | 429 | 431 | 99.54% | 6.80% | | | |
| Jun-02 | | | | | | 414 | 414 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 531 | 538 | 98.70% | 11.33% | | | |
| Aug-02 | | | | | | 377 | 381 | 98.95% | 10.19% | | | |
| Sep-02 | | | | | | 378 | 380 | 99.47% | 7.24% | | | |




### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

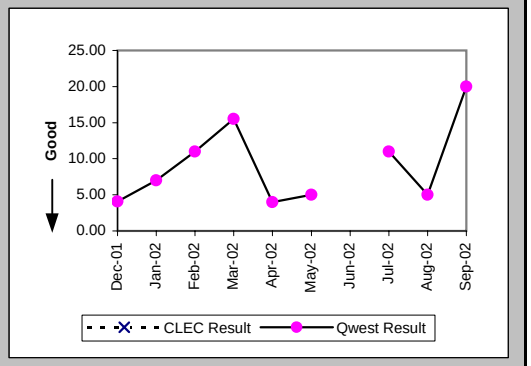
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2373 | 245 | 9.69 | 1.33 | | | |
| Jan-02 | | | | | | 3390 | 348 | 9.74 | 1.30 | | | |
| Feb-02 | | | | | | 3215 | 376 | 8.55 | 3.07 | | | |
| Mar-02 | | | | | | 3139 | 321 | 9.78 | 1.83 | | | |
| Apr-02 | | | | | | 3647 | 368 | 9.91 | 0.99 | | | |
| May-02 | | | | | | 2939 | 305 | 9.64 | 1.51 | | | |
| Jun-02 | | | | | | 2781 | 297 | 9.36 | 1.54 | | | |
| Jul-02 | | | | | | 1458 | 298 | 4.89 | 0.47 | | | |
| Aug-02 | | | | | | 1390 | 284 | 4.89 | 1.14 | | | |
| Sep-02 | | | | | | 1461 | 301 | 4.85 | 1.28 | | | |



## Checklist #14 - Resale - Qwest DSL Installation

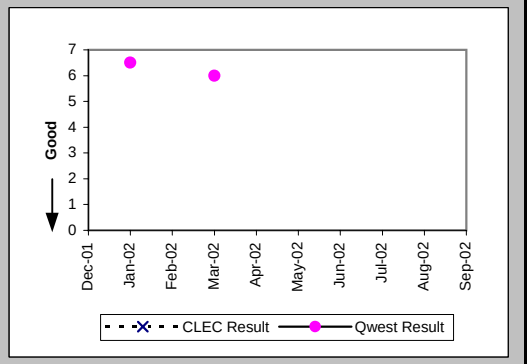
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 53 | 13 | 4.08 | 6.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 3.46 | | | |
| Feb-02 | | | | | | 44 | 4 | 11.00 | 9.38 | | | |
| Mar-02 | | | | | | 31 | 2 | 15.50 | 20.51 | | | |
| Apr-02 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| May-02 | | | | | | 10 | 2 | 5.00 | 2.83 | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 22 | 2 | 11.00 | 14.14 | | | |
| Aug-02 | | | | | | 20 | 4 | 5.00 | 7.35 | | | |
| Sep-02 | | | | | | 20 | 1 | 20.00 | | | | |



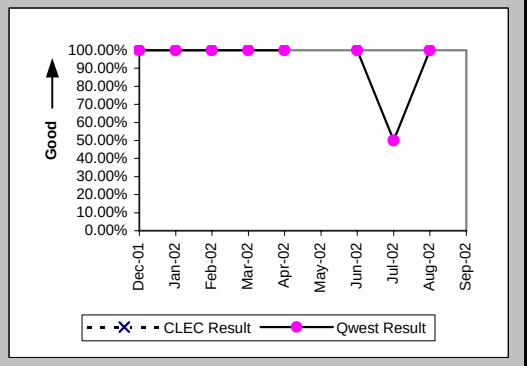

### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 13 | 2 | 6.50 | 2.12 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 6 | 1 | 6.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

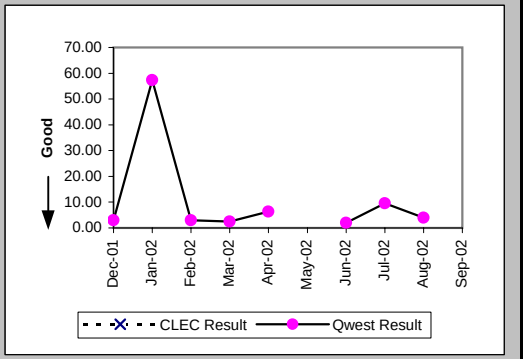
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Aug-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

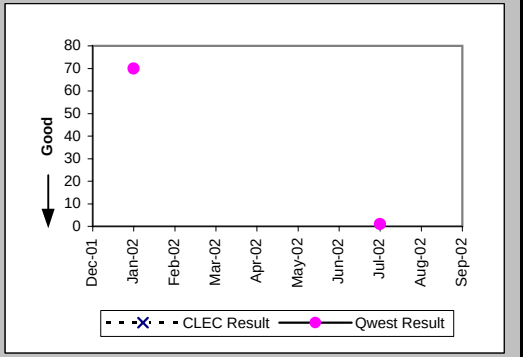
### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 1 | 3.00 | | | | |
| Jan-02 | | | | | | 172 | 3 | 57.33 | 46.19 | | | |
| Feb-02 | | | | | | 12 | 4 | 3.00 | 1.41 | | | |
| Mar-02 | | | | | | 5 | 2 | 2.50 | 2.12 | | | |
| Apr-02 | | | | | | 38 | 6 | 6.33 | 6.09 | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 6 | 3 | 2.00 | 2.65 | | | |
| Jul-02 | | | | | | 19 | 2 | 9.50 | 2.12 | | | |
| Aug-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



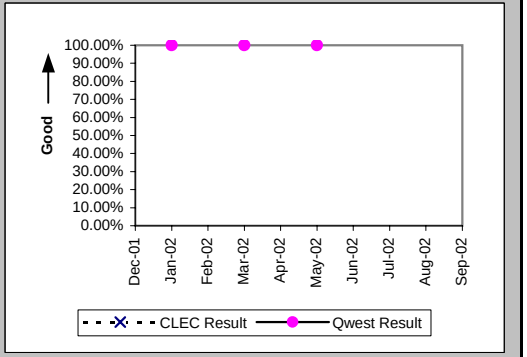

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 140 | 2 | 70.00 | 0.00 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

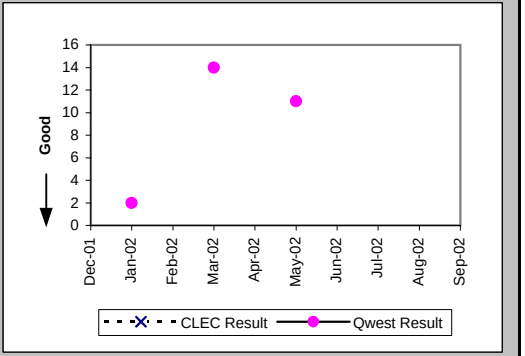
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

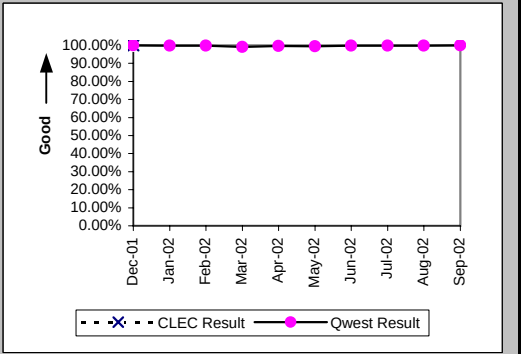
### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 11 | 1 | 11.00 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



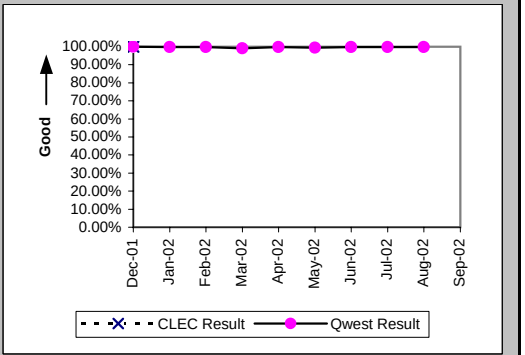

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 657 | 657 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 725 | 726 | 99.86% | 3.71% | | | |
| Feb-02 | | | | | | 607 | 608 | 99.84% | 4.05% | | | |
| Mar-02 | | | | | | 523 | 528 | 99.05% | 9.69% | | | |
| Apr-02 | | | | | | 522 | 524 | 99.62% | 6.17% | | | |
| May-02 | | | | | | 502 | 505 | 99.41% | 7.68% | | | |
| Jun-02 | | | | | | 465 | 466 | 99.79% | 4.63% | | | |
| Jul-02 | | | | | | 522 | 523 | 99.81% | 4.37% | | | |
| Aug-02 | | | | | | 500 | 501 | 99.80% | 4.46% | | | |
| Sep-02 | | | | | | 420 | 420 | 100.00% | 0.00% | | | |




### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

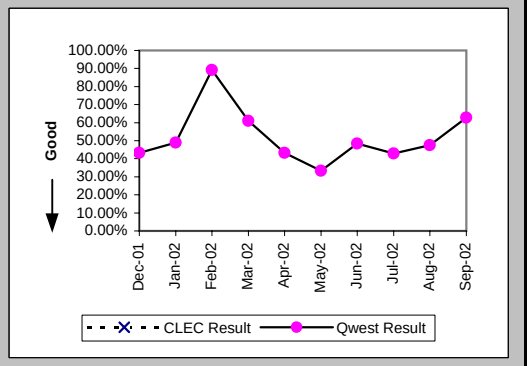
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 657 | 657 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 725 | 726 | 99.86% | 3.71% | | | |
| Feb-02 | | | | | | 607 | 608 | 99.84% | 4.05% | | | |
| Mar-02 | | | | | | 523 | 528 | 99.05% | 9.69% | | | |
| Apr-02 | | | | | | 523 | 524 | 99.81% | 4.36% | | | |
| May-02 | | | | | | 502 | 505 | 99.41% | 7.68% | | | |
| Jun-02 | | | | | | 465 | 466 | 99.79% | 4.63% | | | |
| Jul-02 | | | | | | 522 | 523 | 99.81% | 4.37% | | | |
| Aug-02 | | | | | | 500 | 501 | 99.80% | 4.46% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Repair

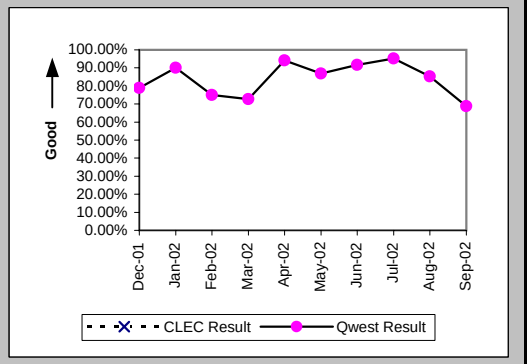
### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 44 | 43.18% | 49.53% | | | |
| Jan-02 | | | | | | 22 | 45 | 48.89% | 49.99% | | | |
| Feb-02 | | | | | | 41 | 46 | 89.13% | 31.13% | | | |
| Mar-02 | | | | | | 36 | 59 | 61.02% | 48.77% | | | |
| Apr-02 | | | | | | 16 | 37 | 43.24% | 49.54% | | | |
| May-02 | | | | | | 13 | 39 | 33.33% | 47.14% | | | |
| Jun-02 | | | | | | 15 | 31 | 48.39% | 49.97% | | | |
| Jul-02 | | | | | | 21 | 49 | 42.86% | 49.49% | | | |
| Aug-02 | | | | | | 38 | 80 | 47.50% | 49.94% | | | |
| Sep-02 | | | | | | 32 | 51 | 62.75% | 48.35% | | | |



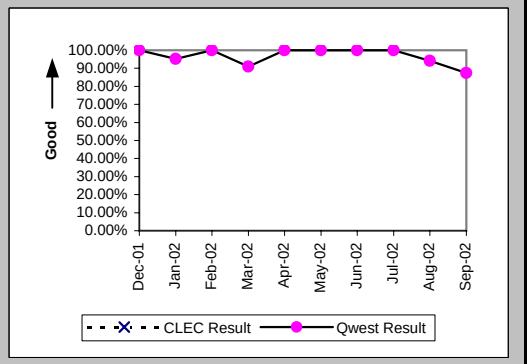

### Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 19 | 78.95% | 40.77% | | | |
| Jan-02 | | | | | | 18 | 20 | 90.00% | 30.00% | | | |
| Feb-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Mar-02 | | | | | | 8 | 11 | 72.73% | 44.54% | | | |
| Apr-02 | | | | | | 16 | 17 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 20 | 23 | 86.96% | 33.68% | | | |
| Jun-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Jul-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |
| Aug-02 | | | | | | 29 | 34 | 85.29% | 35.42% | | | |
| Sep-02 | | | | | | 11 | 16 | 68.75% | 46.35% | | | |




### All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

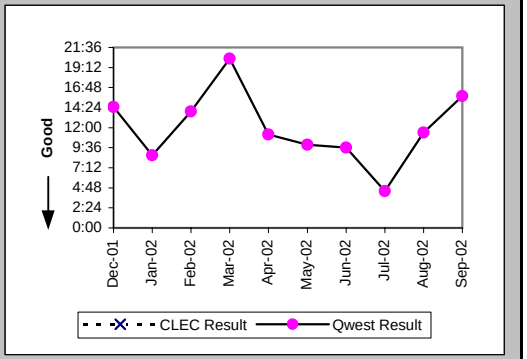
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 23 | 23 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| Sep-02 | | | | | | 14 | 16 | 87.50% | 33.07% | | | |



## Checklist #14 - Resale - Qwest DSL Repair

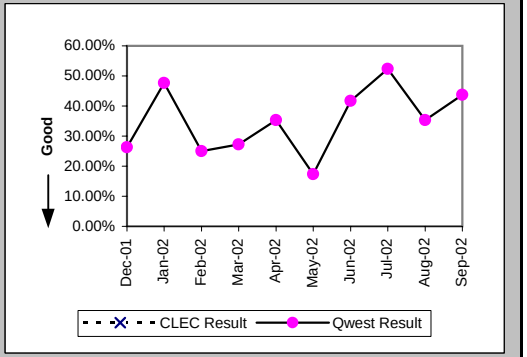
### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 274:46 | 19 | 14:28 | 12:02 | | | |
| Jan-02 | | | | | | 182:11 | 21 | 8:41 | 19:46 | | | |
| Feb-02 | | | | | | 55:48 | 4 | 13:57 | 18:37 | | | |
| Mar-02 | | | | | | 222:40 | 11 | 20:15 | 20:44 | | | |
| Apr-02 | | | | | | 190:24 | 17 | 11:12 | 8:56 | | | |
| May-02 | | | | | | 229:01 | 23 | 9:57 | 11:34 | | | |
| Jun-02 | | | | | | 115:27 | 12 | 9:37 | 7:54 | | | |
| Jul-02 | | | | | | 92:50 | 21 | 4:25 | 8:22 | | | |
| Aug-02 | | | | | | 387:32 | 34 | 11:24 | 28:09 | | | |
| Sep-02 | | | | | | 252:33 | 16 | 15:47 | 17:28 | | | |



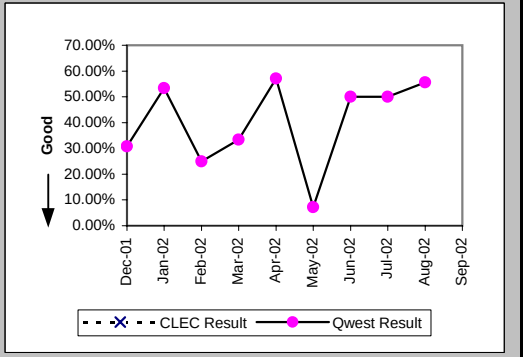

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 19 | 26.32% | 44.03% | | | |
| Jan-02 | | | | | | 10 | 21 | 47.62% | 49.94% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 3 | 11 | 27.27% | 44.54% | | | |
| Apr-02 | | | | | | 6 | 17 | 35.29% | 47.79% | | | |
| May-02 | | | | | | 4 | 23 | 17.39% | 37.90% | | | |
| Jun-02 | | | | | | 5 | 12 | 41.67% | 49.30% | | | |
| Jul-02 | | | | | | 11 | 21 | 52.38% | 49.94% | | | |
| Aug-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Sep-02 | | | | | | 7 | 16 | 43.75% | 49.61% | | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

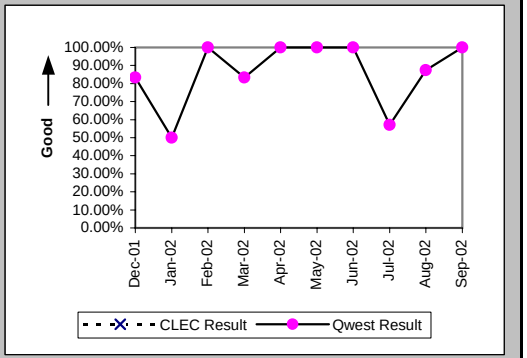
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| Jan-02 | | | | | | 8 | 15 | 53.33% | 49.89% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| May-02 | | | | | | 1 | 14 | 7.14% | 25.75% | | | |
| Jun-02 | | | | | | 4 | 8 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | 7 | 14 | 50.00% | 50.00% | | | |
| Aug-02 | | | | | | 10 | 18 | 55.56% | 49.69% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Repair

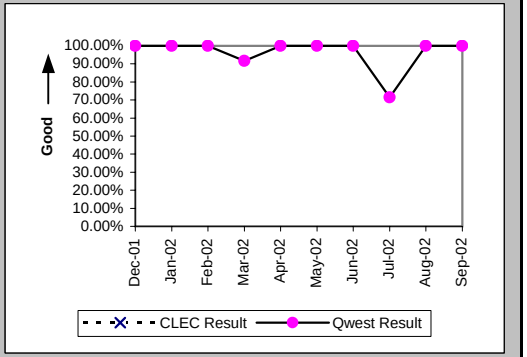
### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 12 | 83.33% | 37.27% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| Aug-02 | | | | | | 7 | 8 | 87.50% | 33.07% | | | |
| Sep-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



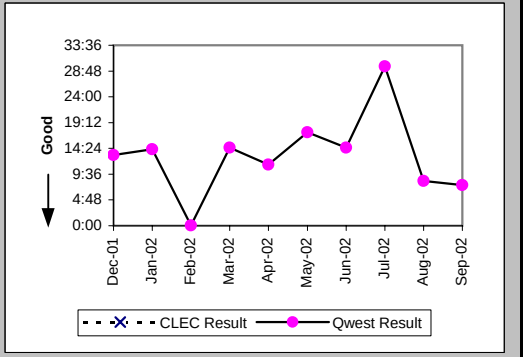

### All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 5 | 7 | 71.43% | 45.18% | | | |
| Aug-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

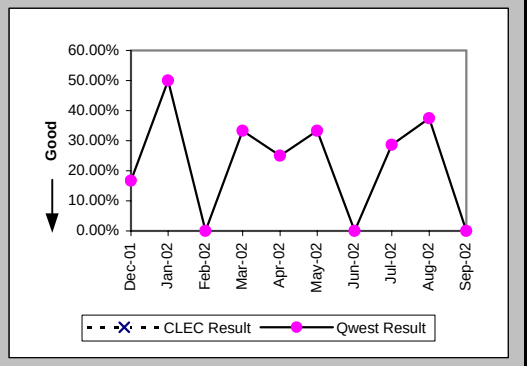
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 79:05 | 6 | 13:11 | 16:12 | | | |
| Jan-02 | | | | | | 28:29 | 2 | 14:14 | 18:27 | | | |
| Feb-02 | | | | | | 0:02 | 1 | 0:02 | | | | |
| Mar-02 | | | | | | 174:37 | 12 | 14:33 | 21:20 | | | |
| Apr-02 | | | | | | 45:35 | 4 | 11:24 | 9:36 | | | |
| May-02 | | | | | | 52:10 | 3 | 17:23 | 7:47 | | | |
| Jun-02 | | | | | | 58:09 | 4 | 14:32 | 8:47 | | | |
| Jul-02 | | | | | | 207:42 | 7 | 29:40 | 26:01 | | | |
| Aug-02 | | | | | | 66:54 | 8 | 8:22 | 10:58 | | | |
| Sep-02 | | | | | | 22:41 | 3 | 7:34 | 12:39 | | | |



## Checklist #14 - Resale - Qwest DSL Repair

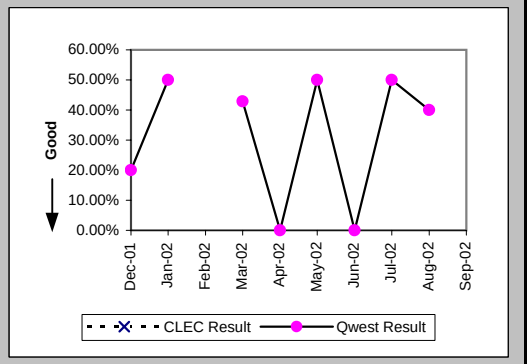
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 6 | 16.67% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 12 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Jun-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Aug-02 | | | | | | 3 | 8 | 37.50% | 48.41% | | | |
| Sep-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |



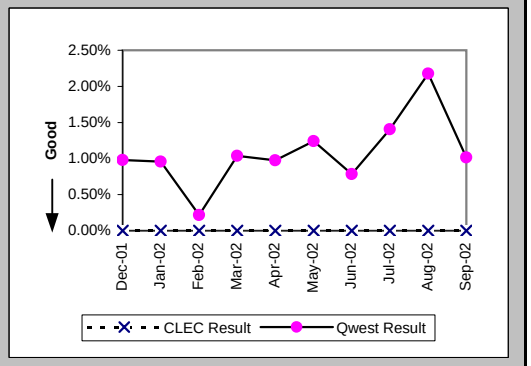

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| Aug-02 | | | | | | 2 | 5 | 40.00% | 48.99% | | | |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

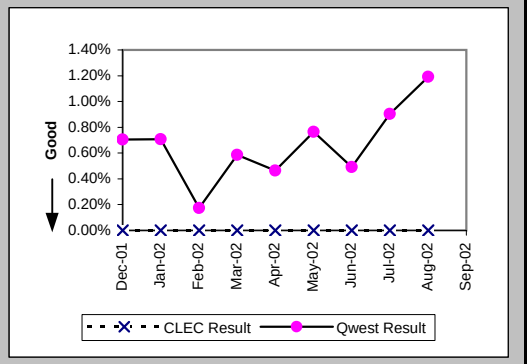
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 0 | 0 | 25 | 2549 | 0.98% | 9.85% | -0.22 | -1.14 | No |
| Jan-02 | 0 | 5 | 0.00% | 0 | 0 | 23 | 2404 | 0.96% | 9.73% | -0.22 | -1.13 | No |
| Feb-02 | 0 | 5 | 0.00% | 0 | 0 | 5 | 2299 | 0.22% | 4.66% | -0.1 | -1.06 | No |
| Mar-02 | 0 | 5 | 0.00% | 0 | 0 | 23 | 2220 | 1.04% | 10.13% | -0.23 | -1.14 | No |
| Apr-02 | 0 | 4 | 0.00% | 0 | 0 | 21 | 2156 | 0.97% | 9.82% | -0.2 | -1.12 | No |
| May-02 | 0 | 4 | 0.00% | 0 | 0 | 26 | 2095 | 1.24% | 11.07% | -0.22 | -1.14 | No |
| Jun-02 | 0 | 4 | 0.00% | 0 | 0 | 16 | 2039 | 0.78% | 8.82% | -0.18 | -1.11 | No |
| Jul-02 | 0 | 4 | 0.00% | 0 | 0 | 28 | 1990 | 1.41% | 11.78% | -0.24 | -1.15 | No |
| Aug-02 | 0 | 4 | 0.00% | 0 | 0 | 42 | 1931 | 2.18% | 14.59% | -0.3 | -1.18 | No |
| Sep-02 | 0 | 4 | 0.00% | 0 | 0 | 19 | 1873 | 1.01% | 10.02% | -0.2 | -1.12 | No |



## Checklist #14 - Resale - Qwest DSL Repair

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

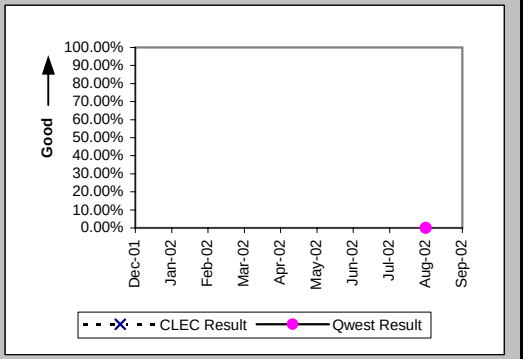
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 0 | 0 | 18 | 2549 | 0.71% | 8.37% | -0.19 | -1.11 | No |
| Jan-02 | 0 | 5 | 0.00% | 0 | 0 | 17 | 2404 | 0.71% | 8.38% | -0.19 | -1.11 | No |
| Feb-02 | 0 | 5 | 0.00% | 0 | 0 | 4 | 2299 | 0.17% | 4.17% | -0.09 | -1.06 | No |
| Mar-02 | 0 | 5 | 0.00% | 0 | 0 | 13 | 2220 | 0.59% | 7.63% | -0.17 | -1.1 | No |
| Apr-02 | 0 | 4 | 0.00% | 0 | 0 | 10 | 2156 | 0.46% | 6.79% | -0.14 | -1.08 | No |
| May-02 | 0 | 4 | 0.00% | 0 | 0 | 16 | 2095 | 0.76% | 8.71% | -0.18 | -1.11 | No |
| Jun-02 | 0 | 4 | 0.00% | 0 | 0 | 10 | 2039 | 0.49% | 6.99% | -0.14 | -1.09 | No |
| Jul-02 | 0 | 4 | 0.00% | 0 | 0 | 18 | 1990 | 0.90% | 9.47% | -0.19 | -1.12 | No |
| Aug-02 | 0 | 4 | 0.00% | 0 | 0 | 23 | 1931 | 1.19% | 10.85% | -0.22 | -1.13 | No |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

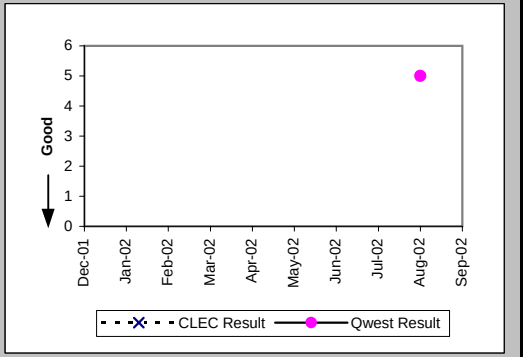
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



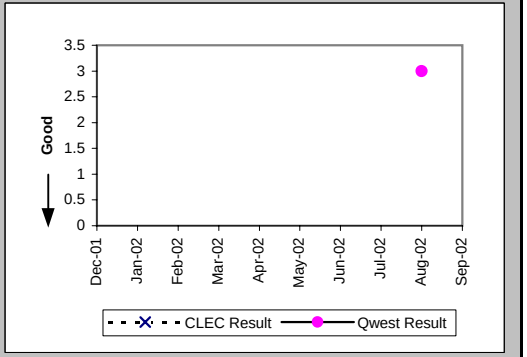

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Sep-02 | | | | | | | | | | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

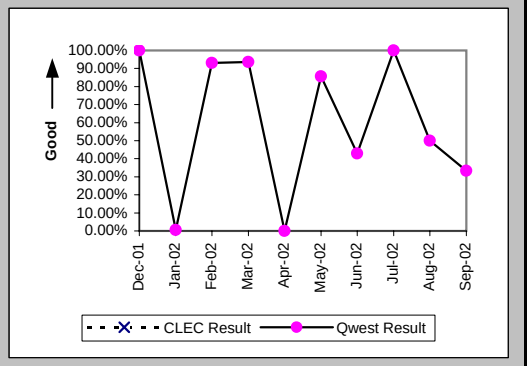
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

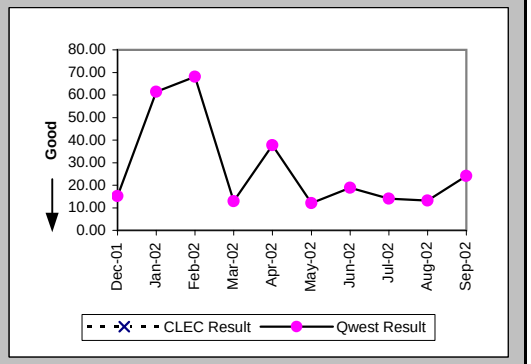
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 168 | 0.60% | 7.69% | | | |
| Feb-02 | | | | | | 27 | 29 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 7 | 85.71% | 34.99% | | | |
| Jun-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |



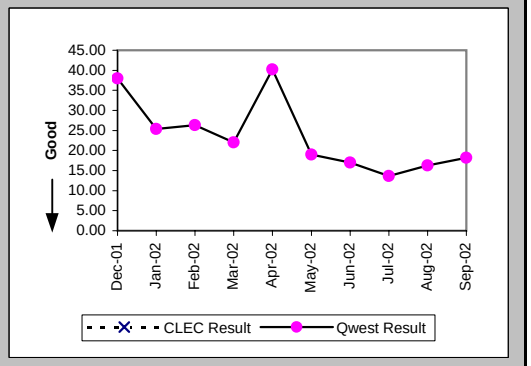

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 91 | 6 | 15.17 | 17.49 | | | |
| Jan-02 | | | | | | 20439 | 333 | 61.38 | 21.25 | | | |
| Feb-02 | | | | | | 749 | 11 | 68.09 | 30.29 | | | |
| Mar-02 | | | | | | 752 | 58 | 12.97 | 4.22 | | | |
| Apr-02 | | | | | | 302 | 8 | 37.75 | 29.01 | | | |
| May-02 | | | | | | 253 | 21 | 12.05 | 7.25 | | | |
| Jun-02 | | | | | | 189 | 10 | 18.90 | 8.08 | | | |
| Jul-02 | | | | | | 140 | 10 | 14.00 | 7.97 | | | |
| Aug-02 | | | | | | 211 | 16 | 13.19 | 9.46 | | | |
| Sep-02 | | | | | | 362 | 15 | 24.13 | 14.56 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

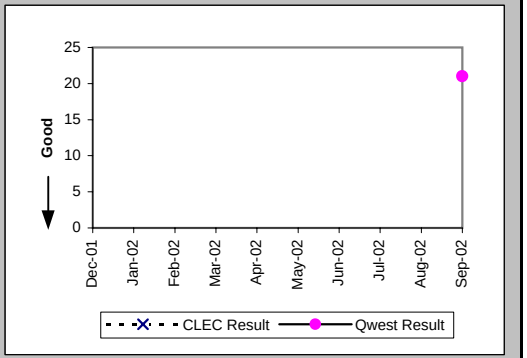
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 1 | 38.00 | | | | |
| Jan-02 | | | | | | 6326 | 249 | 25.41 | 4.83 | | | |
| Feb-02 | | | | | | 237 | 9 | 26.33 | 10.30 | | | |
| Mar-02 | | | | | | 44 | 2 | 22.00 | 0.00 | | | |
| Apr-02 | | | | | | 201 | 5 | 40.20 | 27.33 | | | |
| May-02 | | | | | | 38 | 2 | 19.00 | 25.46 | | | |
| Jun-02 | | | | | | 85 | 5 | 17.00 | 2.83 | | | |
| Jul-02 | | | | | | 41 | 3 | 13.67 | 1.15 | | | |
| Aug-02 | | | | | | 65 | 4 | 16.25 | 11.32 | | | |
| Sep-02 | | | | | | 182 | 10 | 18.20 | 14.80 | | | |



## Checklist #14 - Resale - Primary ISDN Installation

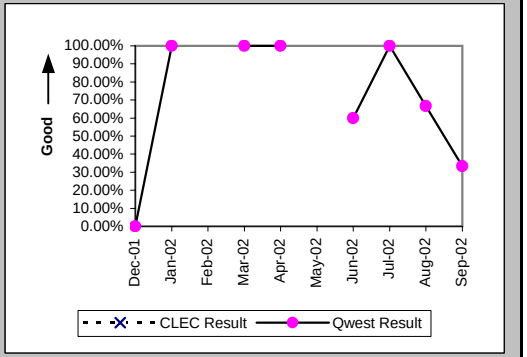
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 21 | 1 | 21.00 | | | | |



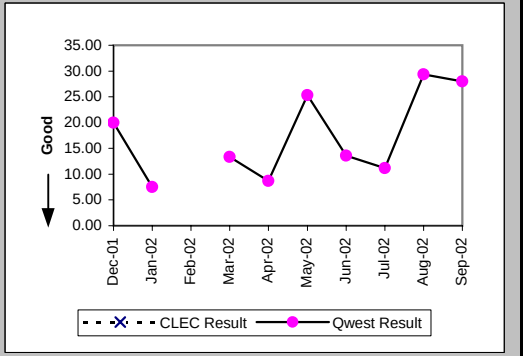

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jul-02 | | | | | | 23 | 23 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Sep-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

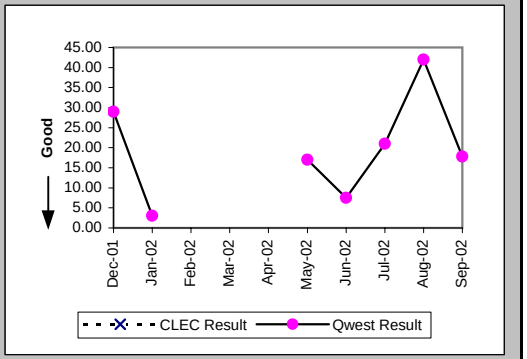
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 60 | 3 | 20.00 | 13.23 | | | |
| Jan-02 | | | | | | 15 | 2 | 7.50 | 2.12 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 40 | 3 | 13.33 | 2.31 | | | |
| Apr-02 | | | | | | 52 | 6 | 8.67 | 1.75 | | | |
| May-02 | | | | | | 76 | 3 | 25.33 | 2.52 | | | |
| Jun-02 | | | | | | 204 | 15 | 13.60 | 4.64 | | | |
| Jul-02 | | | | | | 280 | 25 | 11.20 | 10.12 | | | |
| Aug-02 | | | | | | 88 | 3 | 29.33 | 35.23 | | | |
| Sep-02 | | | | | | 168 | 6 | 28.00 | 21.50 | | | |



## Checklist #14 - Resale - Primary ISDN Installation

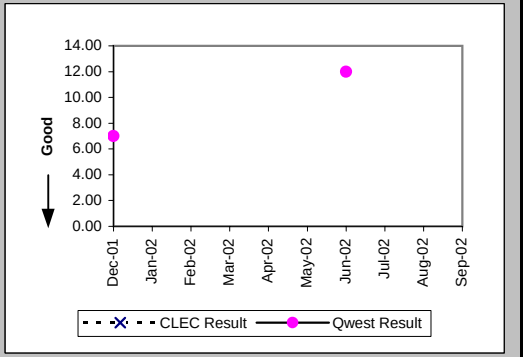
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 1 | 29.00 | | | | |
| Jan-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 34 | 2 | 17.00 | 4.24 | | | |
| Jun-02 | | | | | | 15 | 2 | 7.50 | 4.95 | | | |
| Jul-02 | | | | | | 42 | 2 | 21.00 | 12.73 | | | |
| Aug-02 | | | | | | 42 | 1 | 42.00 | | | | |
| Sep-02 | | | | | | 89 | 5 | 17.80 | 16.02 | | | |



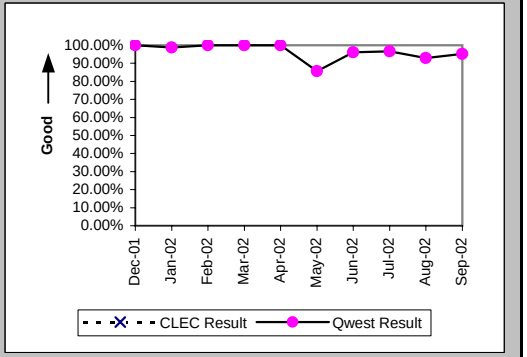

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 1 | 7.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

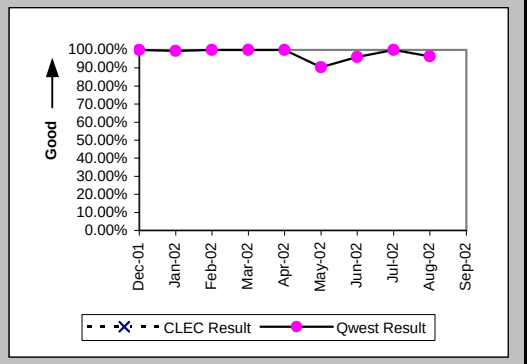
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 170 | 172 | 98.84% | 10.72% | | | |
| Feb-02 | | | | | | 187 | 187 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 66 | 66 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 54 | 54 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 21 | 85.71% | 34.99% | | | |
| Jun-02 | | | | | | 25 | 26 | 96.15% | 19.23% | | | |
| Jul-02 | | | | | | 29 | 30 | 96.67% | 17.95% | | | |
| Aug-02 | | | | | | 26 | 28 | 92.86% | 25.75% | | | |
| Sep-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |



## Checklist #14 - Resale - Primary ISDN Installation

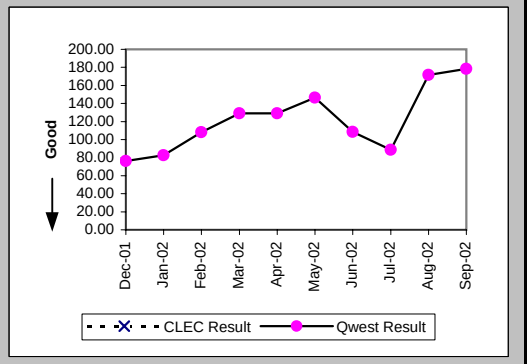
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 171 | 172 | 99.42% | 7.60% | | | |
| Feb-02 | | | | | | 187 | 187 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 66 | 66 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 54 | 54 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 19 | 21 | 90.48% | 29.35% | | | |
| Jun-02 | | | | | | 25 | 26 | 96.15% | 19.23% | | | |
| Jul-02 | | | | | | 30 | 30 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 27 | 28 | 96.43% | 18.56% | | | |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

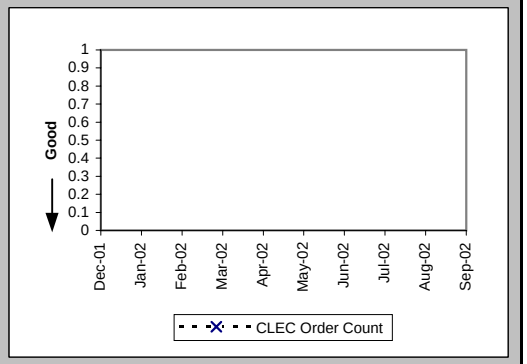
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 229 | 3 | 76.33 | 80.85 | | | |
| Jan-02 | | | | | | 248 | 3 | 82.67 | 91.23 | | | |
| Feb-02 | | | | | | 216 | 2 | 108.00 | 141.42 | | | |
| Mar-02 | | | | | | 258 | 2 | 129.00 | 141.42 | | | |
| Apr-02 | | | | | | 258 | 2 | 129.00 | 172.53 | | | |
| May-02 | | | | | | 293 | 2 | 146.50 | 178.90 | | | |
| Jun-02 | | | | | | 326 | 3 | 108.67 | 159.64 | | | |
| Jul-02 | | | | | | 354 | 4 | 88.50 | 151.26 | | | |
| Aug-02 | | | | | | 343 | 2 | 171.50 | 234.05 | | | |
| Sep-02 | | | | | | 357 | 2 | 178.50 | 252.44 | | | |



## Checklist #14 - Resale - Primary ISDN Installation

Count of Pending Orders Delayed for Facilities Reasons ISDN Primary (OP-15B) (Diagnostic)

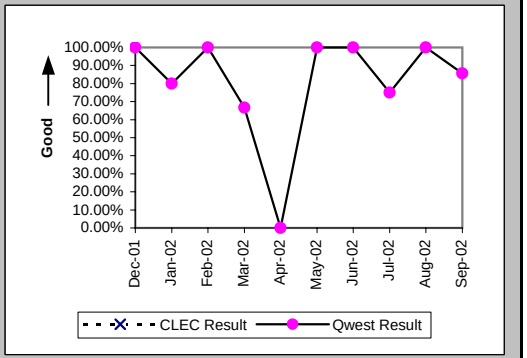
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - Primary ISDN Repair

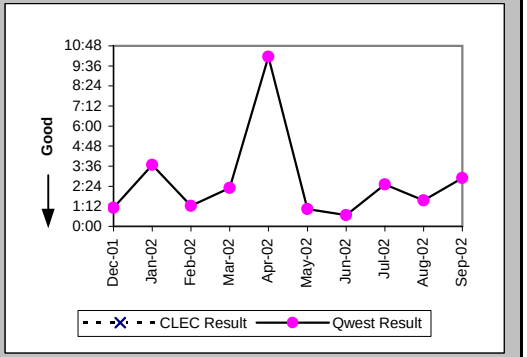
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Aug-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 6 | 7 | 85.71% | 34.99% | | | |



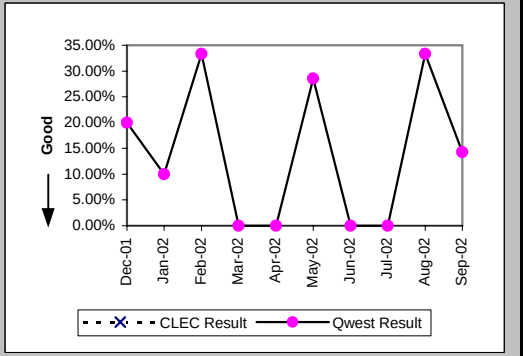

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5:35 | 5 | 1:07 | 1:27 | | | |
| Jan-02 | | | | | | 36:55 | 10 | 3:41 | 6:46 | | | |
| Feb-02 | | | | | | 3:40 | 3 | 1:13 | 1:05 | | | |
| Mar-02 | | | | | | 13:46 | 6 | 2:18 | 2:09 | | | |
| Apr-02 | | | | | | 10:09 | 1 | 10:09 | | | | |
| May-02 | | | | | | 7:11 | 7 | 1:02 | 0:43 | | | |
| Jun-02 | | | | | | 0:40 | 1 | 0:40 | | | | |
| Jul-02 | | | | | | 10:05 | 4 | 2:31 | 1:37 | | | |
| Aug-02 | | | | | | 4:40 | 3 | 1:33 | 1:48 | | | |
| Sep-02 | | | | | | 20:17 | 7 | 2:54 | 1:58 | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

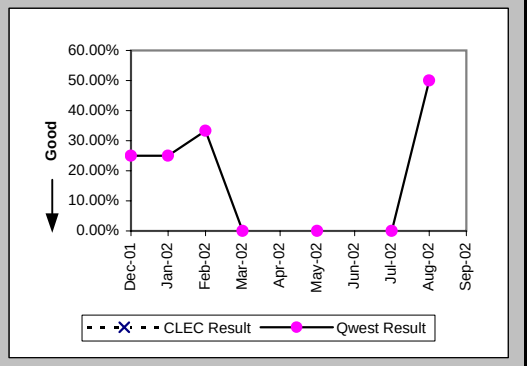
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Feb-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Jun-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Sep-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |



## Checklist #14 - Resale - Primary ISDN Repair

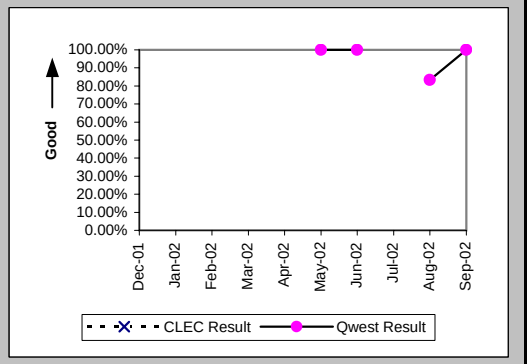
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Feb-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | | | | | | | |



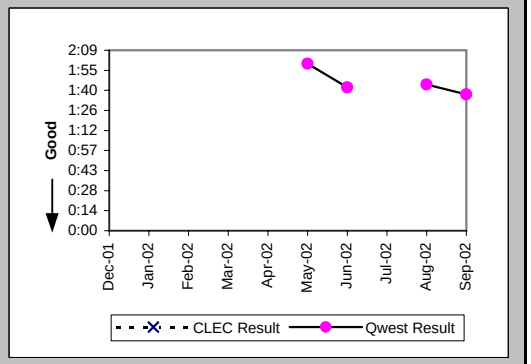

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Sep-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

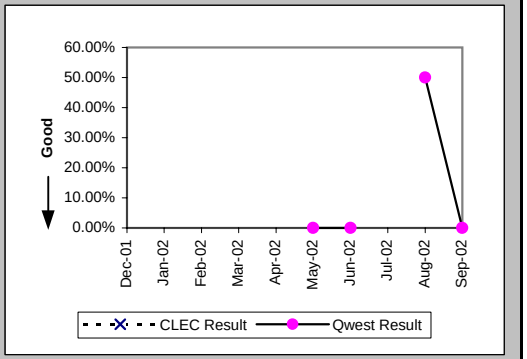
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 8:01 | 4 | 2:00 | 1:05 | | | |
| Jun-02 | | | | | | 3:25 | 2 | 1:43 | 1:20 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 10:30 | 6 | 1:45 | 1:48 | | | |
| Sep-02 | | | | | | 3:17 | 2 | 1:38 | 1:37 | | | |



## Checklist #14 - Resale - Primary ISDN Repair

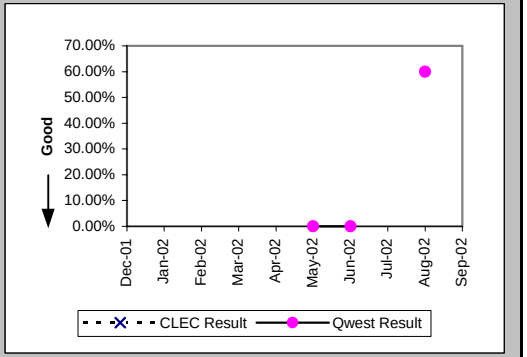
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |
| Sep-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |



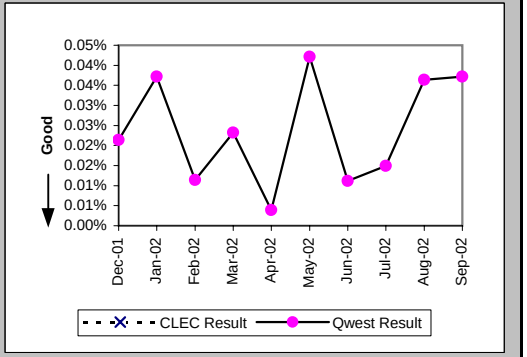

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

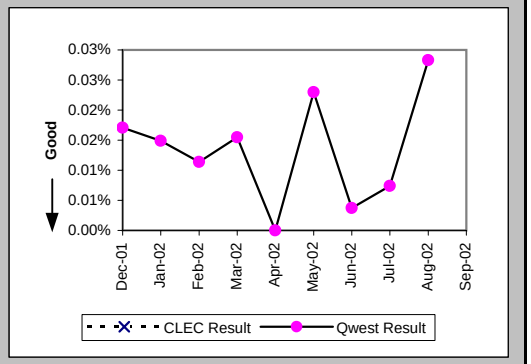
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 23394 | 0.02% | 1.46% | | | |
| Jan-02 | | | | | | 10 | 26864 | 0.04% | 1.93% | | | |
| Feb-02 | | | | | | 3 | 26312 | 0.01% | 1.07% | | | |
| Mar-02 | | | | | | 6 | 25856 | 0.02% | 1.52% | | | |
| Apr-02 | | | | | | 1 | 25941 | 0.00% | 0.62% | | | |
| May-02 | | | | | | 11 | 26133 | 0.04% | 2.05% | | | |
| Jun-02 | | | | | | 3 | 26709 | 0.01% | 1.06% | | | |
| Jul-02 | | | | | | 4 | 26877 | 0.01% | 1.22% | | | |
| Aug-02 | | | | | | 9 | 24693 | 0.04% | 1.91% | | | |
| Sep-02 | | | | | | 9 | 24213 | 0.04% | 1.93% | | | |



## Checklist #14 - Resale - Primary ISDN Repair

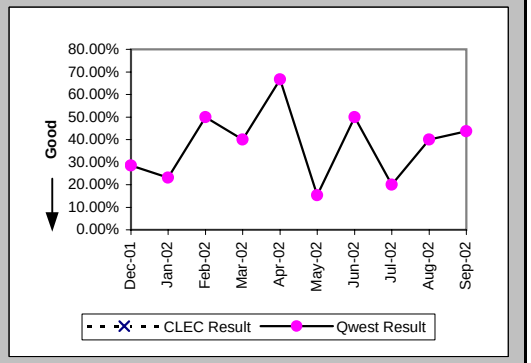
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 23394 | 0.02% | 1.31% | | | |
| Jan-02 | | | | | | 4 | 26864 | 0.01% | 1.22% | | | |
| Feb-02 | | | | | | 3 | 26312 | 0.01% | 1.07% | | | |
| Mar-02 | | | | | | 4 | 25856 | 0.02% | 1.24% | | | |
| Apr-02 | | | | | | 0 | 25941 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 26133 | 0.02% | 1.52% | | | |
| Jun-02 | | | | | | 1 | 26709 | 0.00% | 0.61% | | | |
| Jul-02 | | | | | | 2 | 26877 | 0.01% | 0.86% | | | |
| Aug-02 | | | | | | 7 | 24693 | 0.03% | 1.68% | | | |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

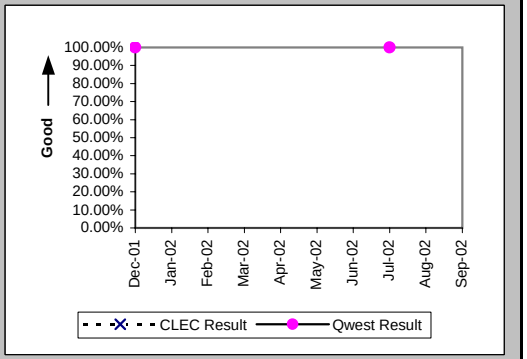
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Jan-02 | | | | | | 3 | 13 | 23.08% | 42.13% | | | |
| Feb-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Jun-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Aug-02 | | | | | | 6 | 15 | 40.00% | 48.99% | | | |
| Sep-02 | | | | | | 7 | 16 | 43.75% | 49.61% | | | |



## Checklist #14 - Resale - DS0 Installation

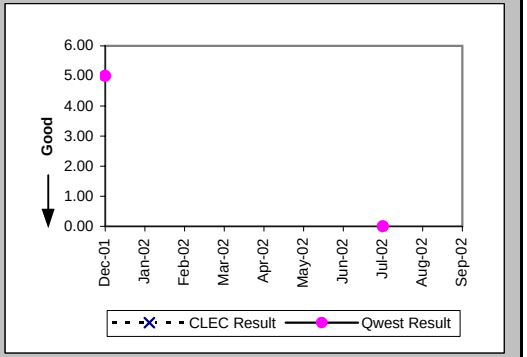
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



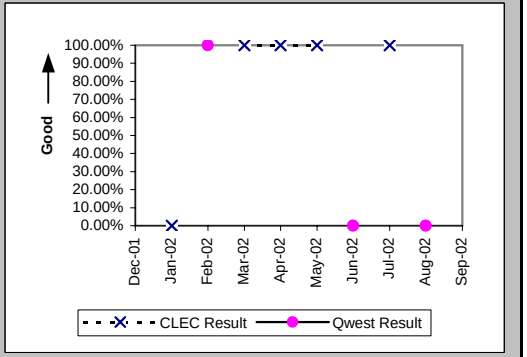

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 1 | 5.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 0 | 1 | 0.00 | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

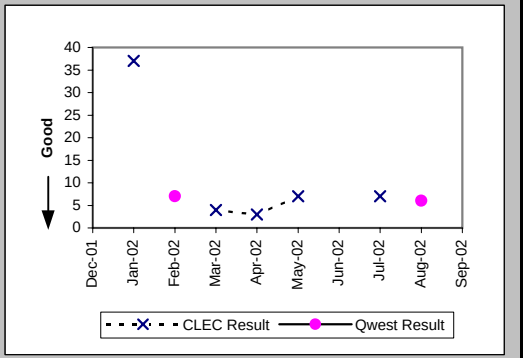
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Jun-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jul-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

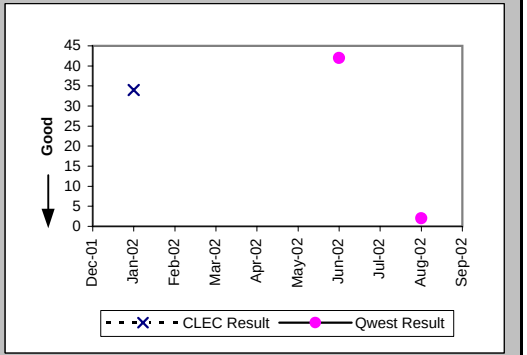
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 37 | 1 | 37.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | 7 | 1 | 7.00 | | | | |
| Mar-02 | 8 | 2 | 4.00 | 0 | 0 | | | | | | | |
| Apr-02 | 6 | 2 | 3.00 | 0 | 0 | | | | | | | |
| May-02 | 7 | 1 | 7.00 | 0 | 0 | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | 7 | 1 | 7.00 | 0 | 0 | | | | | | | |
| Aug-02 | | | | | | 6 | 1 | 6.00 | | | | |
| Sep-02 | | | | | | | | | | | | |



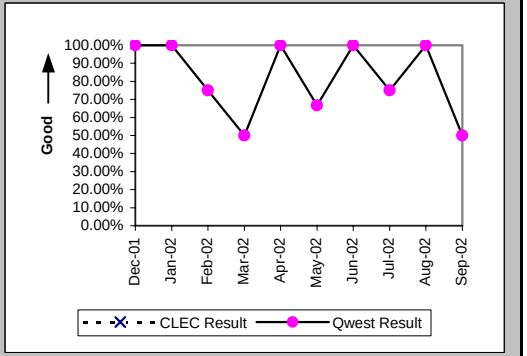

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 34 | 1 | 34.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | 42 | 1 | 42.00 | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Sep-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

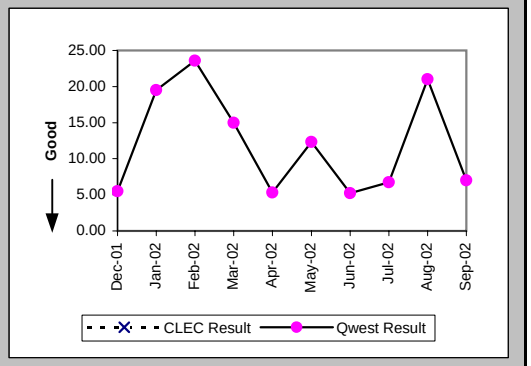
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Mar-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jun-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Aug-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |



## Checklist #14 - Resale - DS0 Installation

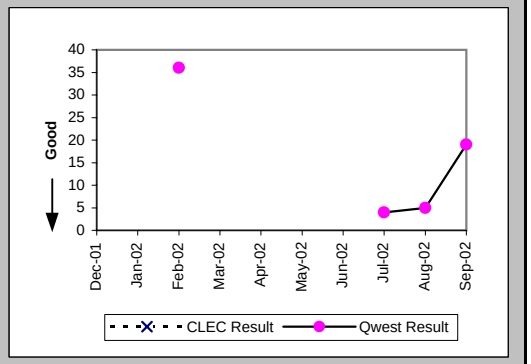
### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 11 | 2 | 5.50 | 2.12 | | | |
| Jan-02 | | | | | | 78 | 4 | 19.50 | 12.40 | | | |
| Feb-02 | | | | | | 118 | 5 | 23.60 | 31.05 | | | |
| Mar-02 | | | | | | 30 | 2 | 15.00 | 12.73 | | | |
| Apr-02 | | | | | | 16 | 3 | 5.33 | 1.53 | | | |
| May-02 | | | | | | 37 | 3 | 12.33 | 11.15 | | | |
| Jun-02 | | | | | | 21 | 4 | 5.25 | 2.50 | | | |
| Jul-02 | | | | | | 27 | 4 | 6.75 | 2.63 | | | |
| Aug-02 | | | | | | 42 | 2 | 21.00 | 12.73 | | | |
| Sep-02 | | | | | | 7 | 1 | 7.00 | | | | |



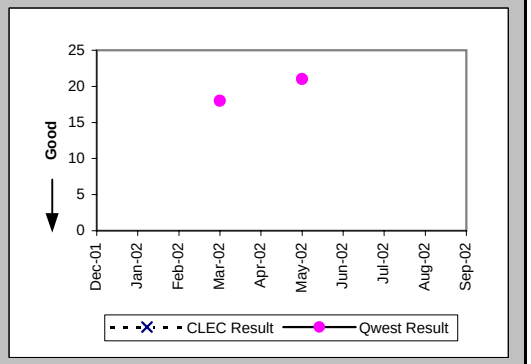

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 36 | 1 | 36.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Aug-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Sep-02 | | | | | | 19 | 1 | 19.00 | | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

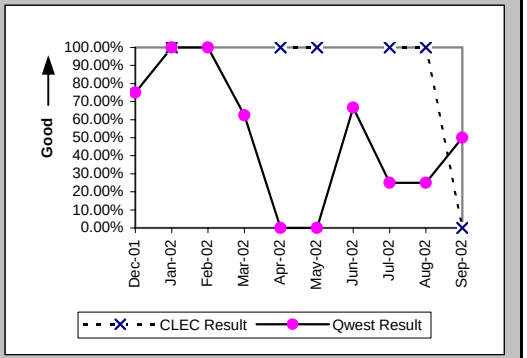
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 18 | 1 | 18.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 21 | 1 | 21.00 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

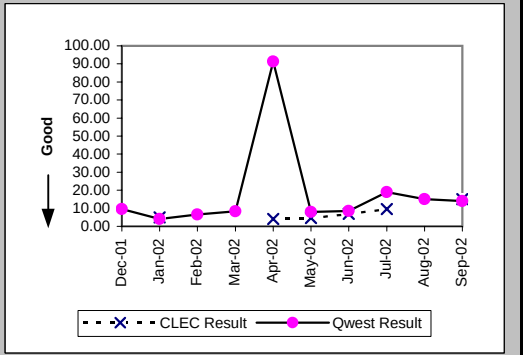
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 5 | 8 | 62.50% | 48.41% | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 0 | 3 | 0.00% | N/A | N/A | | |
| May-02 | 5 | 5 | 100.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | | |
| Jun-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Jul-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 4 | 25.00% | 43.30% | -2 | -2.22 | No |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 4 | 25.00% | 43.30% | -1.55 | -1.94 | No |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 2 | 50.00% | 50.00% | 0.33 | -0.8 | No |



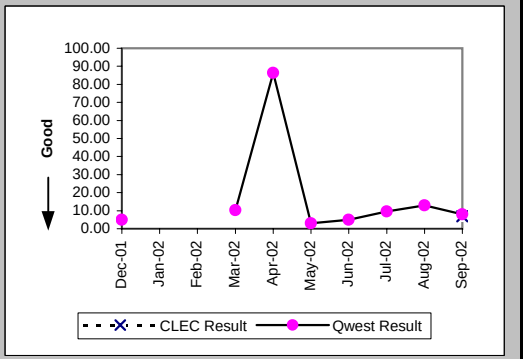

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 4 | 9.50 | 13.00 | | | |
| Jan-02 | 5 | 1 | 5.00 | 0 | 0 | 24 | 6 | 4.00 | 2.83 | 0.29 | -0.82 | No |
| Feb-02 | | | | | | 13 | 2 | 6.50 | 3.54 | | | |
| Mar-02 | | | | | | 67 | 8 | 8.38 | 6.57 | | | |
| Apr-02 | 4 | 1 | 4.00 | 1 | 0 | 274 | 3 | 91.33 | 63.51 | -1.19 | -1.72 | No |
| May-02 | 14 | 3 | 4.67 | 2 | 0 | 16 | 2 | 8.00 | 1.41 | -2.58 | -2.57 | No |
| Jun-02 | 21 | 3 | 7.00 | 0 | 0 | 51 | 6 | 8.50 | 1.64 | -1.29 | -1.78 | No |
| Jul-02 | 19 | 2 | 9.50 | 0 | 0 | 76 | 4 | 19.00 | 8.60 | -1.28 | -1.78 | No |
| Aug-02 | | | | | | 60 | 4 | 15.00 | 14.45 | | | |
| Sep-02 | 15 | 1 | 15.00 | 0 | 0 | 42 | 3 | 14.00 | 5.57 | -0.03 | -1.02 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

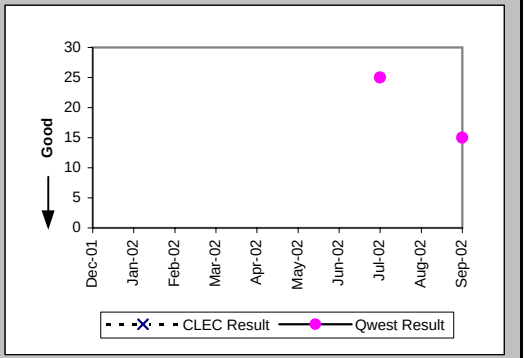
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 1 | 5.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 31 | 3 | 10.33 | 4.04 | | | |
| Apr-02 | | | | | | 259 | 3 | 86.33 | 63.51 | | | |
| May-02 | | | | | | 6 | 2 | 3.00 | 1.41 | | | |
| Jun-02 | | | | | | 10 | 2 | 5.00 | 0.00 | | | |
| Jul-02 | | | | | | 19 | 2 | 9.50 | 6.36 | | | |
| Aug-02 | | | | | | 39 | 3 | 13.00 | 15.13 | | | |
| Sep-02 | 7 | 1 | 7.00 | 0 | 0 | 8 | 1 | 8.00 | | | | |



## Checklist #14 - Resale - DS0 Installation

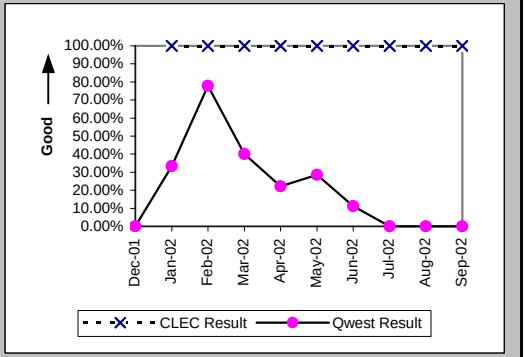
### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 25 | 1 | 25.00 | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 15 | 1 | 15.00 | | | | |



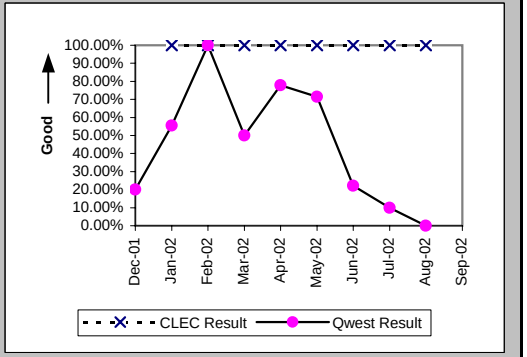

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 10 | 0.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 3 | 9 | 33.33% | 47.14% | -1.34 | -1.82 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 9 | 77.78% | 41.57% | -0.51 | -1.31 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 10 | 40.00% | 48.99% | -1.17 | -1.71 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 2 | 9 | 22.22% | 41.57% | -2.81 | -2.71 | No |
| May-02 | 5 | 5 | 100.00% | 0 | 0 | 2 | 7 | 28.57% | 45.18% | -2.7 | -2.64 | No |
| Jun-02 | 5 | 5 | 100.00% | 0 | 0 | 1 | 9 | 11.11% | 31.43% | -5.07 | -4.08 | No |
| Jul-02 | 3 | 3 | 100.00% | 0 | 0 | 0 | 10 | 0.00% | N/A | N/A | | |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 0 | 9 | 0.00% | N/A | N/A | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 0 | 7 | 0.00% | N/A | N/A | | |




### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

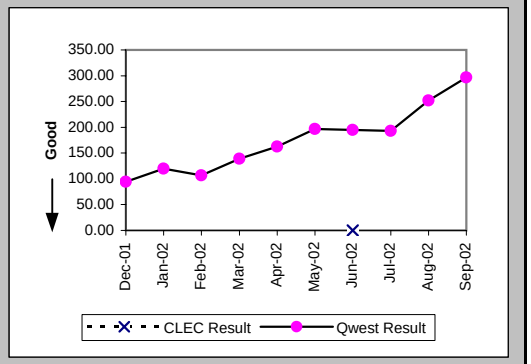
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 9 | 55.56% | 49.69% | -0.85 | -1.52 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 9 | 9 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 10 | 50.00% | 50.00% | -0.95 | -1.58 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 7 | 9 | 77.78% | 41.57% | -0.8 | -1.49 | No |
| May-02 | 5 | 5 | 100.00% | 0 | 0 | 5 | 7 | 71.43% | 45.18% | -1.08 | -1.66 | No |
| Jun-02 | 5 | 5 | 100.00% | 0 | 0 | 2 | 9 | 22.22% | 41.57% | -3.35 | -3.04 | No |
| Jul-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 10 | 10.00% | 30.00% | -4.56 | -3.77 | No |
| Aug-02 | 2 | 2 | 100.00% | 0 | 0 | 0 | 9 | 0.00% | N/A | N/A | | |
| Sep-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

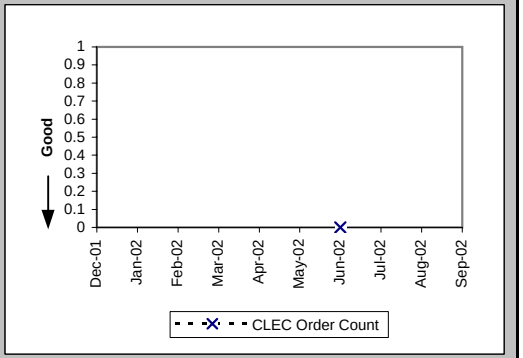
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1229 | 13 | 94.54 | 22.18 | | | |
| Jan-02 | | | | | | 1438 | 12 | 119.83 | 19.56 | | | |
| Feb-02 | | | | | | 1708 | 16 | 106.75 | 61.55 | | | |
| Mar-02 | | | | | | 1943 | 14 | 138.79 | 58.88 | | | |
| Apr-02 | | | | | | 1949 | 12 | 162.42 | 66.59 | | | |
| May-02 | | | | | | 2166 | 11 | 196.91 | 53.08 | | | |
| Jun-02 | 0 | 1 | 0.00 | 0 | 0 | 2335 | 12 | 194.58 | 89.46 | -2.09 | -2.27 | No |
| Jul-02 | | | | | | 2698 | 14 | 192.71 | 102.08 | | | |
| Aug-02 | | | | | | 2772 | 11 | 252.00 | 82.49 | | | |
| Sep-02 | | | | | | 2968 | 10 | 296.80 | 6.66 | | | |



Checklist #14 - Resale - DS0 Installation

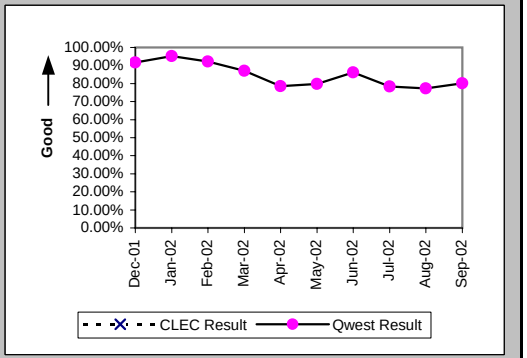
| Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | 0 |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - DS0 Repair

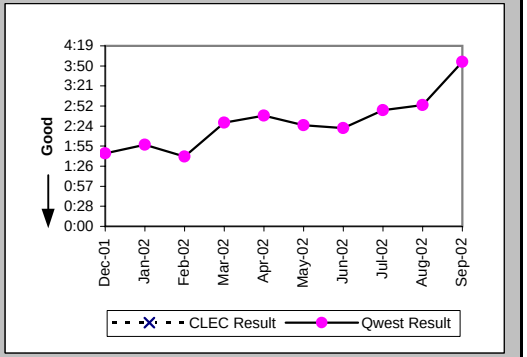
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 121 | 132 | 91.67% | 27.64% | | | |
| Jan-02 | | | | | | 141 | 148 | 95.27% | 21.23% | | | |
| Feb-02 | | | | | | 83 | 90 | 92.22% | 26.78% | | | |
| Mar-02 | | | | | | 81 | 93 | 87.10% | 33.52% | | | |
| Apr-02 | | | | | | 99 | 126 | 78.57% | 41.03% | | | |
| May-02 | | | | | | 115 | 144 | 79.86% | 40.10% | | | |
| Jun-02 | | | | | | 119 | 138 | 86.23% | 34.46% | | | |
| Jul-02 | | | | | | 109 | 139 | 78.42% | 41.14% | | | |
| Aug-02 | | | | | | 106 | 137 | 77.37% | 41.84% | | | |
| Sep-02 | | | | | | 93 | 116 | 80.17% | 39.87% | | | |



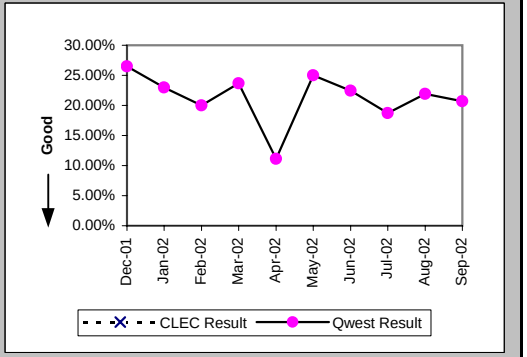

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230:27 | 132 | 1:45 | 2:26 | | | |
| Jan-02 | | | | | | 289:15 | 148 | 1:57 | 5:51 | | | |
| Feb-02 | | | | | | 149:48 | 90 | 1:40 | 2:04 | | | |
| Mar-02 | | | | | | 230:23 | 93 | 2:29 | 4:13 | | | |
| Apr-02 | | | | | | 333:29 | 126 | 2:39 | 3:31 | | | |
| May-02 | | | | | | 348:01 | 144 | 2:25 | 3:08 | | | |
| Jun-02 | | | | | | 323:56 | 138 | 2:21 | 3:05 | | | |
| Jul-02 | | | | | | 387:23 | 139 | 2:47 | 3:42 | | | |
| Aug-02 | | | | | | 396:52 | 137 | 2:54 | 4:04 | | | |
| Sep-02 | | | | | | 456:07 | 116 | 3:56 | 9:39 | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

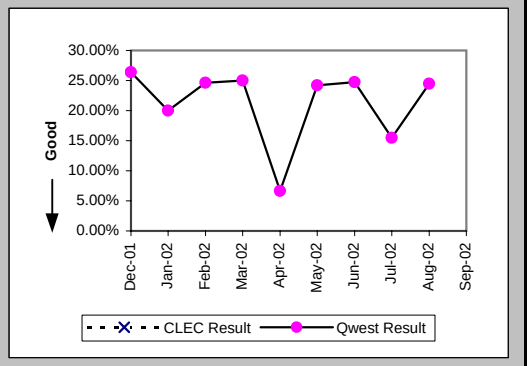
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 35 | 132 | 26.52% | 44.14% | | | |
| Jan-02 | | | | | | 34 | 148 | 22.97% | 42.07% | | | |
| Feb-02 | | | | | | 18 | 90 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 22 | 93 | 23.66% | 42.50% | | | |
| Apr-02 | | | | | | 14 | 126 | 11.11% | 31.43% | | | |
| May-02 | | | | | | 36 | 144 | 25.00% | 43.30% | | | |
| Jun-02 | | | | | | 31 | 138 | 22.46% | 41.73% | | | |
| Jul-02 | | | | | | 26 | 139 | 18.71% | 39.00% | | | |
| Aug-02 | | | | | | 30 | 137 | 21.90% | 41.36% | | | |
| Sep-02 | | | | | | 24 | 116 | 20.69% | 40.51% | | | |



## Checklist #14 - Resale - DS0 Repair

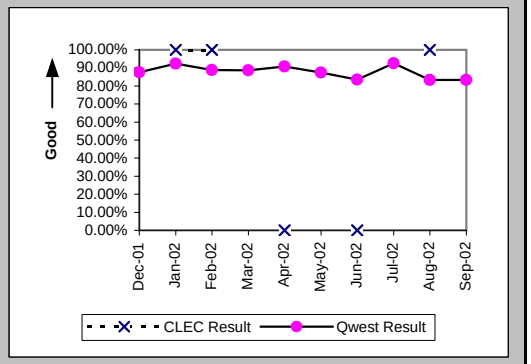
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 91 | 26.37% | 44.07% | | | |
| Jan-02 | | | | | | 20 | 100 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | 16 | 65 | 24.62% | 43.08% | | | |
| Mar-02 | | | | | | 16 | 64 | 25.00% | 43.30% | | | |
| Apr-02 | | | | | | 5 | 75 | 6.67% | 24.94% | | | |
| May-02 | | | | | | 23 | 95 | 24.21% | 42.84% | | | |
| Jun-02 | | | | | | 24 | 97 | 24.74% | 43.15% | | | |
| Jul-02 | | | | | | 15 | 97 | 15.46% | 36.16% | | | |
| Aug-02 | | | | | | 23 | 94 | 24.47% | 42.99% | | | |
| Sep-02 | | | | | | | | | | | | |



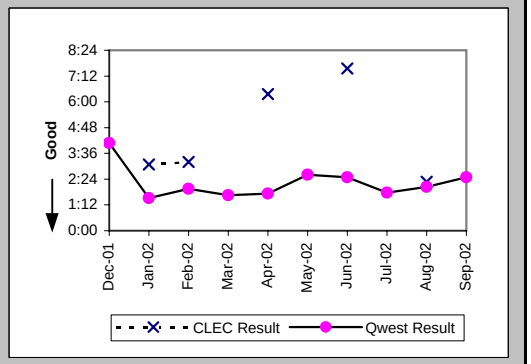

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 113 | 129 | 87.60% | 32.96% | | | |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 98 | 106 | 92.45% | 26.42% | -0.4 | -1.24 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 71 | 80 | 88.75% | 31.60% | -0.35 | -1.22 | No |
| Mar-02 | | | | | | 63 | 71 | 88.73% | 31.62% | | | |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 79 | 87 | 90.80% | 28.90% | 1.67 | 0.02 | Yes |
| May-02 | | | | | | 90 | 103 | 87.38% | 33.21% | | | |
| Jun-02 | 0 | 2 | 0.00% | 1 | 0 | 106 | 127 | 83.46% | 37.15% | 2.23 | 0.36 | Yes |
| Jul-02 | | | | | | 113 | 122 | 92.62% | 26.14% | | | |
| Aug-02 | 1 | 1 | 100.00% | 0 | 0 | 60 | 72 | 83.33% | 37.27% | -0.44 | -1.27 | No |
| Sep-02 | | | | | | 40 | 48 | 83.33% | 37.27% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

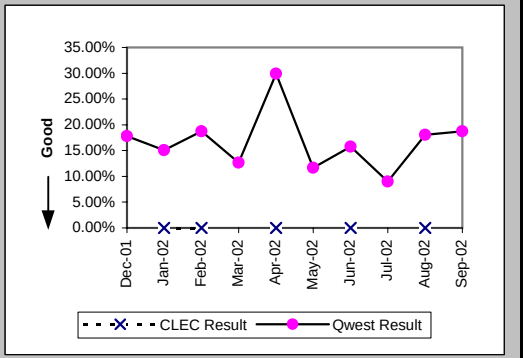
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 526:08 | 129 | 4:05 | 22:06 | | | |
| Jan-02 | 6:10 | 2 | 3:05 | 0 | 0 | 161:34 | 106 | 1:31 | 2:37 | 1.07 | -0.35 | No |
| Feb-02 | 3:12 | 1 | 3:12 | 0 | 0 | 156:39 | 80 | 1:57 | 1:37 | 0.7 | -0.57 | No |
| Mar-02 | | | | | | 116:56 | 71 | 1:39 | 2:04 | | | |
| Apr-02 | 6:22 | 1 | 6:22 | 1 | 0 | 150:53 | 87 | 1:44 | 1:39 | 1.81 | 0.1 | Yes |
| May-02 | | | | | | 268:37 | 103 | 2:36 | 2:50 | | | |
| Jun-02 | 15:07 | 2 | 7:33 | 1 | 0 | 316:06 | 127 | 2:29 | 2:37 | 1.87 | 0.13 | Yes |
| Jul-02 | | | | | | 214:45 | 122 | 1:46 | 2:18 | | | |
| Aug-02 | 2:17 | 1 | 2:17 | 0 | 0 | 146:17 | 72 | 2:02 | 1:58 | 0.42 | -0.75 | No |
| Sep-02 | | | | | | 119:33 | 48 | 2:29 | 3:51 | | | |



## Checklist #14 - Resale - DS0 Repair

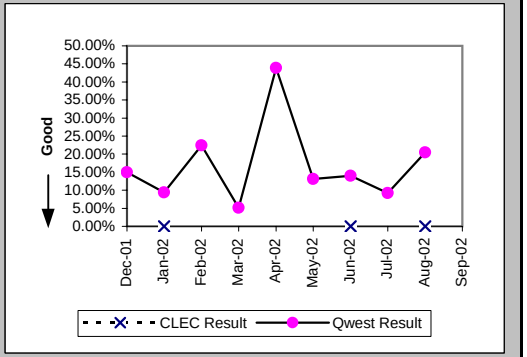
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 23 | 129 | 17.83% | 38.28% | | | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 16 | 106 | 15.09% | 35.80% | -0.59 | -1.36 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 15 | 80 | 18.75% | 39.03% | -0.48 | -1.29 | No |
| Mar-02 | | | | | | 9 | 71 | 12.68% | 33.27% | | | |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 26 | 87 | 29.89% | 45.78% | -0.65 | -1.39 | No |
| May-02 | | | | | | 12 | 103 | 11.65% | 32.08% | | | |
| Jun-02 | 0 | 2 | 0.00% | 1 | 0 | 20 | 127 | 15.75% | 36.43% | -0.61 | -1.37 | No |
| Jul-02 | | | | | | 11 | 122 | 9.02% | 28.64% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 72 | 18.06% | 38.47% | -0.47 | -1.28 | No |
| Sep-02 | | | | | | 9 | 48 | 18.75% | 39.03% | | | |



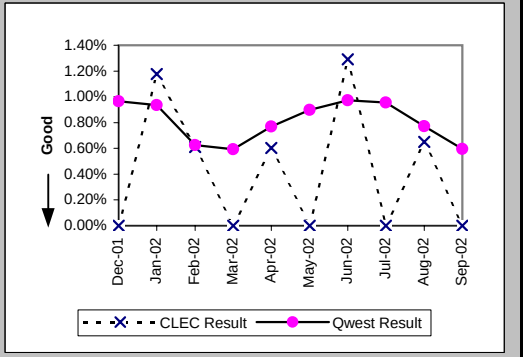

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 80 | 15.00% | 35.71% | | | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 6 | 64 | 9.38% | 29.15% | -0.45 | -1.27 | No |
| Feb-02 | | | | | | 13 | 58 | 22.41% | 41.70% | | | |
| Mar-02 | | | | | | 2 | 39 | 5.13% | 22.06% | | | |
| Apr-02 | | | | | | 25 | 57 | 43.86% | 49.62% | | | |
| May-02 | | | | | | 10 | 76 | 13.16% | 33.80% | | | |
| Jun-02 | 0 | 1 | 0.00% | 1 | 0 | 13 | 93 | 13.98% | 34.68% | -0.4 | -1.24 | No |
| Jul-02 | | | | | | 8 | 87 | 9.20% | 28.90% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 9 | 44 | 20.45% | 40.34% | -0.5 | -1.3 | No |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

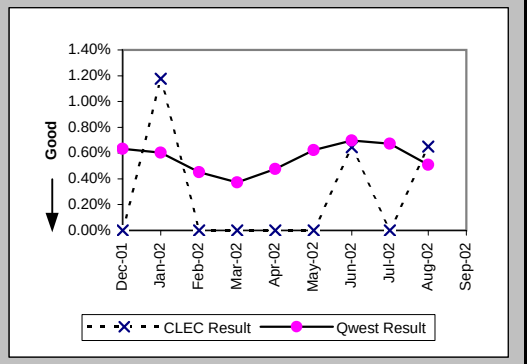
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 169 | 0.00% | 0 | 0 | 261 | 27010 | 0.97% | 9.78% | -1.28 | -1.78 | No |
| Jan-02 | 2 | 170 | 1.18% | 0 | 0 | 254 | 27136 | 0.94% | 9.63% | 0.4 | -0.76 | No |
| Feb-02 | 1 | 164 | 0.61% | 0 | 0 | 170 | 27201 | 0.63% | 7.88% | -0.02 | -1.01 | No |
| Mar-02 | 0 | 164 | 0.00% | 0 | 0 | 164 | 27664 | 0.59% | 7.68% | -0.99 | -1.6 | No |
| Apr-02 | 1 | 166 | 0.60% | 1 | 0 | 213 | 27706 | 0.77% | 8.73% | -0.24 | -1.15 | No |
| May-02 | 0 | 152 | 0.00% | 0 | 0 | 247 | 27453 | 0.90% | 9.44% | -1.17 | -1.71 | No |
| Jun-02 | 2 | 155 | 1.29% | 1 | 0 | 265 | 27259 | 0.97% | 9.81% | 0.47 | -0.72 | No |
| Jul-02 | 0 | 154 | 0.00% | 0 | 0 | 261 | 27331 | 0.96% | 9.73% | -1.22 | -1.74 | No |
| Aug-02 | 1 | 154 | 0.65% | 0 | 0 | 209 | 27108 | 0.77% | 8.75% | -0.17 | -1.1 | No |
| Sep-02 | 0 | 161 | 0.00% | 0 | 0 | 164 | 27517 | 0.60% | 7.70% | -0.98 | -1.6 | No |



## Checklist #14 - Resale - DS0 Repair

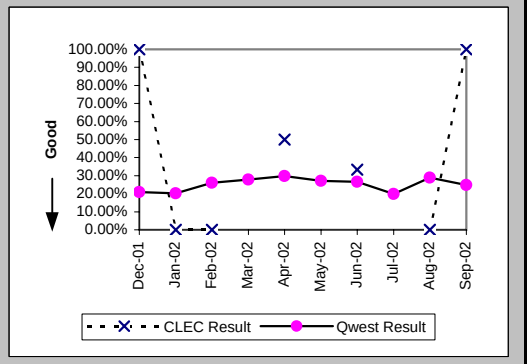
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 169 | 0.00% | 0 | 0 | 171 | 27010 | 0.63% | 7.93% | -1.03 | -1.63 | No |
| Jan-02 | 2 | 170 | 1.18% | 0 | 0 | 164 | 27136 | 0.60% | 7.75% | 0.92 | -0.44 | No |
| Feb-02 | 0 | 164 | 0.00% | 0 | 0 | 123 | 27201 | 0.45% | 6.71% | -0.86 | -1.52 | No |
| Mar-02 | 0 | 164 | 0.00% | 0 | 0 | 103 | 27664 | 0.37% | 6.09% | -0.78 | -1.47 | No |
| Apr-02 | 0 | 166 | 0.00% | 0 | 0 | 132 | 27706 | 0.48% | 6.89% | -0.89 | -1.54 | No |
| May-02 | 0 | 152 | 0.00% | 0 | 0 | 171 | 27453 | 0.62% | 7.87% | -0.97 | -1.59 | No |
| Jun-02 | 1 | 155 | 0.65% | 1 | 0 | 190 | 27259 | 0.70% | 8.32% | -0.08 | -1.05 | No |
| Jul-02 | 0 | 154 | 0.00% | 0 | 0 | 184 | 27331 | 0.67% | 8.18% | -1.02 | -1.62 | No |
| Aug-02 | 1 | 154 | 0.65% | 0 | 0 | 138 | 27108 | 0.51% | 7.12% | 0.33 | -0.8 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

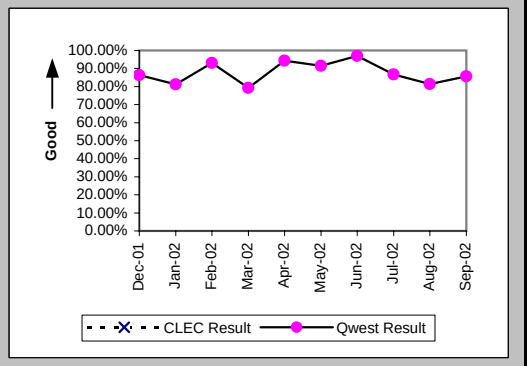
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 69 | 330 | 20.91% | 40.67% | 2.04 | 0.24 | Yes |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 64 | 318 | 20.13% | 40.09% | -0.71 | -1.43 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 60 | 230 | 26.09% | 43.91% | -0.59 | -1.36 | No |
| Mar-02 | | | | | | 63 | 227 | 27.75% | 44.78% | | | |
| Apr-02 | 1 | 2 | 50.00% | 0 | 0 | 90 | 303 | 29.70% | 45.70% | 0.52 | -0.68 | No |
| May-02 | | | | | | 92 | 339 | 27.14% | 44.47% | | | |
| Jun-02 | 1 | 3 | 33.33% | 0 | 0 | 96 | 361 | 26.59% | 44.18% | 0.26 | -0.84 | No |
| Jul-02 | | | | | | 65 | 326 | 19.94% | 39.95% | | | |
| Aug-02 | 0 | 1 | 0.00% | 0 | 0 | 85 | 294 | 28.91% | 45.34% | -0.64 | -1.39 | No |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 54 | 218 | 24.77% | 43.17% | 1.16 | -0.29 | No |



## Checklist #14 - Resale - DS1 Installation

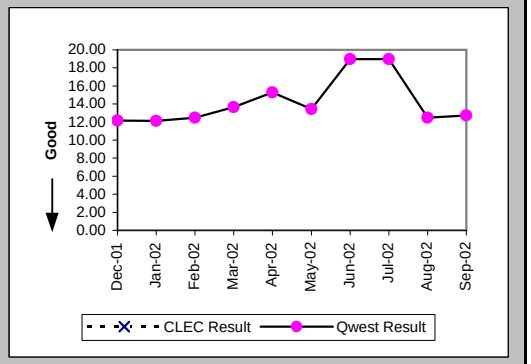
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 140 | 162 | 86.42% | 34.26% | | | |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | | | | | | 162 | 174 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 126 | 159 | 79.25% | 40.56% | | | |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | | | | | | 162 | 177 | 91.53% | 27.85% | | | |
| Jun-02 | | | | | | 232 | 239 | 97.07% | 16.86% | | | |
| Jul-02 | | | | | | 149 | 172 | 86.63% | 34.04% | | | |
| Aug-02 | | | | | | 127 | 156 | 81.41% | 38.90% | | | |
| Sep-02 | | | | | | 149 | 174 | 85.63% | 35.08% | | | |



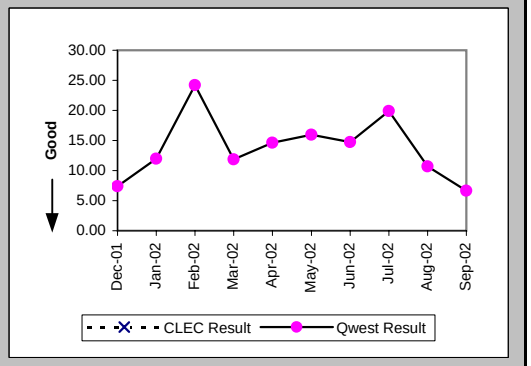

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | | | | | | 2773 | 203 | 13.66 | 9.86 | | | |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |
| Jun-02 | | | | | | 5064 | 267 | 18.97 | 12.62 | | | |
| Jul-02 | | | | | | 4382 | 231 | 18.97 | 14.61 | | | |
| Aug-02 | | | | | | 2608 | 209 | 12.48 | 9.60 | | | |
| Sep-02 | | | | | | 2520 | 198 | 12.73 | 6.42 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

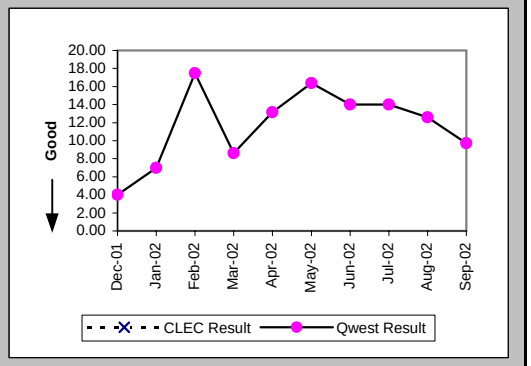
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |
| Jun-02 | | | | | | 103 | 7 | 14.71 | 6.70 | | | |
| Jul-02 | | | | | | 438 | 22 | 19.91 | 21.15 | | | |
| Aug-02 | | | | | | 235 | 22 | 10.68 | 13.73 | | | |
| Sep-02 | | | | | | 60 | 9 | 6.67 | 3.57 | | | |



## Checklist #14 - Resale - DS1 Installation

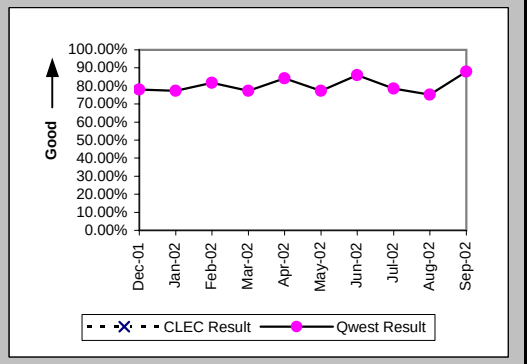
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |
| Jun-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Jul-02 | | | | | | 112 | 8 | 14.00 | 8.25 | | | |
| Aug-02 | | | | | | 151 | 12 | 12.58 | 10.84 | | | |
| Sep-02 | | | | | | 165 | 17 | 9.71 | 6.94 | | | |



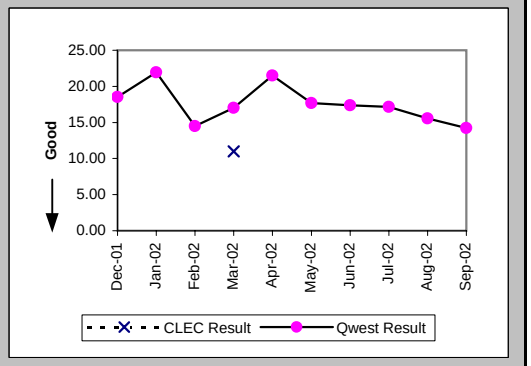

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | | | | | | 58 | 75 | 77.33% | 41.87% | | | |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |
| Jun-02 | | | | | | 61 | 71 | 85.92% | 34.79% | | | |
| Jul-02 | | | | | | 88 | 112 | 78.57% | 41.03% | | | |
| Aug-02 | | | | | | 100 | 133 | 75.19% | 43.19% | | | |
| Sep-02 | | | | | | 102 | 116 | 87.93% | 32.58% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

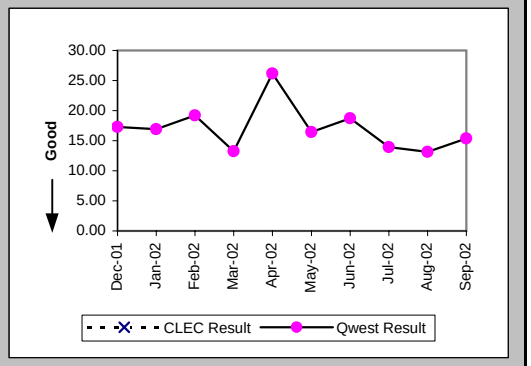
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | 11 | 1 | 11.00 | 0 | 0 | 1532 | 90 | 17.02 | 8.35 | -0.72 | -1.44 | No |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |
| Jun-02 | | | | | | 1458 | 84 | 17.36 | 10.99 | | | |
| Jul-02 | | | | | | 2284 | 133 | 17.17 | 9.03 | | | |
| Aug-02 | | | | | | 2228 | 143 | 15.58 | 8.98 | | | |
| Sep-02 | | | | | | 1750 | 123 | 14.23 | 9.16 | | | |



## Checklist #14 - Resale - DS1 Installation

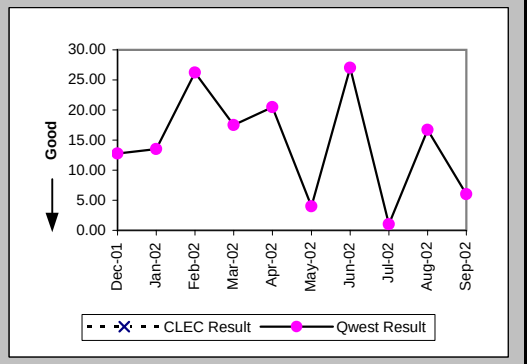
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |
| Jun-02 | | | | | | 225 | 12 | 18.75 | 16.09 | | | |
| Jul-02 | | | | | | 348 | 25 | 13.92 | 11.05 | | | |
| Aug-02 | | | | | | 328 | 25 | 13.12 | 9.87 | | | |
| Sep-02 | | | | | | 215 | 14 | 15.36 | 12.23 | | | |



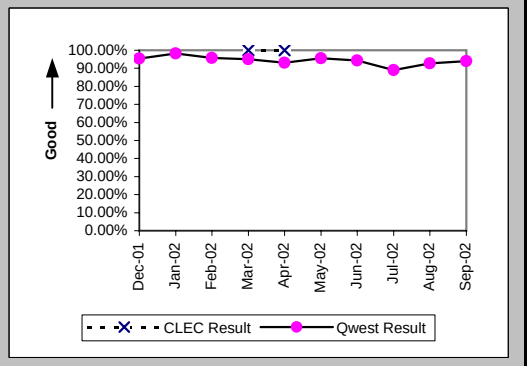

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Jun-02 | | | | | | 27 | 1 | 27.00 | | | | |
| Jul-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Aug-02 | | | | | | 167 | 10 | 16.70 | 8.71 | | | |
| Sep-02 | | | | | | 6 | 1 | 6.00 | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

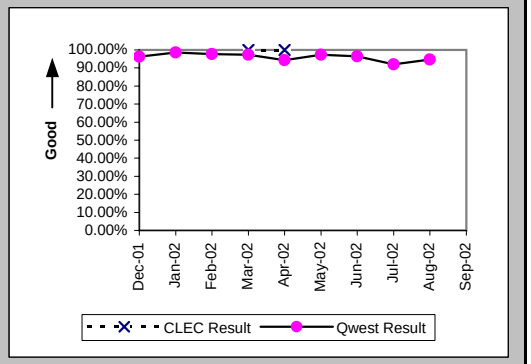
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 241 | 95.44% | 20.87% | | | |
| Jan-02 | | | | | | 276 | 281 | 98.22% | 13.22% | | | |
| Feb-02 | | | | | | 299 | 312 | 95.83% | 19.98% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 291 | 306 | 95.10% | 21.59% | -0.23 | -1.14 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 340 | 365 | 93.15% | 25.26% | -0.27 | -1.16 | No |
| May-02 | | | | | | 361 | 378 | 95.50% | 20.72% | | | |
| Jun-02 | | | | | | 316 | 335 | 94.33% | 23.13% | | | |
| Jul-02 | | | | | | 323 | 363 | 88.98% | 31.31% | | | |
| Aug-02 | | | | | | 344 | 371 | 92.72% | 25.98% | | | |
| Sep-02 | | | | | | 324 | 345 | 93.91% | 23.91% | | | |



## Checklist #14 - Resale - DS1 Installation

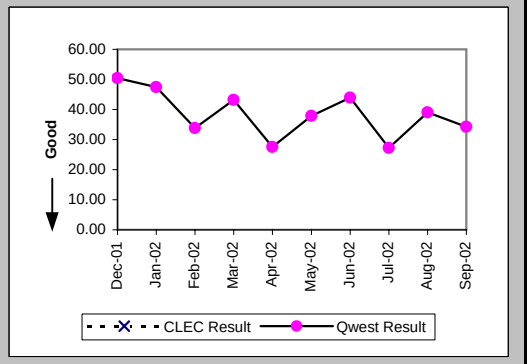
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 232 | 241 | 96.27% | 18.96% | | | |
| Jan-02 | | | | | | 277 | 281 | 98.58% | 11.85% | | | |
| Feb-02 | | | | | | 305 | 312 | 97.76% | 14.81% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 298 | 306 | 97.39% | 15.96% | -0.16 | -1.1 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 344 | 365 | 94.25% | 23.29% | -0.25 | -1.15 | No |
| May-02 | | | | | | 368 | 378 | 97.35% | 16.05% | | | |
| Jun-02 | | | | | | 323 | 335 | 96.42% | 18.58% | | | |
| Jul-02 | | | | | | 334 | 363 | 92.01% | 27.11% | | | |
| Aug-02 | | | | | | 351 | 371 | 94.61% | 22.58% | | | |
| Sep-02 | | | | | | | | | | | | |



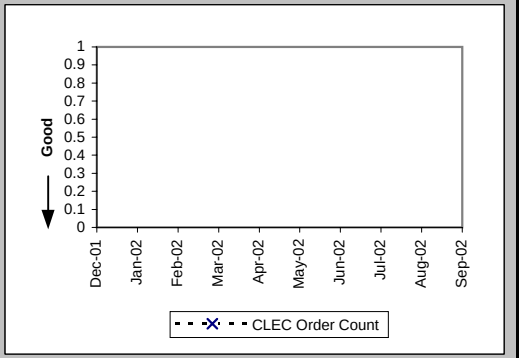

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | | | | | | 1773 | 41 | 43.24 | 49.06 | | | |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |
| Jun-02 | | | | | | 1319 | 30 | 43.97 | 62.11 | | | |
| Jul-02 | | | | | | 1364 | 50 | 27.28 | 58.98 | | | |
| Aug-02 | | | | | | 1560 | 40 | 39.00 | 69.14 | | | |
| Sep-02 | | | | | | 1576 | 46 | 34.26 | 53.92 | | | |



Checklist #14 - Resale - DS1 Installation

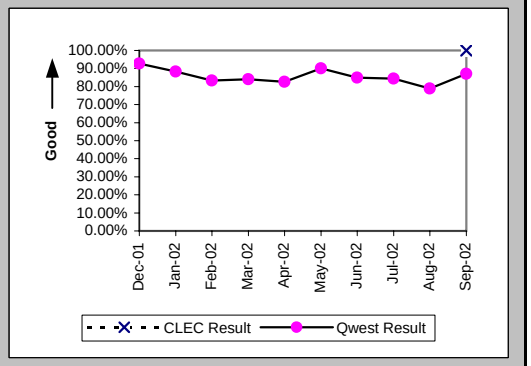
| Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - DS1 Repair

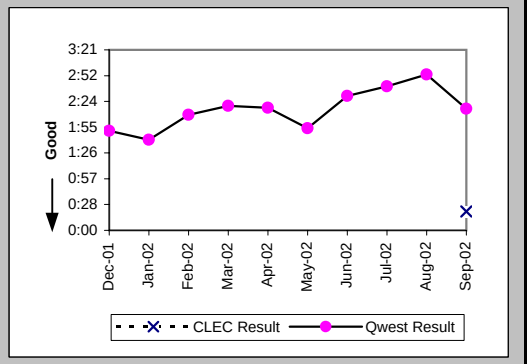
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | | | | | | 100 | 121 | 82.64% | 37.87% | | | |
| May-02 | | | | | | 91 | 101 | 90.10% | 29.87% | | | |
| Jun-02 | | | | | | 118 | 139 | 84.89% | 35.81% | | | |
| Jul-02 | | | | | | 135 | 160 | 84.38% | 36.31% | | | |
| Aug-02 | | | | | | 139 | 176 | 78.98% | 40.75% | | | |
| Sep-02 | 1 | 1 | 100.00% | 0 | 0 | 121 | 139 | 87.05% | 33.57% | -0.38 | -1.23 | No |



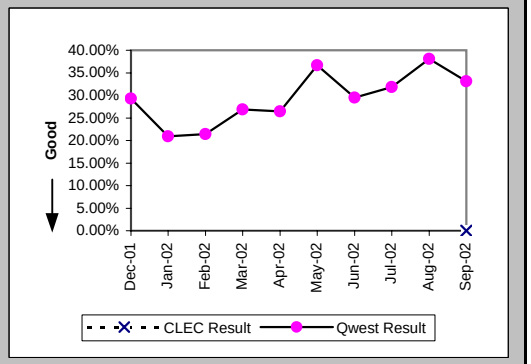

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | | | | | | 276:56 | 121 | 2:17 | 2:35 | | | |
| May-02 | | | | | | 191:46 | 101 | 1:54 | 2:15 | | | |
| Jun-02 | | | | | | 347:37 | 139 | 2:30 | 3:04 | | | |
| Jul-02 | | | | | | 430:21 | 160 | 2:41 | 3:16 | | | |
| Aug-02 | | | | | | 510:54 | 176 | 2:54 | 3:28 | | | |
| Sep-02 | 0:21 | 1 | 0:21 | 0 | 0 | 315:22 | 139 | 2:16 | 3:22 | -0.57 | -1.35 | No |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

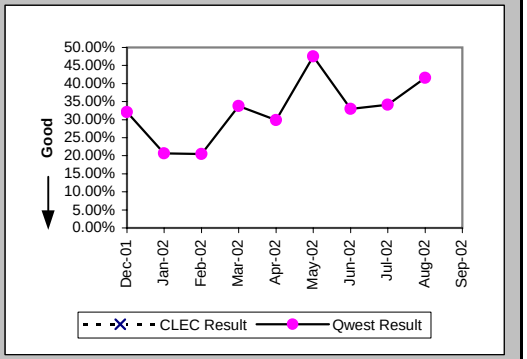
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | | | | | | 32 | 121 | 26.45% | 44.10% | | | |
| May-02 | | | | | | 37 | 101 | 36.63% | 48.18% | | | |
| Jun-02 | | | | | | 41 | 139 | 29.50% | 45.60% | | | |
| Jul-02 | | | | | | 51 | 160 | 31.88% | 46.60% | | | |
| Aug-02 | | | | | | 67 | 176 | 38.07% | 48.56% | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 46 | 139 | 33.09% | 47.06% | -0.7 | -1.43 | No |



## Checklist #14 - Resale - DS1 Repair

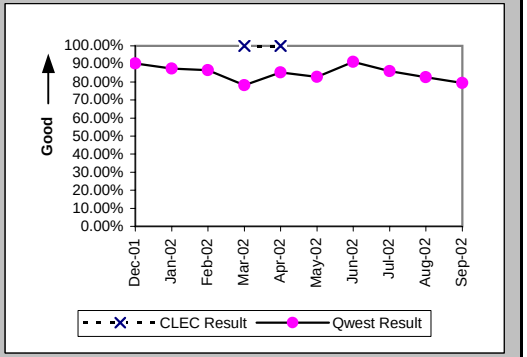
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | | | | | | 26 | 87 | 29.89% | 45.78% | | | |
| May-02 | | | | | | 29 | 61 | 47.54% | 49.94% | | | |
| Jun-02 | | | | | | 33 | 100 | 33.00% | 47.02% | | | |
| Jul-02 | | | | | | 41 | 120 | 34.17% | 47.43% | | | |
| Aug-02 | | | | | | 54 | 130 | 41.54% | 49.28% | | | |
| Sep-02 | | | | | | | | | | | | |



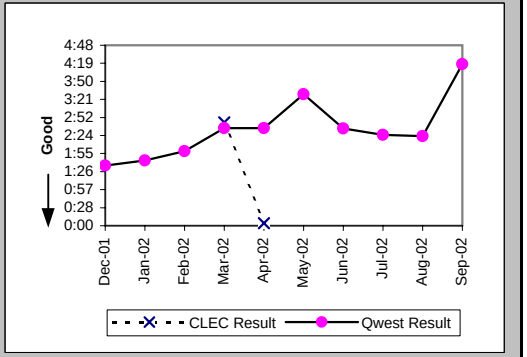

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 36 | 46 | 78.26% | 41.25% | -0.52 | -1.32 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 64 | 75 | 85.33% | 35.38% | -0.41 | -1.25 | No |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |
| Jun-02 | | | | | | 82 | 90 | 91.11% | 28.46% | | | |
| Jul-02 | | | | | | 74 | 86 | 86.05% | 34.65% | | | |
| Aug-02 | | | | | | 90 | 109 | 82.57% | 37.94% | | | |
| Sep-02 | | | | | | 62 | 78 | 79.49% | 40.38% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

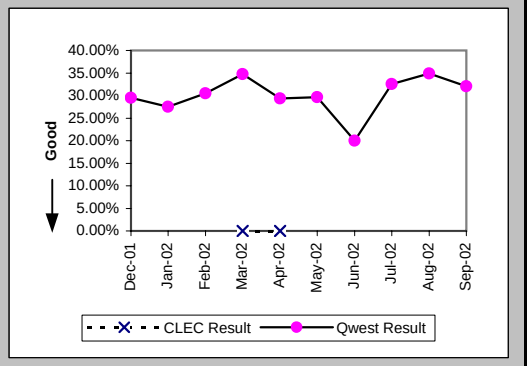
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | 2:45 | 1 | 2:45 | 0 | 0 | 119:28 | 46 | 2:36 | 3:10 | 0.46 | -0.72 | No |
| Apr-02 | 0:04 | 1 | 0:04 | 0 | 0 | 195:29 | 75 | 2:36 | 3:24 | -0.74 | -1.45 | No |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |
| Jun-02 | | | | | | 231:49 | 90 | 2:35 | 3:15 | | | |
| Jul-02 | | | | | | 207:44 | 86 | 2:25 | 2:01 | | | |
| Aug-02 | | | | | | 258:56 | 109 | 2:23 | 2:15 | | | |
| Sep-02 | | | | | | 335:19 | 78 | 4:18 | 16:41 | | | |



## Checklist #14 - Resale - DS1 Repair

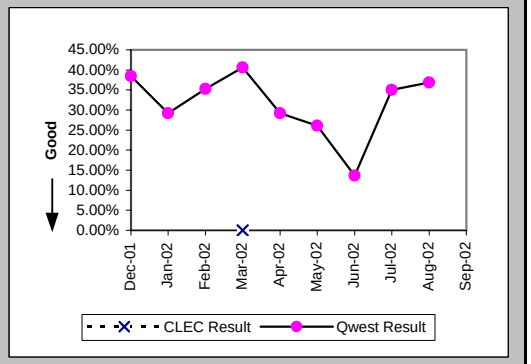
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 16 | 46 | 34.78% | 47.63% | -0.72 | -1.44 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 22 | 75 | 29.33% | 45.53% | -0.64 | -1.39 | No |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |
| Jun-02 | | | | | | 18 | 90 | 20.00% | 40.00% | | | |
| Jul-02 | | | | | | 28 | 86 | 32.56% | 46.86% | | | |
| Aug-02 | | | | | | 38 | 109 | 34.86% | 47.65% | | | |
| Sep-02 | | | | | | 25 | 78 | 32.05% | 46.67% | | | |



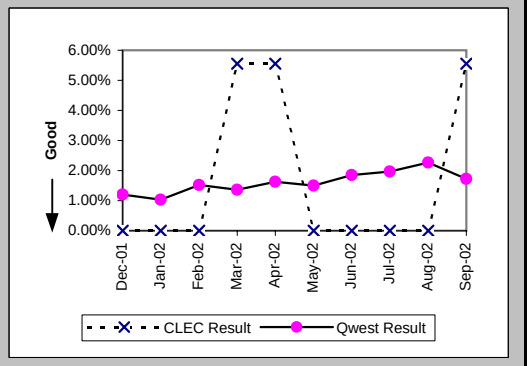

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 32 | 40.63% | 49.11% | -0.81 | -1.5 | No |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | 18 | 69 | 26.09% | 43.91% | | | |
| Jun-02 | | | | | | 9 | 66 | 13.64% | 34.32% | | | |
| Jul-02 | | | | | | 21 | 60 | 35.00% | 47.70% | | | |
| Aug-02 | | | | | | 28 | 76 | 36.84% | 48.24% | | | |
| Sep-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

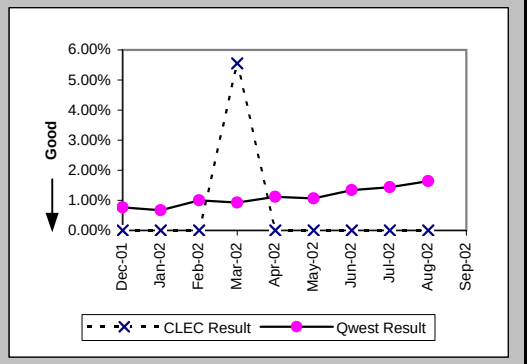
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 17 | 0.00% | 0 | 0 | 143 | 11934 | 1.20% | 10.88% | -0.45 | -1.28 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 126 | 12182 | 1.03% | 10.12% | -0.42 | -1.26 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 185 | 12170 | 1.52% | 12.24% | -0.51 | -1.31 | No |
| Mar-02 | 1 | 18 | 5.56% | 0 | 0 | 165 | 12127 | 1.36% | 11.58% | 1.17 | -0.29 | No |
| Apr-02 | 1 | 18 | 5.56% | 0 | 0 | 196 | 12050 | 1.63% | 12.65% | 1.06 | -0.36 | No |
| May-02 | 0 | 19 | 0.00% | 0 | 0 | 182 | 12171 | 1.50% | 12.14% | -0.54 | -1.33 | No |
| Jun-02 | 0 | 19 | 0.00% | 0 | 0 | 229 | 12340 | 1.86% | 13.50% | -0.6 | -1.36 | No |
| Jul-02 | 0 | 18 | 0.00% | 0 | 0 | 246 | 12522 | 1.96% | 13.88% | -0.6 | -1.36 | No |
| Aug-02 | 0 | 18 | 0.00% | 0 | 0 | 285 | 12580 | 2.27% | 14.88% | -0.65 | -1.39 | No |
| Sep-02 | 1 | 18 | 5.56% | 0 | 0 | 217 | 12614 | 1.72% | 13.00% | 1.02 | -0.38 | No |



## Checklist #14 - Resale - DS1 Repair

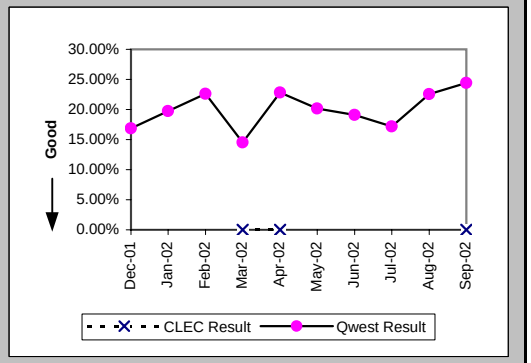
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 17 | 0.00% | 0 | 0 | 92 | 11934 | 0.77% | 8.75% | -0.36 | -1.22 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 82 | 12182 | 0.67% | 8.18% | -0.34 | -1.21 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 122 | 12170 | 1.00% | 9.96% | -0.41 | -1.25 | No |
| Mar-02 | 1 | 18 | 5.56% | 0 | 0 | 112 | 12127 | 0.92% | 9.57% | 1.39 | -0.16 | No |
| Apr-02 | 0 | 18 | 0.00% | 0 | 0 | 135 | 12050 | 1.12% | 10.53% | -0.45 | -1.27 | No |
| May-02 | 0 | 19 | 0.00% | 0 | 0 | 130 | 12171 | 1.07% | 10.28% | -0.45 | -1.28 | No |
| Jun-02 | 0 | 19 | 0.00% | 0 | 0 | 166 | 12340 | 1.35% | 11.52% | -0.51 | -1.31 | No |
| Jul-02 | 0 | 18 | 0.00% | 0 | 0 | 180 | 12522 | 1.44% | 11.90% | -0.51 | -1.31 | No |
| Aug-02 | 0 | 18 | 0.00% | 0 | 0 | 206 | 12580 | 1.64% | 12.69% | -0.55 | -1.33 | No |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

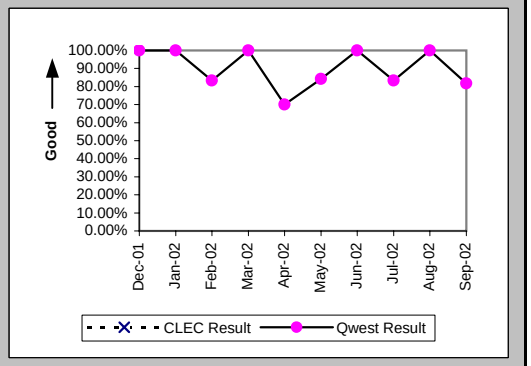
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 28 | 193 | 14.51% | 35.22% | -0.41 | -1.25 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 58 | 254 | 22.83% | 41.98% | -0.54 | -1.33 | No |
| May-02 | | | | | | 46 | 228 | 20.18% | 40.13% | | | |
| Jun-02 | | | | | | 54 | 283 | 19.08% | 39.29% | | | |
| Jul-02 | | | | | | 51 | 297 | 17.17% | 37.71% | | | |
| Aug-02 | | | | | | 83 | 368 | 22.55% | 41.79% | | | |
| Sep-02 | 0 | 1 | 0.00% | 0 | 0 | 70 | 287 | 24.39% | 42.94% | -0.57 | -1.34 | No |



## Checklist #14 - Resale - Installation for DS3 and Higher

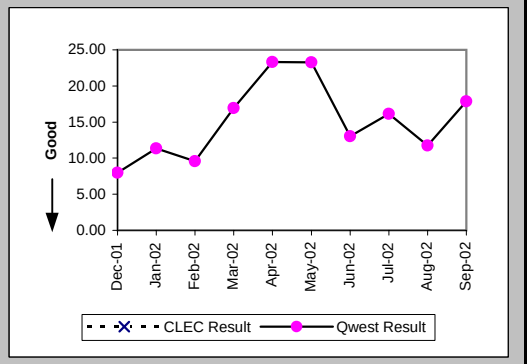
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| May-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |
| Jun-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | 15 | 18 | 83.33% | 37.27% | | | |
| Aug-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |



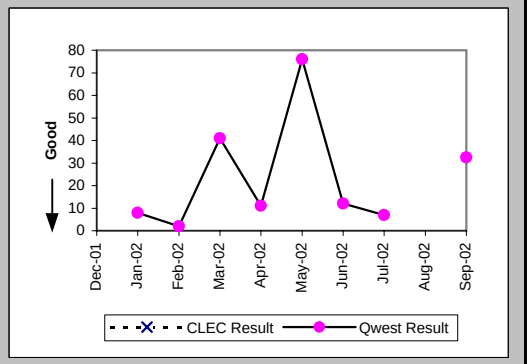

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40 | 5 | 8.00 | 2.45 | | | |
| Jan-02 | | | | | | 227 | 20 | 11.35 | 6.91 | | | |
| Feb-02 | | | | | | 67 | 7 | 9.57 | 3.78 | | | |
| Mar-02 | | | | | | 220 | 13 | 16.92 | 13.51 | | | |
| Apr-02 | | | | | | 233 | 10 | 23.30 | 17.02 | | | |
| May-02 | | | | | | 489 | 21 | 23.29 | 35.06 | | | |
| Jun-02 | | | | | | 443 | 34 | 13.03 | 5.96 | | | |
| Jul-02 | | | | | | 387 | 24 | 16.12 | 8.44 | | | |
| Aug-02 | | | | | | 129 | 11 | 11.73 | 5.80 | | | |
| Sep-02 | | | | | | 304 | 17 | 17.88 | 19.25 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

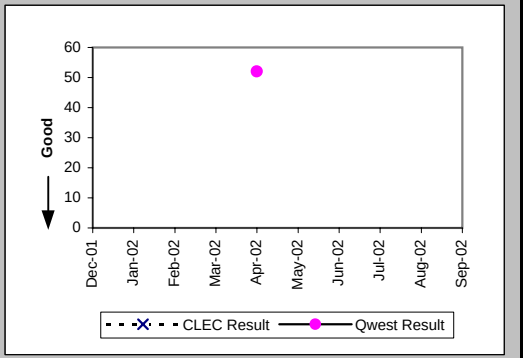
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 8 | 1 | 8.00 | | | | |
| Feb-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Mar-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Apr-02 | | | | | | 22 | 2 | 11.00 | 0.00 | | | |
| May-02 | | | | | | 304 | 4 | 76.00 | 39.05 | | | |
| Jun-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Jul-02 | | | | | | 21 | 3 | 7.00 | 5.20 | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 130 | 4 | 32.50 | 25.62 | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

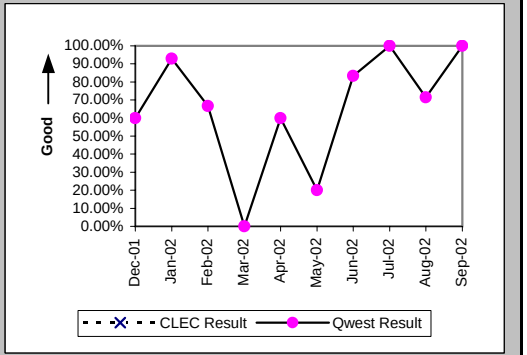
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 52 | 1 | 52.00 | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |



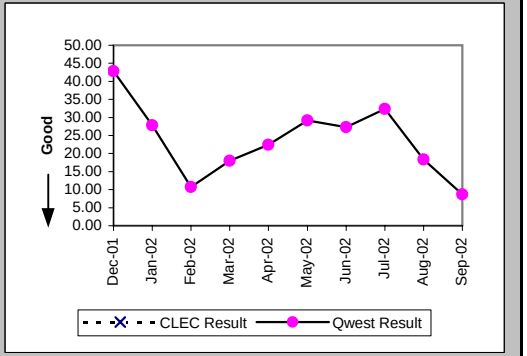

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| May-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jun-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Jul-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 5 | 7 | 71.43% | 45.18% | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

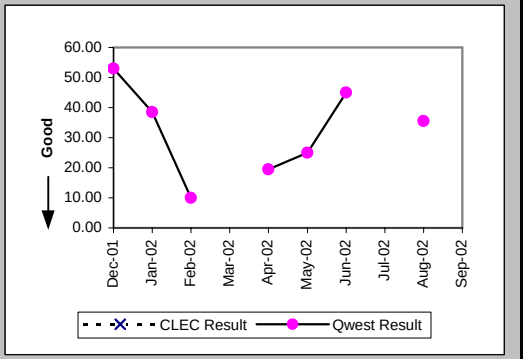
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 300 | 7 | 42.86 | 29.20 | | | |
| Jan-02 | | | | | | 501 | 18 | 27.83 | 16.66 | | | |
| Feb-02 | | | | | | 86 | 8 | 10.75 | 5.65 | | | |
| Mar-02 | | | | | | 36 | 2 | 18.00 | 4.24 | | | |
| Apr-02 | | | | | | 202 | 9 | 22.44 | 10.94 | | | |
| May-02 | | | | | | 204 | 7 | 29.14 | 15.67 | | | |
| Jun-02 | | | | | | 191 | 7 | 27.29 | 25.93 | | | |
| Jul-02 | | | | | | 97 | 3 | 32.33 | 36.09 | | | |
| Aug-02 | | | | | | 165 | 9 | 18.33 | 27.35 | | | |
| Sep-02 | | | | | | 26 | 3 | 8.67 | 3.06 | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

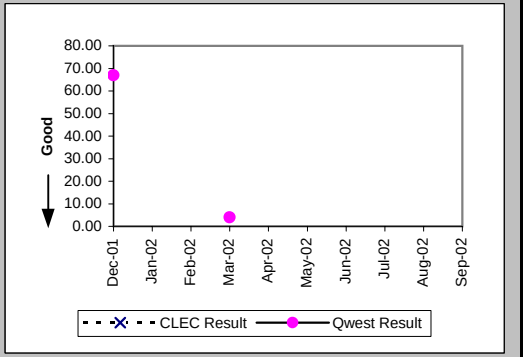
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 106 | 2 | 53.00 | 19.80 | | | |
| Jan-02 | | | | | | 154 | 4 | 38.50 | 21.30 | | | |
| Feb-02 | | | | | | 10 | 1 | 10.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 39 | 2 | 19.50 | 2.12 | | | |
| May-02 | | | | | | 100 | 4 | 25.00 | 18.89 | | | |
| Jun-02 | | | | | | 90 | 2 | 45.00 | 28.28 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 71 | 2 | 35.50 | 45.96 | | | |
| Sep-02 | | | | | | | | | | | | |



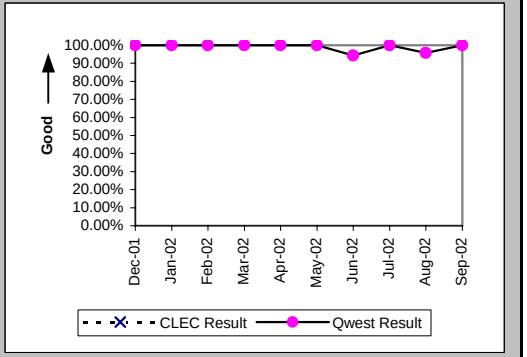

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 67 | 1 | 67.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

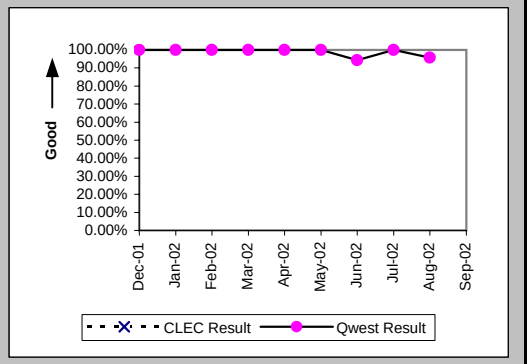
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 33 | 35 | 94.29% | 23.21% | | | |
| Jul-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 23 | 24 | 95.83% | 19.98% | | | |
| Sep-02 | | | | | | 20 | 20 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

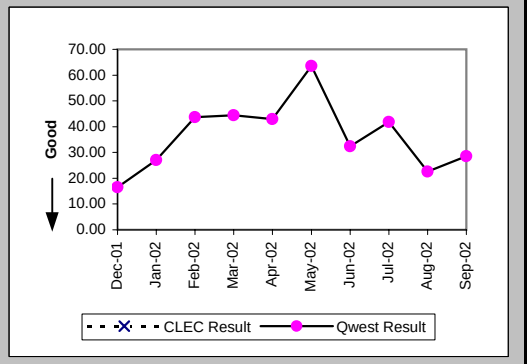
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 33 | 35 | 94.29% | 23.21% | | | |
| Jul-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 23 | 24 | 95.83% | 19.98% | | | |
| Sep-02 | | | | | | | | | | | | |



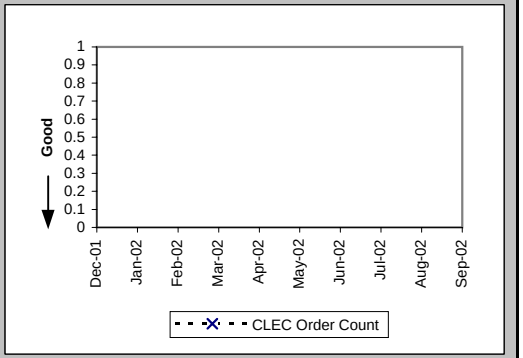

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 33 | 2 | 16.50 | 2.12 | | | |
| Jan-02 | | | | | | 108 | 4 | 27.00 | 13.64 | | | |
| Feb-02 | | | | | | 175 | 4 | 43.75 | 18.93 | | | |
| Mar-02 | | | | | | 311 | 7 | 44.43 | 28.69 | | | |
| Apr-02 | | | | | | 258 | 6 | 43.00 | 38.90 | | | |
| May-02 | | | | | | 318 | 5 | 63.60 | 49.00 | | | |
| Jun-02 | | | | | | 162 | 5 | 32.40 | 52.98 | | | |
| Jul-02 | | | | | | 293 | 7 | 41.86 | 48.34 | | | |
| Aug-02 | | | | | | 158 | 7 | 22.57 | 20.32 | | | |
| Sep-02 | | | | | | 171 | 6 | 28.50 | 28.01 | | | |



Checklist #14 - Resale - Installation for DS3 and Higher

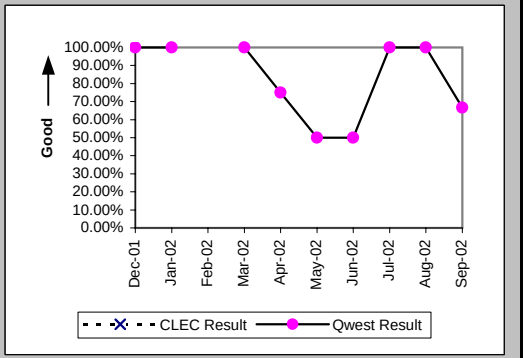
| Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - Repair for DS3 and Higher

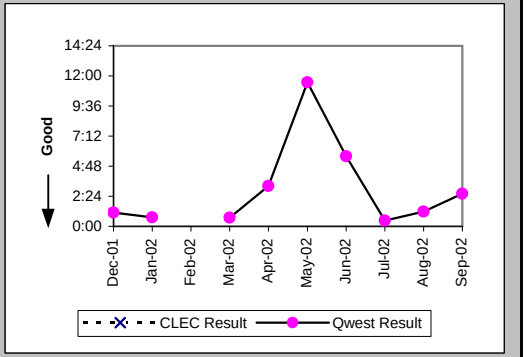
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jun-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Aug-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |



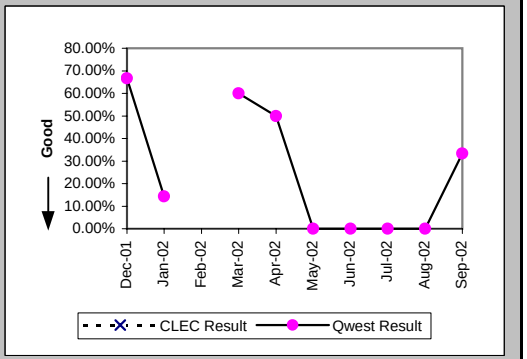

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3:19 | 3 | 1:06 | 0:23 | | | |
| Jan-02 | | | | | | 4:59 | 7 | 0:43 | 0:24 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3:26 | 5 | 0:41 | 0:43 | | | |
| Apr-02 | | | | | | 12:51 | 4 | 3:13 | 4:12 | | | |
| May-02 | | | | | | 22:58 | 2 | 11:29 | 13:37 | | | |
| Jun-02 | | | | | | 11:12 | 2 | 5:36 | 6:18 | | | |
| Jul-02 | | | | | | 1:53 | 4 | 0:28 | 0:15 | | | |
| Aug-02 | | | | | | 1:10 | 1 | 1:10 | | | | |
| Sep-02 | | | | | | 7:50 | 3 | 2:37 | 2:52 | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

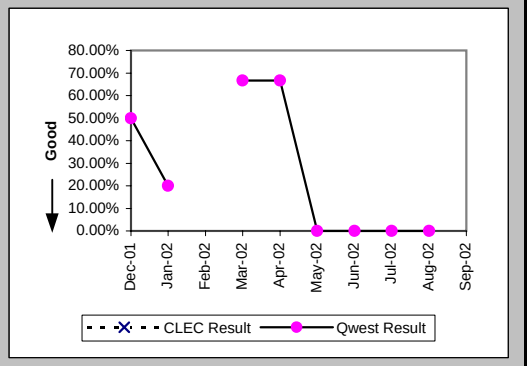
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

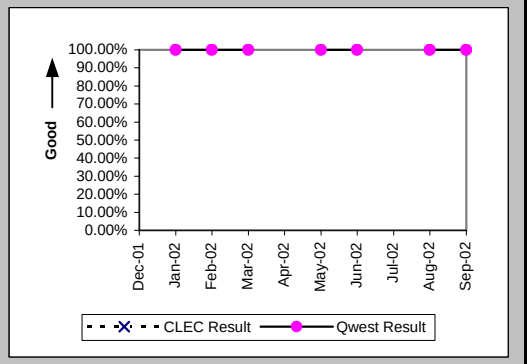
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |



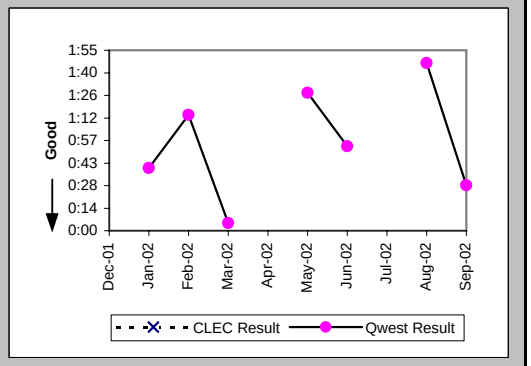

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jun-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Sep-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

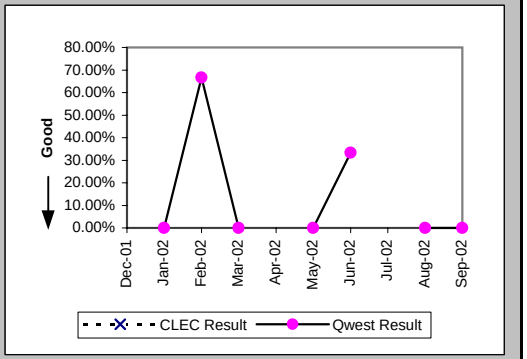
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2:40 | 4 | 0:40 | 0:28 | | | |
| Feb-02 | | | | | | 3:42 | 3 | 1:14 | 0:39 | | | |
| Mar-02 | | | | | | 0:05 | 1 | 0:05 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:56 | 2 | 1:28 | 0:13 | | | |
| Jun-02 | | | | | | 2:43 | 3 | 0:54 | 0:11 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 1:47 | 1 | 1:47 | | | | |
| Sep-02 | | | | | | 0:29 | 1 | 0:29 | | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

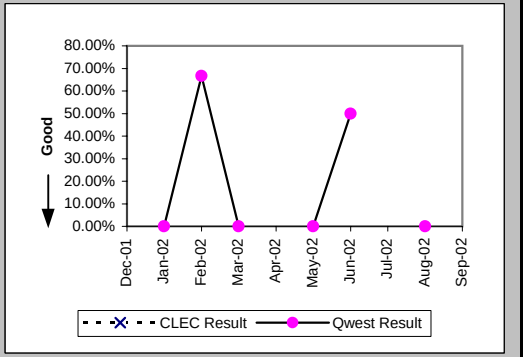
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |



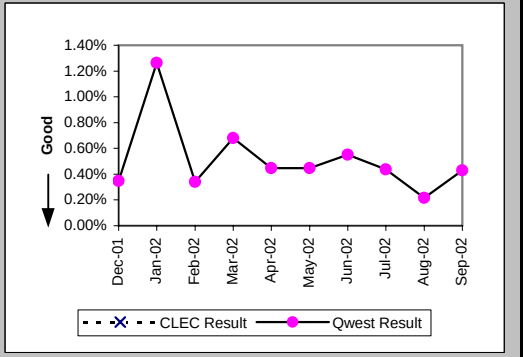

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jun-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | | | | | | | |




### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

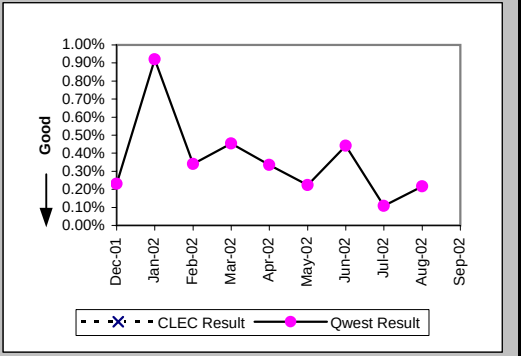
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 866 | 0.35% | 5.88% | | | |
| Jan-02 | | | | | | 11 | 870 | 1.26% | 11.17% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 6 | 882 | 0.68% | 8.22% | | | |
| Apr-02 | | | | | | 4 | 895 | 0.45% | 6.67% | | | |
| May-02 | | | | | | 4 | 897 | 0.45% | 6.66% | | | |
| Jun-02 | | | | | | 5 | 906 | 0.55% | 7.41% | | | |
| Jul-02 | | | | | | 4 | 918 | 0.44% | 6.59% | | | |
| Aug-02 | | | | | | 2 | 928 | 0.22% | 4.64% | | | |
| Sep-02 | | | | | | 4 | 931 | 0.43% | 6.54% | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

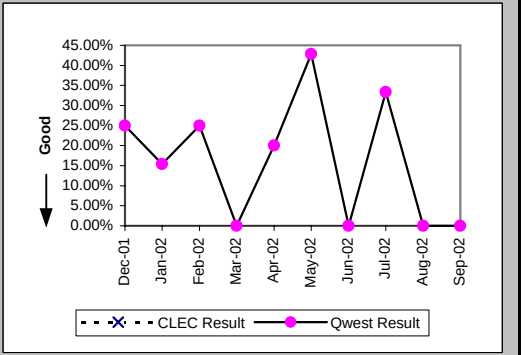
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 866 | 0.23% | 4.80% | | | |
| Jan-02 | | | | | | 8 | 870 | 0.92% | 9.55% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 4 | 882 | 0.45% | 6.72% | | | |
| Apr-02 | | | | | | 3 | 895 | 0.34% | 5.78% | | | |
| May-02 | | | | | | 2 | 897 | 0.22% | 4.72% | | | |
| Jun-02 | | | | | | 4 | 906 | 0.44% | 6.63% | | | |
| Jul-02 | | | | | | 1 | 918 | 0.11% | 3.30% | | | |
| Aug-02 | | | | | | 2 | 928 | 0.22% | 4.64% | | | |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

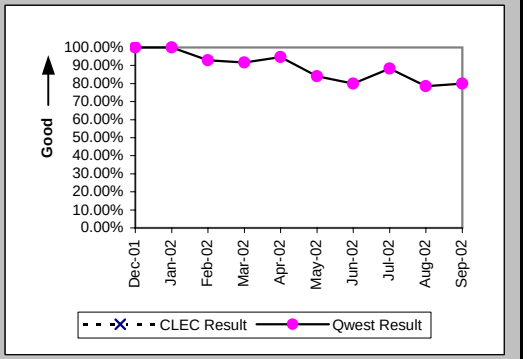
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| May-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Jun-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Jul-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Aug-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Sep-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |



## Checklist #14 - Resale - Frame Relay Installation

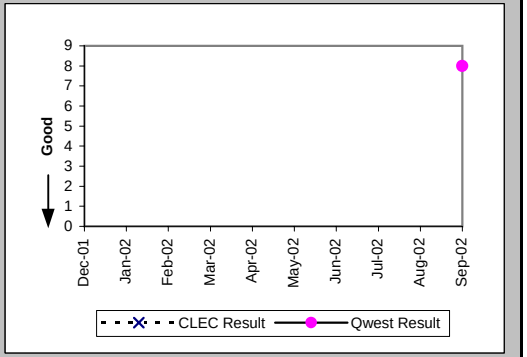
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Mar-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Apr-02 | | | | | | 18 | 19 | 94.74% | 22.33% | | | |
| May-02 | | | | | | 21 | 25 | 84.00% | 36.66% | | | |
| Jun-02 | | | | | | 12 | 15 | 80.00% | 40.00% | | | |
| Jul-02 | | | | | | 15 | 17 | 88.24% | 32.22% | | | |
| Aug-02 | | | | | | 11 | 14 | 78.57% | 41.03% | | | |
| Sep-02 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |



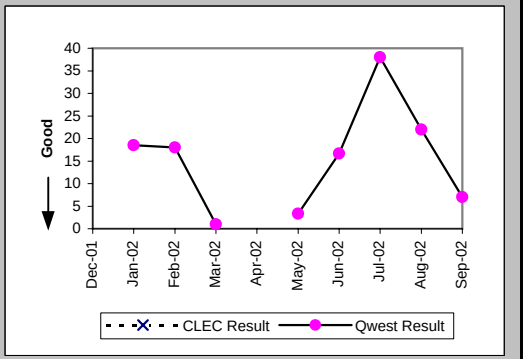

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | | | | | | | |
| Sep-02 | | | | | | 8 | 1 | 8.00 | | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

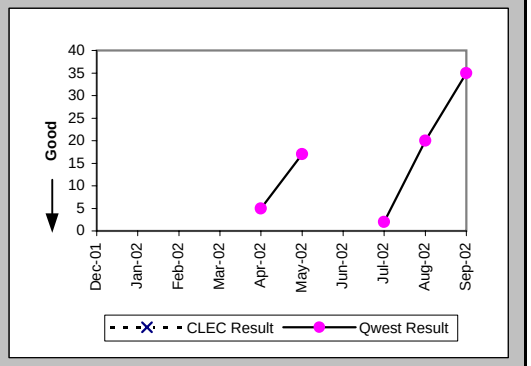
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 37 | 2 | 18.50 | 2.12 | | | |
| Feb-02 | | | | | | 18 | 1 | 18.00 | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 10 | 3 | 3.33 | 2.08 | | | |
| Jun-02 | | | | | | 50 | 3 | 16.67 | 25.40 | | | |
| Jul-02 | | | | | | 38 | 1 | 38.00 | | | | |
| Aug-02 | | | | | | 44 | 2 | 22.00 | 9.90 | | | |
| Sep-02 | | | | | | 7 | 1 | 7.00 | | | | |



## Checklist #14 - Resale - Frame Relay Installation

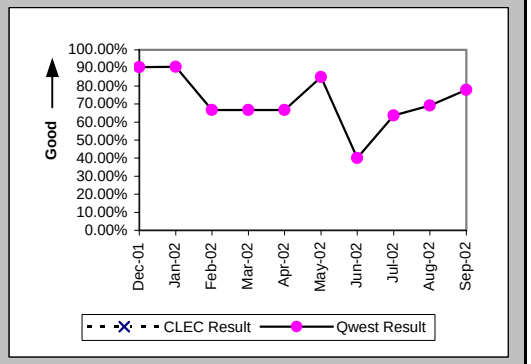
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 5 | 1 | 5.00 | | | | |
| May-02 | | | | | | 17 | 1 | 17.00 | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Aug-02 | | | | | | 40 | 2 | 20.00 | 9.90 | | | |
| Sep-02 | | | | | | 35 | 1 | 35.00 | | | | |



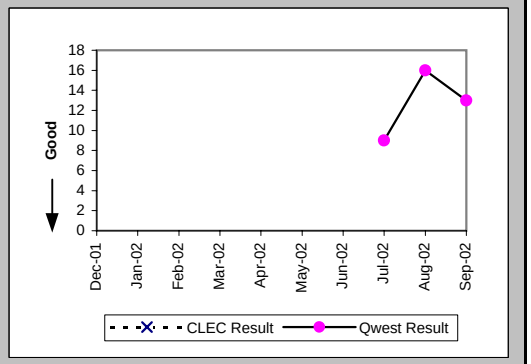

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 21 | 90.48% | 29.35% | | | |
| Jan-02 | | | | | | 29 | 32 | 90.63% | 29.15% | | | |
| Feb-02 | | | | | | 16 | 24 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 10 | 15 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 14 | 21 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 28 | 33 | 84.85% | 35.86% | | | |
| Jun-02 | | | | | | 6 | 15 | 40.00% | 48.99% | | | |
| Jul-02 | | | | | | 14 | 22 | 63.64% | 48.10% | | | |
| Aug-02 | | | | | | 18 | 26 | 69.23% | 46.15% | | | |
| Sep-02 | | | | | | 14 | 18 | 77.78% | 41.57% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

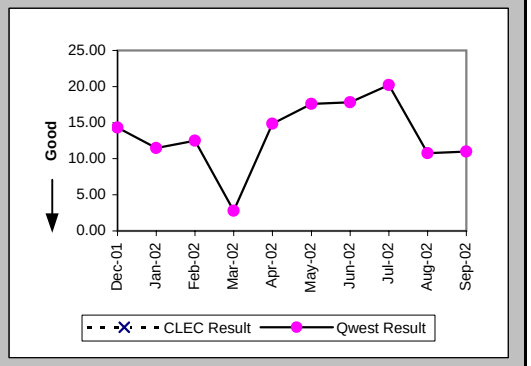
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |
| Jun-02 | | | | | | | | | | | | |
| Jul-02 | | | | | | 18 | 2 | 9.00 | 5.66 | | | |
| Aug-02 | | | | | | 32 | 2 | 16.00 | 2.83 | | | |
| Sep-02 | | | | | | 13 | 1 | 13.00 | | | | |



## Checklist #14 - Resale - Frame Relay Installation

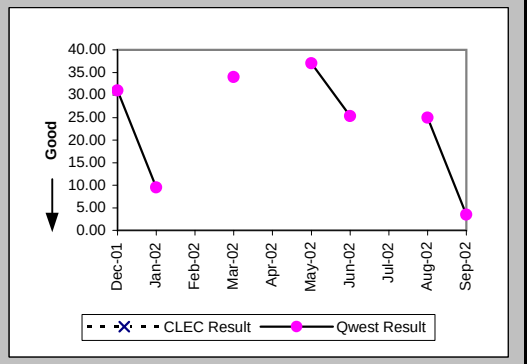
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 43 | 3 | 14.33 | 5.03 | | | |
| Jan-02 | | | | | | 46 | 4 | 11.50 | 9.00 | | | |
| Feb-02 | | | | | | 100 | 8 | 12.50 | 7.63 | | | |
| Mar-02 | | | | | | 14 | 5 | 2.80 | 2.95 | | | |
| Apr-02 | | | | | | 104 | 7 | 14.86 | 18.95 | | | |
| May-02 | | | | | | 88 | 5 | 17.60 | 7.50 | | | |
| Jun-02 | | | | | | 107 | 6 | 17.83 | 19.26 | | | |
| Jul-02 | | | | | | 182 | 9 | 20.22 | 13.69 | | | |
| Aug-02 | | | | | | 43 | 4 | 10.75 | 5.68 | | | |
| Sep-02 | | | | | | 22 | 2 | 11.00 | 14.14 | | | |



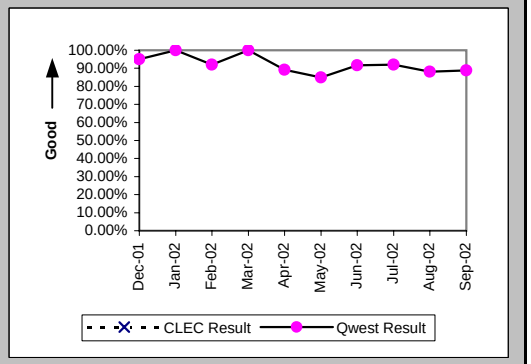

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 62 | 2 | 31.00 | 28.28 | | | |
| Jan-02 | | | | | | 19 | 2 | 9.50 | 2.12 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 34 | 1 | 34.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 37 | 1 | 37.00 | | | | |
| Jun-02 | | | | | | 76 | 3 | 25.33 | 23.46 | | | |
| Jul-02 | | | | | | | | | | | | |
| Aug-02 | | | | | | 100 | 4 | 25.00 | 16.02 | | | |
| Sep-02 | | | | | | 7 | 2 | 3.50 | 0.71 | | | |




New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

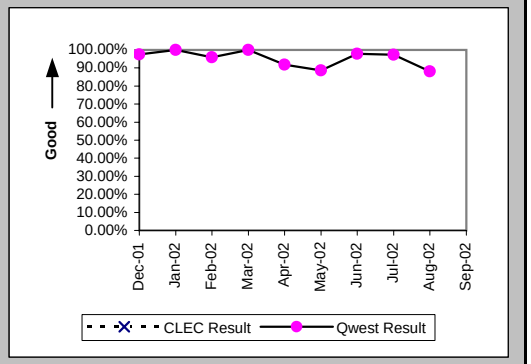
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 40 | 95.00% | 21.79% | | | |
| Jan-02 | | | | | | 48 | 48 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 46 | 50 | 92.00% | 27.13% | | | |
| Mar-02 | | | | | | 35 | 35 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 33 | 37 | 89.19% | 31.05% | | | |
| May-02 | | | | | | 45 | 53 | 84.91% | 35.80% | | | |
| Jun-02 | | | | | | 44 | 48 | 91.67% | 27.64% | | | |
| Jul-02 | | | | | | 35 | 38 | 92.11% | 26.97% | | | |
| Aug-02 | | | | | | 37 | 42 | 88.10% | 32.38% | | | |
| Sep-02 | | | | | | 32 | 36 | 88.89% | 31.43% | | | |



## Checklist #14 - Resale - Frame Relay Installation

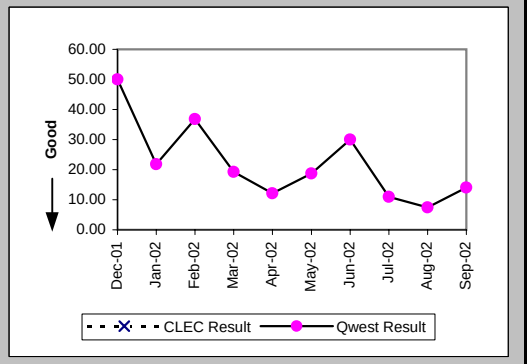
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 40 | 97.50% | 15.61% | | | |
| Jan-02 | | | | | | 48 | 48 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 48 | 50 | 96.00% | 19.60% | | | |
| Mar-02 | | | | | | 35 | 35 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 34 | 37 | 91.89% | 27.30% | | | |
| May-02 | | | | | | 47 | 53 | 88.68% | 31.68% | | | |
| Jun-02 | | | | | | 47 | 48 | 97.92% | 14.28% | | | |
| Jul-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |
| Aug-02 | | | | | | 37 | 42 | 88.10% | 32.38% | | | |
| Sep-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

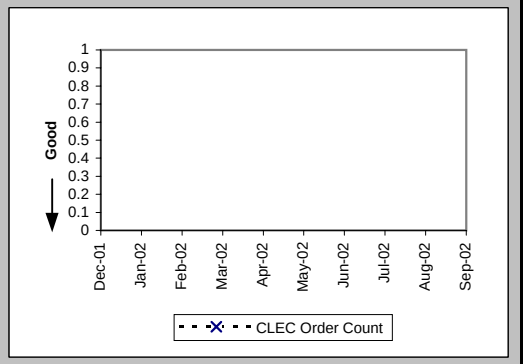
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 200 | 4 | 50.00 | 53.50 | | | |
| Jan-02 | | | | | | 153 | 7 | 21.86 | 32.12 | | | |
| Feb-02 | | | | | | 258 | 7 | 36.86 | 36.88 | | | |
| Mar-02 | | | | | | 77 | 4 | 19.25 | 22.04 | | | |
| Apr-02 | | | | | | 97 | 8 | 12.12 | 6.94 | | | |
| May-02 | | | | | | 187 | 10 | 18.70 | 13.91 | | | |
| Jun-02 | | | | | | 210 | 7 | 30.00 | 1.63 | | | |
| Jul-02 | | | | | | 77 | 7 | 11.00 | 19.17 | | | |
| Aug-02 | | | | | | 37 | 5 | 7.40 | 9.81 | | | |
| Sep-02 | | | | | | 28 | 2 | 14.00 | 12.73 | | | |



## Checklist #14 - Resale - Frame Relay Installation

Count of Pending Orders Delayed for Facilities Reasons Frame Relay (OP-15B) (Diagnostic)

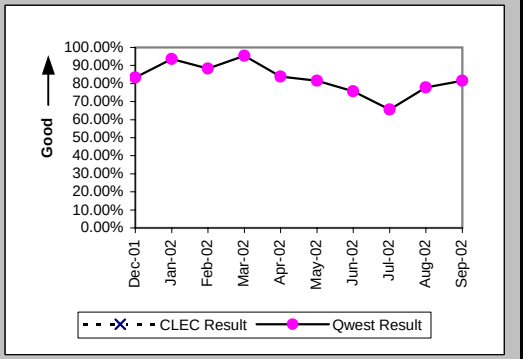
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |
| Jun-02 | |
| Jul-02 | |
| Aug-02 | |
| Sep-02 | |



## Checklist #14 - Resale - Frame Relay Repair

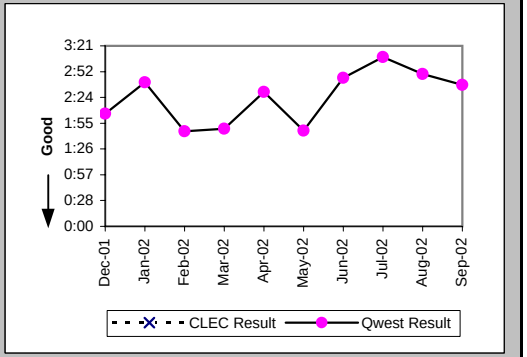
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 20 | 24 | 83.33% | 37.27% | | | |
| Jan-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Feb-02 | | | | | | 15 | 17 | 88.24% | 32.22% | | | |
| Mar-02 | | | | | | 21 | 22 | 95.45% | 20.83% | | | |
| Apr-02 | | | | | | 26 | 31 | 83.87% | 36.78% | | | |
| May-02 | | | | | | 22 | 27 | 81.48% | 38.84% | | | |
| Jun-02 | | | | | | 25 | 33 | 75.76% | 42.86% | | | |
| Jul-02 | | | | | | 19 | 29 | 65.52% | 47.53% | | | |
| Aug-02 | | | | | | 28 | 36 | 77.78% | 41.57% | | | |
| Sep-02 | | | | | | 22 | 27 | 81.48% | 38.84% | | | |



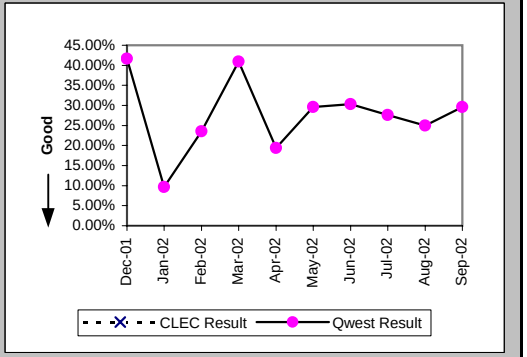

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 50:28 | 24 | 2:06 | 2:16 | | | |
| Jan-02 | | | | | | 83:23 | 31 | 2:41 | 5:03 | | | |
| Feb-02 | | | | | | 29:58 | 17 | 1:46 | 1:48 | | | |
| Mar-02 | | | | | | 39:54 | 22 | 1:49 | 1:13 | | | |
| Apr-02 | | | | | | 77:18 | 31 | 2:30 | 2:55 | | | |
| May-02 | | | | | | 48:18 | 27 | 1:47 | 2:01 | | | |
| Jun-02 | | | | | | 91:21 | 33 | 2:46 | 2:37 | | | |
| Jul-02 | | | | | | 91:24 | 29 | 3:09 | 2:58 | | | |
| Aug-02 | | | | | | 102:06 | 36 | 2:50 | 2:58 | | | |
| Sep-02 | | | | | | 71:01 | 27 | 2:38 | 2:36 | | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

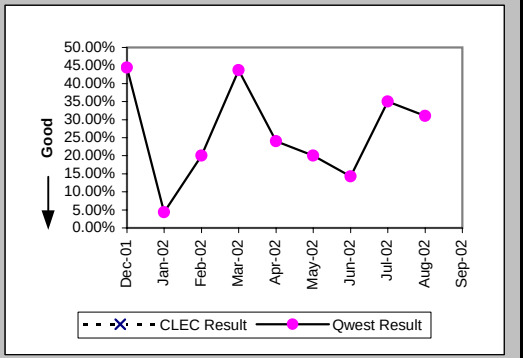
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 10 | 24 | 41.67% | 49.30% | | | |
| Jan-02 | | | | | | 3 | 31 | 9.68% | 29.57% | | | |
| Feb-02 | | | | | | 4 | 17 | 23.53% | 42.42% | | | |
| Mar-02 | | | | | | 9 | 22 | 40.91% | 49.17% | | | |
| Apr-02 | | | | | | 6 | 31 | 19.35% | 39.51% | | | |
| May-02 | | | | | | 8 | 27 | 29.63% | 45.66% | | | |
| Jun-02 | | | | | | 10 | 33 | 30.30% | 45.96% | | | |
| Jul-02 | | | | | | 8 | 29 | 27.59% | 44.69% | | | |
| Aug-02 | | | | | | 9 | 36 | 25.00% | 43.30% | | | |
| Sep-02 | | | | | | 8 | 27 | 29.63% | 45.66% | | | |



## Checklist #14 - Resale - Frame Relay Repair

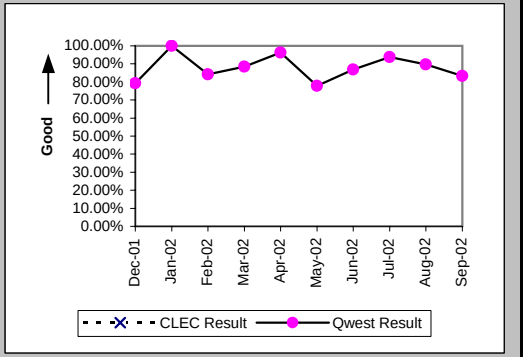
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 18 | 44.44% | 49.69% | | | |
| Jan-02 | | | | | | 1 | 23 | 4.35% | 20.39% | | | |
| Feb-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 7 | 16 | 43.75% | 49.61% | | | |
| Apr-02 | | | | | | 6 | 25 | 24.00% | 42.71% | | | |
| May-02 | | | | | | 3 | 15 | 20.00% | 40.00% | | | |
| Jun-02 | | | | | | 3 | 21 | 14.29% | 34.99% | | | |
| Jul-02 | | | | | | 7 | 20 | 35.00% | 47.70% | | | |
| Aug-02 | | | | | | 9 | 29 | 31.03% | 46.26% | | | |
| Sep-02 | | | | | | | | | | | | |



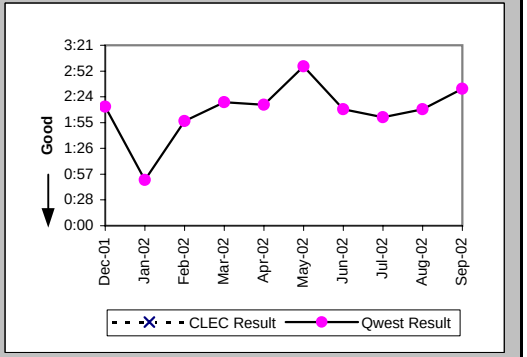

All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 23 | 29 | 79.31% | 40.51% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |
| Mar-02 | | | | | | 23 | 26 | 88.46% | 31.95% | | | |
| Apr-02 | | | | | | 26 | 27 | 96.30% | 18.89% | | | |
| May-02 | | | | | | 35 | 45 | 77.78% | 41.57% | | | |
| Jun-02 | | | | | | 60 | 69 | 86.96% | 33.68% | | | |
| Jul-02 | | | | | | 45 | 48 | 93.75% | 24.21% | | | |
| Aug-02 | | | | | | 52 | 58 | 89.66% | 30.45% | | | |
| Sep-02 | | | | | | 35 | 42 | 83.33% | 37.27% | | | |




Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

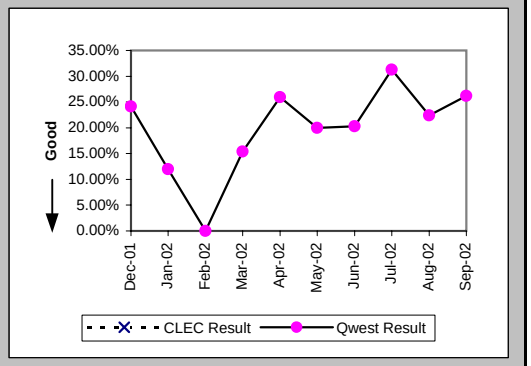
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 64:26 | 29 | 2:13 | 1:45 | | | |
| Jan-02 | | | | | | 21:17 | 25 | 0:51 | 0:58 | | | |
| Feb-02 | | | | | | 37:09 | 19 | 1:57 | 1:59 | | | |
| Mar-02 | | | | | | 59:47 | 26 | 2:18 | 2:53 | | | |
| Apr-02 | | | | | | 60:38 | 27 | 2:15 | 6:48 | | | |
| May-02 | | | | | | 133:23 | 45 | 2:58 | 3:36 | | | |
| Jun-02 | | | | | | 148:56 | 69 | 2:10 | 2:44 | | | |
| Jul-02 | | | | | | 96:48 | 48 | 2:01 | 1:37 | | | |
| Aug-02 | | | | | | 125:57 | 58 | 2:10 | 1:39 | | | |
| Sep-02 | | | | | | 106:53 | 42 | 2:33 | 2:31 | | | |



## Checklist #14 - Resale - Frame Relay Repair

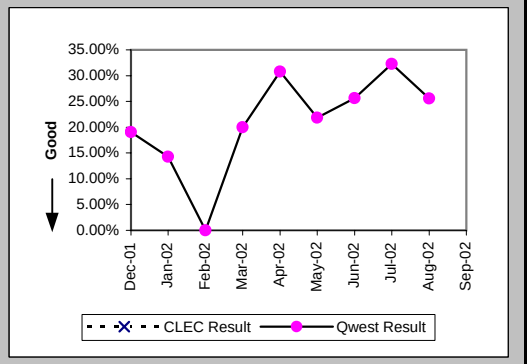
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 29 | 24.14% | 42.79% | | | |
| Jan-02 | | | | | | 3 | 25 | 12.00% | 32.50% | | | |
| Feb-02 | | | | | | 0 | 19 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 26 | 15.38% | 36.08% | | | |
| Apr-02 | | | | | | 7 | 27 | 25.93% | 43.82% | | | |
| May-02 | | | | | | 9 | 45 | 20.00% | 40.00% | | | |
| Jun-02 | | | | | | 14 | 69 | 20.29% | 40.22% | | | |
| Jul-02 | | | | | | 15 | 48 | 31.25% | 46.35% | | | |
| Aug-02 | | | | | | 13 | 58 | 22.41% | 41.70% | | | |
| Sep-02 | | | | | | 11 | 42 | 26.19% | 43.97% | | | |



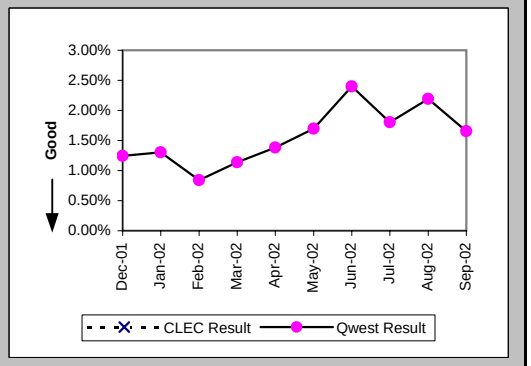

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 21 | 19.05% | 39.27% | | | |
| Jan-02 | | | | | | 2 | 14 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 3 | 15 | 20.00% | 40.00% | | | |
| Apr-02 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| May-02 | | | | | | 7 | 32 | 21.88% | 41.34% | | | |
| Jun-02 | | | | | | 10 | 39 | 25.64% | 43.67% | | | |
| Jul-02 | | | | | | 10 | 31 | 32.26% | 46.75% | | | |
| Aug-02 | | | | | | 11 | 43 | 25.58% | 43.63% | | | |
| Sep-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

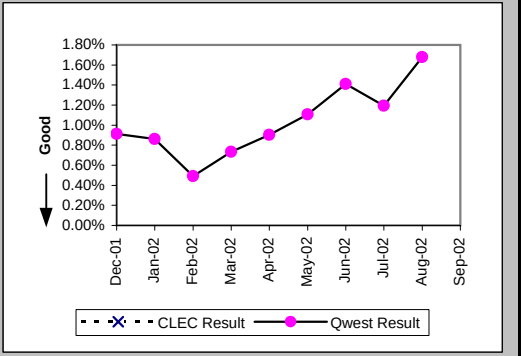
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 53 | 4266 | 1.24% | 11.08% | | | |
| Jan-02 | | | | | | 56 | 4290 | 1.31% | 11.35% | | | |
| Feb-02 | | | | | | 36 | 4277 | 0.84% | 9.14% | | | |
| Mar-02 | | | | | | 48 | 4220 | 1.14% | 10.60% | | | |
| Apr-02 | | | | | | 58 | 4201 | 1.38% | 11.67% | | | |
| May-02 | | | | | | 72 | 4238 | 1.70% | 12.92% | | | |
| Jun-02 | | | | | | 102 | 4253 | 2.40% | 15.30% | | | |
| Jul-02 | | | | | | 77 | 4276 | 1.80% | 13.30% | | | |
| Aug-02 | | | | | | 94 | 4288 | 2.19% | 14.64% | | | |
| Sep-02 | | | | | | 69 | 4170 | 1.65% | 12.76% | | | |

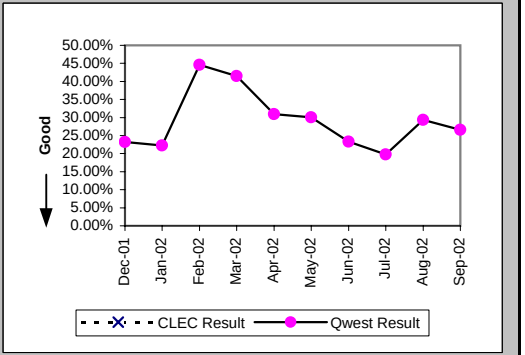


## Checklist #14 - Resale - Frame Relay Repair

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 4266 | 0.91% | 9.52% | | | |
| Jan-02 | | | | | | 37 | 4290 | 0.86% | 9.25% | | | |
| Feb-02 | | | | | | 21 | 4277 | 0.49% | 6.99% | | | |
| Mar-02 | | | | | | 31 | 4220 | 0.73% | 8.54% | | | |
| Apr-02 | | | | | | 38 | 4201 | 0.90% | 9.47% | | | |
| May-02 | | | | | | 47 | 4238 | 1.11% | 10.47% | | | |
| Jun-02 | | | | | | 60 | 4253 | 1.41% | 11.79% | | | |
| Jul-02 | | | | | | 51 | 4276 | 1.19% | 10.86% | | | |
| Aug-02 | | | | | | 72 | 4288 | 1.68% | 12.85% | | | |
| Sep-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 16 | 69 | 23.19% | 42.20% | | | |
| Jan-02 | | | | | | 16 | 72 | 22.22% | 41.57% | | | |
| Feb-02 | | | | | | 29 | 65 | 44.62% | 49.71% | | | |
| Mar-02 | | | | | | 34 | 82 | 41.46% | 49.27% | | | |
| Apr-02 | | | | | | 26 | 84 | 30.95% | 46.23% | | | |
| May-02 | | | | | | 31 | 103 | 30.10% | 45.87% | | | |
| Jun-02 | | | | | | 31 | 133 | 23.31% | 42.28% | | | |
| Jul-02 | | | | | | 19 | 96 | 19.79% | 39.84% | | | |
| Aug-02 | | | | | | 39 | 133 | 29.32% | 45.52% | | | |
| Sep-02 | | | | | | 25 | 94 | 26.60% | 44.18% | | | |