STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	96.43%	28	98.53%	68	0.52	Yes	97.14%	35	87.23%	47	-1.33	Yes	92.31%	26	96.15%	26	0.31	Yes	95%	20	85.71%	28	-0.91
CO	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	18.6	42	14.59	79	2.05	No	17.93	40	22.5	50	-1.26	Yes	18.76	29	24.76	33	-2.57	Yes	17.63	24	21.03	32	-1.61
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100%	41	93.85%	65	-1.28	Yes	94.29%	35	100%	42	1.27	Yes	100%	27	90.91%	33	-1.22	Yes	92.59%	27	90.32%	31	-0.29
CO	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	94.29%	35	100%	42	1.27	Yes	100%	27	90.91%	33	-1.22	Yes	96.30%	27	90.32%	31	-0.77
CO	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	13.5	2	13.2	5	-0.27	Yes	1	1	30.38	8	-1.03	Yes	10.5	2	30	1	.	N/A	17	1	8.5	4	0.24
CO	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A					
CO	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	30	1				N/A	7.67	3				N/A	0	1				N/A					
CO	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	1					N/A	1					N/A	0					N/A					
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	94.44%	18	94.12%	17	-0.04	Yes	93.33%	15	88.24%	17	-0.45	Yes	100%	27	85.71%	28	-1.51	Yes	90%	10	63.16%	19	-1.42
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:20	18	1:54	17	-1.01	Yes	1:11	15	1:50	17	-1.22	Yes	1:24	27	2:37	28	-0.97	Yes	1:34	10	4:33	19	-0.75
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	5.56%	18	5.88%	17	-0.04	Yes	13.33%	15	11.76%	17	0.08	Yes	22.22%	27	21.43%	28	0.04	Yes	20%	10	15.79%	19	0.21
CO	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	20%	10	7.14%	14	0.82	Yes	26.32%	19	15%	20	0.82	Yes	40%	5	14.29%	14	1.05
CO	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	190952	0.01%	123968	-1	Yes	0.01%	191073	0.01%	117439	-1.49	Yes	0.01%	193190	0.03%	112175	-1.85	Yes	0.01%	193166	0.02%	111846	-2.41
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	191073	0.01%	117439	-1.65	Yes	0.01%	193190	0.02%	112175	-1.6	Yes	0%	193166	0.01%	111846	-2.36
CO	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	18.18%	22	43.33%	30	-1.81	N/A	44.44%	27	39.29%	28	0.36	N/A	12.90%	31	34.88%	43	-1.96	N/A	37.50%	16	24%	25	0.88
CO	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.01%	24694	0%	39266	273.59	Yes	0.02%	26302	0%	39554	.	Yes	0%	25078	0%	40226	.	Yes	0%	26182	0%	40154	51.36
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	11376	0%	113998	-7.55	Yes	0%	12216	0.02%	116518	-7.53	Yes	0%	12384	0.01%	123934	-5.61	Yes	0%	11544	0.01%	124630	-4.81
CO	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.16%	26086	0%	39266	3835.97	N/A	0.03%	26422	0%	39554	.	N/A	0.01%	25366	0%	40226	.	N/A	0%	26182	0%	40154	51.36
CO	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	7.34%	12888	0%	113998	44196.6	N/A	3.43%	13008	0.02%	116518	2475.2	N/A	2.08%	13416	0.01%	123934	1880.92	N/A	1.34%	12096	0.01%	124630	1280.66
CO	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A	62	1				Yes	77	2				Yes	70.5	2			
CO	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A						N/A	89	7				Yes					
CO	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	110.71	7				Yes	122	2				Yes	82	2				Yes	99.5	2			
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A	100%	1				Yes	100%	9				Yes	100%	2			
CO	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	100%	7				Yes	100%	2				Yes	100%	3				Yes	100%	3			
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	7	2				Yes	6	1				Yes	8	10				Yes	7.29	7			
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100%	4				Yes	100%	4				Yes	100%	10				Yes	100%	7			
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.64	15397528	4.44	14894582	-430.64	Yes	2.22	16760893	5.59	15947274	-394.92	Yes	2.32	13896016	6.19	16707100	-422.71	Yes	2.54	12488269	6.32	13293479	-365.52
CO	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	99.95%	2252675				Yes	99.93%	2441893				Yes	100%	3004213				Yes	100%	1964436			
CO	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.73	12057440	4.44	14894582	-391.8	N/A	2.28	13436951	5.59	15947274	-366.38	N/A	2.39	11025563	6.19	16707100	-387.86	N/A	2.59	10209608	6.32	13293479	-341.18
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.34	3340088	4.44	14894582	-286.7	N/A	1.98	3323942	5.59	15947274	-245.71	N/A	2.03	2870453	6.19	16707100	-258.1	N/A	2.29	2278661	6.32	13293479	-213.8
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	99.99%	16639				N/A	99.99%	16481				N/A	100%	16750				N/A	100%	15587			
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.41%	6082142	99.42%	124189383	2.43	No	98.59%	6506452.76	99.46%	119125612	296.52	No	99.88%	7288962.5	99.06%	133976532	-223.57	Yes	99.74%	7056030.5	99.01%	126728173	-190.01
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	95.71%	21256	99.28%	393166	60.17	No	97.91%	25357	99.35%	404101	27.65	No	97.32%	26380	99.33%	362267	38.68	No	97.79%	26076	99.25%	379997	26.17
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
CO	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
CO	02--01	OA-1	Order Accuracy, %		NS	99.48%	9185				N/A	99.65%	10345				N/A	99.32%	10426				N/A					
CO	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				Yes	100%	99240				Yes	100%	90991				Yes	100%	80035			
CO	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.12	7552	0.03	60906	31.39	N/A	0.07	10764	0.03	76004	21.61	N/A	0.07	10508	0.03	68844	14.74	N/A	0.08	11335	0.07	63718	5.01
CO	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
CO	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
CO	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	92.31%	26	100%	28	1.19	Yes	0				
CO	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	15.97	29	15.69	29	0.08	Yes	1	164	17.86	18.94	(1.08)
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100%	43	93.10%	29	-1.13	Yes	0				
CO	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	43	93.10%	29	-1.13	Yes	0				
CO	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	Yes	24.33	3				N/A	0				
CO	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	N/A						N/A	0				
CO	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A	115	1				N/A	0				
CO	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	N/A	0					N/A	0				
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	84.62%	13	100%	16	1.31	Yes	0				
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes	1:49	13	1:21	16	1.45	Yes	0				
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	30.77%	13	6.25%	16	1.6	Yes	0				
CO	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	Yes	28.57%	7	7.69%	13	1.09	Yes	0				
CO	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.01%	196171	0.01%	112206	-1.71	Yes	0				
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0%	196171	0.01%	112206	-1.99	Yes	0				
CO	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A	23.53%	17	23.81%	21	-0.02	N/A	0				
CO	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0%	26302	0%	38834	-21.39	Yes	0				
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0.04%	11472	0.02%	130743	12.39	Yes	0				
CO	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0.01%	26494	0%	38834	727.94	N/A	0				
CO	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0.16%	11664	0.02%	130743	78.24	N/A	0				
CO	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	Yes	69.5	4				Yes	0				
CO	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	N/A	83.67	3				Yes	0				
CO	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	Yes	108	1				Yes	0				
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	Yes	100%	7				Yes	0				
CO	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	Yes	100%	1				Yes	0				
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	Yes	9.2	5				Yes	0				
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	Yes	100%	19				Yes	0				
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	2.29	13893502	5.92	17047446	-417.14	Yes	0				
CO	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	Yes	99.99%	1749510				Yes	0				
CO	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	16721				N/A	0				
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	Yes	99.67%	6813601.9	97.85%	126021981	-318.91	Yes	2	33747190	99.47%	98.95%	0.52%
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	No	97.85%	20965	98.86%	395239	13.49	No	5	120034	97.35%	99.21%	-1.86%
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
CO	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
CO	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
CO	02--01	PO-10	LSR Accountability, Product Aggr%		NS	Yes	100%	91474				Yes	0				
CO	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.06	11752	0.04	66971	8.69	N/A	0				
CO	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
CO	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
CO	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
CO	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
CO	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
CO	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
CO	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	
CO	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
CO	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
CO	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
CO	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
CO	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
CO	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
CO	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
CO	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
CO	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
CO	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
CO	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	
CO	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
CO	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
CO	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
CO	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
CO	02--01	OA-1	Order Accuracy, %		NS	
CO	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
CO	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
CO	02--01	PO-16	Timely Release Notifs, %		92.50%	
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
CO	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
CO	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
CO	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
CO	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
CO	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
CO	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
CO	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
CO	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
CO	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
CO	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
CO	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
CO	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
CO	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
CO	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
CO	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
CO	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
CO	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
CO	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
CO	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
CO	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
CO	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
CO	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
CO	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
CO	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
CO	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
CO	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
CO	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
CO	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
CO	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
CO	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
CO	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
CO	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
CO	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
CO	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
CO	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
CO	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
CO	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
CO	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
CO	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
CO	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
CO	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
CO	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
CO	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
CO	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
CO	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80/70%	76.95%	3570				Yes	77.65%	5082				No	73.92%	5118				No	72.28%	5270			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60/50%	50.18%	833				No	51.59%	1130				No	47.21%	985				No	46.62%	916			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80/70%	41.68%	691				No	21.89%	370				No	26.35%	444				No	24.42%	389			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65/50%	64.80%	1443				No	62.67%	1302				No	59.11%	1680				No	57.49%	1710			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80/70%	77.39%	1349				No	78.22%	1368				No	74.05%	1368				No	75.71%	1194			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60/50%	54.92%	3079				No	59.56%	3506				No	43.48%	3802				No	52.63%	3996			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80/70%	58.90%	6374				Yes	60.15%	7170				No	63.24%	5792				No	64.34%	5336			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65/50%	66.45%	605				Yes	61.89%	677				No	60.86%	925				No	48.58%	1130			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90/80%	94.74%	304				Yes	89.01%	91				No	90%	130				Yes	85.59%	111			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75/60%	89.73%	1042				Yes	86.62%	942				Yes	85.38%	1163				Yes	88.64%	1109			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90/80%	96.76%	2839				Yes	96.55%	4086				Yes	95.43%	3964				Yes	94.47%	4031			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		70/60%	92.27%	453				Yes	89.01%	655				Yes	90.29%	515				Yes	86.09%	496			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
CO	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
CO	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
CO	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
CO	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
CO	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
CO	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
CO	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
CO	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
CO	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
CO	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
CO	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
CO	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
CO	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
CO	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
CO	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
CO	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
CO	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
CO	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
CO	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
CO	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
CO	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
CO	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
CO	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
CO	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
CO	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
CO	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
CO	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
CO	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
CO	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
CO	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
CO	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
CO	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
CO	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
CO	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
CO	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
CO	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
CO	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
CO	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
CO	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
CO	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
CO	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
CO	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
CO	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
CO	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80/70%	Yes	77.89%	6065				Yes	2	25105	75.72%		
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60/50%	No	52.72%	1047				Yes	4	4911	49.79%		
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80/70%	No	29.24%	407				No	5	2301	30.42%		
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65/50%	Yes	45.60%	1818				No	4	7953	57.29%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80/70%	Yes	77.30%	1185				Yes	3	6464	76.53%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60/50%	Yes	68.85%	4176				Yes	3	18559	56.09%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80/70%	Yes	68.68%	5534				NO	3	30206	62.78%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65/50%	No	59.65%	902				Yes	3	4239	58.29%		
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90/80%	No	88.15%	135				No	3	771	90.79%		
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75/60%	Yes	91.20%	909				Yes	0				
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90/80%	Yes	95.01%	4972				Yes	0				
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		70/60%	Yes	86.12%	641				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
CO	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
CO	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
CO	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
CO	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
CO	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
CO	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
CO	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
CO	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
CO	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
CO	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
CO	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
CO	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
CO	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
CO	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
CO	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
CO	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
CO	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
CO	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
CO	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
CO	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
CO	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
CO	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
CO	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
CO	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
CO	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
CO	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
CO	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
CO	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80/70%	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60/50%	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80/70%	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65/50%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80/70%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60/50%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80/70%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65/50%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90/80%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75/60%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90/80%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		70/60%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75/60%	92.84%	433				Yes	90.89%	461				Yes	87.69%	642				Yes	85.12%	645			
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90/80%	96.06%	3908				Yes	93.88%	4594				Yes	96.55%	3794				Yes	98.06%	3501			
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90/80%	97.12%	1075				Yes	97.63%	1096				Yes	95.84%	1058				Yes	97.62%	926			
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		70/60%	93.32%	1812				Yes	94.61%	2207				Yes	88.54%	1867				Yes	89.80%	2342			
CO	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	6:49	224				Yes	3:27	386				Yes	2:34	336				Yes	5:00	885			
CO	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			
CO	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:15	653				Yes	3:05	744				Yes	2:22	748				Yes	4:25	1223			
CO	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
CO	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	24:10:00	110				No	10:40	76				Yes	11:13	99				Yes	14:25	128			
CO	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
CO	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
CO	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
CO	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
CO	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	17.86%	616				N/A	12.06%	630				N/A	10.96%	903				N/A	11.84%	1081			
CO	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	99.97%	3639				Yes	99.96%	4712				Yes	99.94%	4721				Yes	98.95%	4746			
CO	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	395				Yes	100%	563				Yes	99.78%	448				Yes	100%	415			
CO	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	99.63%	271				Yes	100%	76				Yes	97.12%	104				Yes	100%	83			
CO	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	1439				Yes	99.93%	1469				Yes	99.87%	1566				Yes	98.61%	1437			
CO	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	99.74%	1554				Yes	100%	1974				Yes	99.80%	1521				Yes	99.69%	1933			
CO	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	100%	3587				Yes	100%	4062				Yes	100%	3459				Yes	99.97%	3227			
CO	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	97.68%	1336				Yes	97.11%	1663				Yes	98.09%	2200				Yes	98.48%	2361			
CO	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	98.61%	432				Yes	99.08%	541				Yes	99.40%	504				Yes	99.59%	483			
CO	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100%	350				Yes	98.74%	239				Yes	99.63%	272				Yes	100%	225			
CO	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.84%	1218				Yes	99.74%	1558				Yes	99.95%	1996				Yes	97.90%	2806			
CO	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	98.58%	2178				Yes	99.24%	2097				Yes	99.06%	2779				Yes	98.97%	2526			
CO	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	99.96%	2342				Yes	100%	2625				Yes	100%	1856				Yes	99.94%	1731			
CO	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	98.68%	380				Yes	99.25%	401				Yes	98.38%	493				Yes	99.12%	678			
CO	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100%	29				Yes	100%	52				Yes	100%	61				Yes	100%	56			
CO	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	98.51%	67				Yes	100%	59				Yes	100%	213				Yes	98.36%	122			
CO	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	34				Yes	100%	57				Yes	100%	54				Yes	100%	79			
CO	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:50	6060				Yes	0:52	7344				Yes	1:00	7637				Yes	0:25	7629			
CO	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	1:16	10678				Yes	1:25	11187				Yes	0:45	9985				Yes	0:33	10975			
CO	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.54%	6735	98.45%	356987	-7.15	Yes	97.65%	8666	98.44%	419572	5.92	No	97.57%	8460	98.09%	390798	3.49	No	98.23%	9682	97.47%	355969	-4.7
CO	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			98.45%	356987		N/A			98.44%	419572		N/A			98.09%	390798		N/A			97.47%	355969	
CO	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.73	11	5.68	876	3.72	No	2.43	7	5.99	1185	1.64	Yes	3.85	20	5.7	993	1.32	Yes	3.14	14	6.08	934	1.81
CO	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.54	146	5.68	876	1.6	Yes	4.89	55	5.99	1185	1.05	Yes	5.37	46	5.7	993	0.26	Yes	4.96	46	6.08	934	0.97
CO	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	18	1				N/A			14	1		N/A	0	1	3	1	.	N/A					
CO	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	0.5	2	5.68	876	2.29	No	8.5	2	5.99	1185	-0.46	Yes	2.5	2	5.7	993	0.91	Yes	2	1	6.08	934	0.52
CO	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	9.09%	11	19.61%	867	0.81	Yes	22.22%	9	24.23%	1007	0.07	Yes	35.71%	14	22.80%	943	-1.14	Yes	21.43%	14	20.32%	1058	-0.1
CO	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	18.18%	33	19.61%	867	0.15	Yes	16.13%	31	24.23%	1007	1.03	Yes	5.68%	88	22.80%	943	4.16	No	2.96%	135	20.32%	1058	5.58
CO	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	0%	1	0%	3	.	Yes	0%	1	25%	4	0.07	Yes			33.33%	3		N/A			0%	4	
CO	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	8.33%	12	19.61%	867	0.93	Yes	0%	4	24.23%	1007	0.99	Yes	12.50%	8	22.80%	943	0.6	Yes	0%	10	20.32%	1058	1.67
CO	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	93.33%	105	95.74%	17728	1.17	Yes	98.52%	135	96.02%	21432	-1.48	Yes	99.17%	120	96.02%	19679	-1.76	Yes	96.27%	161	95.63%	18589	-0.4
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.52%	1034	99.42%	27464	-0.38	Yes	99.63%	1072	99.61%	36778	-0.08	Yes	99.50%	1400	99.57%	30314	0.4	Yes	99.69%	1964	99.34%	28843	-1.86
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.96	105	5.67	17809	-1.1	Yes	5.01	132	5.89	21473	-1.53	Yes	4.4	118	5.85	19726	-2.46	Yes	4.49	161	5.94	18809	-2.94
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.23	53	3.78	21784	-1.04	Yes	2.68	65	3.53	27085	-4.18	Yes	3.8	89	3.66	21465	1.16	Yes	2.25	237	3.55	20089	-14.15
CO	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	94.72%	1174	86.19%	51784	-8.38	Yes	93.63%	1365	84.40%	54159	-9.28	Yes	93.64%	1823	83.82%	48857	-11.17	Yes	95.14%	1912	84.22%	48960	-12.84
CO	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	94.73%	1365	86.76%	54159	-8.58	Yes	95.01%	1823	86.21%	48857	-10.69	Yes	96.03%	1912	86.69%	48960	-11.79
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1.5	4	5.03	502	-0.8	Yes	10.5	2	4.61	413	1.39	Yes			4.26	397		N/A	2.17	6	3.78	468	-0.64
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	8.4	5	9.48	171	-0.06	Yes	2.75	4	4.78	138	-0.39	Yes	19.33	6	14.34	126	0.78	Yes	6.33	6	4.4	171	1.06
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	6	3	12.66	320	-0.49	Yes			11.8	457		N/A	11	1	12.89	407	-0.12	Yes			12.04	372	
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			7	8		N/A	2	1	4	10	-0.84	Yes	13	1	6.09	11	1.1	Yes			6.41	17	
CO	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	54.5	4	115.35	1648	-0.81	N/A	67.56	9	122.15	1725	-1.04	N/A	61	9	111.67	1691	-1.02	N/A	71	8	104.06	1706	-0.66
CO	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	0		418		-1.16	N/A	1		534		-1.28	N/A	0		595		-2.2	N/A	1		589		-1.31
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	97.14%	35	96.42%	3738	-0.23	Yes	100%	59	97.99%	4232	-1.09	Yes	95.24%	63	96.40%	5192	0.54	Yes	90.91%	55	96.70%	4873	2.02
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	97.92%	144	91.84%	21733	-2.66	Yes	98.25%	171	93.77%	23289	-2.41	Yes	94.79%	192	92.09%	24656	-1.38	Yes	99.29%	140	92.34%	21305	-3.08

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75/60%	Yes	81.64%	659				Yes	0				
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90/80%	Yes	98.57%	3856				Yes	0				
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90/80%	Yes	97.03%	944				Yes	0				
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		70/60%	Yes	94.92%	3029				Yes	0				
CO	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	2:40	730				Yes	0				
CO	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				
CO	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	2:57	1318				Yes	0				
CO	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
CO	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	14:44	111				Yes	1	524	15:22		
CO	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
CO	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
CO	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
CO	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
CO	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	10.86%	1022				N/A	0				
CO	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	99.82%	5444				Yes	0				
CO	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	100%	528				Yes	0				
CO	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	100%	111				Yes	0				
CO	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	1445				Yes	0				
CO	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	2695				Yes	0				
CO	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	Yes	99.83%	3562				Yes	0				
CO	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	98.54%	2325				Yes	0				
CO	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	99.23%	518				Yes	0				
CO	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	99.55%	223				Yes	0				
CO	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	99.79%	1899				Yes	0				
CO	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	99.09%	1980				Yes	0				
CO	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	Yes	99.94%	1596				Yes	0				
CO	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	Yes	99.37%	630				Yes	0				
CO	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	Yes	100%	31				Yes	0				
CO	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes	100%	99				Yes	0				
CO	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	100%	65				Yes	0				
CO	02–01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:41	8419				Yes	0				
CO	02–01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	1:06	10806				Yes	0				
CO	02–01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	Yes	99%	8731	97.46%	391517	-9.06	Yes	2	42274	98.35%	97.99%	0.36%
CO	02–01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			97.46%	391517		N/A	0				
CO	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	No	3.38	8	6.47	1044	1.03	Yes	2	60	3.07	6.00	(2.93)
CO	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	5.54	39	6.47	1044	0.54	Yes	0				
CO	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A						N/A	0				
CO	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes	4.5	2	6.47	1044	-0.05	Yes	1	9	3.78	6.00	(2.22)
CO	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	10%	10	23.71%	1101	0.97	Yes	0				
CO	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	No	6.14%	163	23.71%	1101	5.61	No	3	450	6.67%	22.21%	-15.54%
CO	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A	0%	4	0%	8	.	Yes	0				
CO	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	No	50%	4	23.71%	1101	-1.23	Yes	1	38	10.53%	22.21%	-11.68%
CO	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753	.	Yes	1	114504	82.87%	81.71%	1.16%
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	97.04%	135	95.38%	20147	-0.91	Yes	0				
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100%	1562	99.56%	29950	-2.57	Yes	0				
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	4.56	136	6.2	20286	-2.28	Yes	0				
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	2.3	278	3.52	20892	-7.38	Yes	0				
CO	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	93%	1457	83.85%	47083	-9.34	Yes	0				
CO	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	94.51%	1457	86.69%	47083	-8.66	Yes	0				
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes	1	3	7.06	444	-0.38	Yes	0				
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	Yes			6.84	127		N/A	0				
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A	8	1	14.22	511	-0.28	Yes	0				
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			38.73	11		N/A	0				
CO	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	72.67	6	96.06	1689	-0.42	N/A	0				
CO	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	1		577		-0.9	N/A	0				
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	No	96.36%	55	96.94%	4743	0.32	Yes	1	267	95.88%	96.88%	-1.00%
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	95.86%	169	93%	20370	-1.45	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75/60%	
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90/80%	
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90/80%	
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		70/60%	
CO	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
CO	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
CO	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
CO	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
CO	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
CO	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
CO	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
CO	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
CO	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
CO	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
CO	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
CO	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
CO	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
CO	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
CO	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
CO	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	
CO	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
CO	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
CO	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
CO	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
CO	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
CO	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
CO	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
CO	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
CO	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
CO	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
CO	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
CO	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
CO	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
CO	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
CO	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
CO	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
CO	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
CO	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
CO	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
CO	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
CO	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
CO	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
CO	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
CO	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
CO	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
CO	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
CO	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	98.83%	171	97.76%	27513	-0.94	Yes	100%	203	98.69%	28931	-1.64	Yes	98.75%	240	97.90%	30569	-0.92	Yes	99.43%	174	98.14%	27221	-1.25
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100%	105	99.55%	6869	-0.68	Yes	100%	155	99.80%	8011	-0.55	Yes	100%	168	99.16%	9340	-1.18	Yes	100%	132	99.45%	9123	-0.85
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	8:27	171	14:54	27513	-3.58	Yes	7:45	203	13:57	28931	-7.17	Yes	9:17	240	14:37	30569	-6.02	Yes	7:33	174	14:51	27221	-7.41
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:11	105	6:22	6869	-3.57	Yes	2:17	155	6:07	8011	-5.88	Yes	3:40	168	7:11	9340	-4.45	Yes	3:59	132	6:17	9123	-1.86
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	13.33%	105	13.90%	6869	-0.17	Yes	21.29%	155	14.47%	8012	2.28	No	13.69%	168	15.21%	9341	-0.54	Yes	21.97%	132	14.40%	9125	2.33
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	11.86%	177	14.57%	28505	-1.02	Yes	10.14%	207	13.88%	29917	-1.55	Yes	15.10%	245	15.25%	31402	-0.06	Yes	14.44%	180	15.54%	27952	-0.41
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	10.31%	194	13.58%	27906	-1.32	Yes	15.28%	216	15.03%	29613	0.12	Yes	14.29%	168	15.35%	26397	-0.38
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	20.88%	91	15.18%	3748	1.45	Yes	12.90%	93	16.52%	4612	-0.93	Yes	17.07%	82	14.91%	4655	0.56
CO	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.07%	26411	1.61%	2191706	-7	Yes	1.35%	26778	1.72%	2202383	-4.63	Yes	1.57%	26352	1.84%	2211433	-3.3	Yes	1.23%	25446	1.67%	2221697	-5.48
CO	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	1.06%	26778	1.44%	2202383	-5.1	Yes	1.17%	26352	1.55%	2211433	-4.9	Yes	0.98%	25446	1.40%	2221697	-5.61
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	90.40%	177	94.97%	28505	2.51	No	92.27%	207	95.84%	29917	2.33	No	88.57%	245	95.58%	31402	4.49	No	92.22%	180	95.86%	27952	2.22
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100%	105	98.62%	6869	-1.2	Yes	100%	155	98.81%	8012	-1.35	Yes	98.81%	168	98.22%	9341	-0.57	Yes	96.21%	132	98.49%	9125	1.84
CO	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	38.16%	456	29.06%	49868	4.15	N/A	32.46%	536	29.43%	53750	1.53	N/A	32.74%	614	28.81%	57234	2.13	N/A	29.09%	440	28.39%	51776	0.33
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	99.15%	117	67.57%	37	-3.58	Yes	96.53%	202	86.21%	29	-1.51	Yes	94.88%	215	66.67%	30	-3.07	Yes	95.17%	207	91.30%	23	-0.62
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	96.20%	79	100%	1	-0.13	Yes	99.21%	126	83.33%	6	-1.02	Yes	98.90%	91	87.50%	8	-0.93	Yes	97.56%	123	100%	11	0.24
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	4.16	80	1	1	.	N/A	4.64	126	4.5	6	0.15	Yes	4.01	91	0.88	8	3.72	No	4.63	120	1	11	3.72
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	4.58	117	17.05	37	-4.11	Yes	5.52	204	9.3	30	-1.42	Yes	5.44	216	11.77	31	-1.28	Yes	6.32	208	6.25	28	-0.38
CO	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	89.02%	264	70.27%	37	-2.34	Yes	89.66%	319	44.74%	38	-5.26	Yes	82.76%	319	89.74%	39	1.1	Yes	84.87%	337	72.73%	33	-1.49
CO	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	91.22%	319	68.42%	38	-2.86	Yes	87.46%	319	92.31%	39	0.84	Yes	88.43%	337	72.73%	33	-1.93
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			20.58	12		N/A	2.25	4	31.67	3	-18.5	Yes	2.14	7	20.6	10	-1	Yes	15.78	9	3	3	0.14
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	1.67	3				N/A	2	1	1	1	.	N/A	1	1	1	1	.	N/A	2	3			
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	5	1				N/A	9.67	3	34	2	.	N/A	11.5	4				N/A	6	1			
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
CO	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	172.5	16	127.53	15	0.85	N/A	144.7	20	140.43	14	-0.09	N/A	242.08	36	111.85	13	2.88	N/A	200.09	45	88.13	16	2.65
CO	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	3		2		0.29	N/A	4		1		0.94	N/A	3		3		-1.08	N/A	5		3		-0.67
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	99.42%	173	88.10%	42	-2.03	Yes	100%	215	97.96%	49	-0.91	Yes	98.06%	258	100%	39	0.75	Yes	98.51%	202	85.42%	48	-2.31
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100%	40	95.24%	21	-0.83	Yes	97.73%	44	100%	10	0.09	Yes	98.15%	54	100%	15	0.16	Yes	100%	52	90%	10	-0.97
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	99.56%	228	98.08%	52	-0.7	Yes	100%	254	100%	55	.	Yes	99.67%	302	100%	48	-0.01	Yes	99.27%	274	92.42%	66	-1.89
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100%	100	100%	33	.	Yes	100%	122	100%	22	.	Yes	99.25%	133	100%	27	0.06	Yes	100%	110	100%	29	.
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	6:03	228	8:49	52	-1.52	Yes	5:41	254	6:31	55	-0.79	Yes	0.29167	302	7:35	48	-0.53	Yes	6:38	274	13:21	66	-2.86
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	2:06	100	6:42	33	-2.88	Yes	2:24	122	1:56	22	0.6	Yes	4:05	133	4:07	27	-0.03	Yes	2:44	110	4:53	29	-1.43
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	17.09%	234	14.55%	55	0.42	Yes	14.94%	261	9.09%	55	1.13	Yes	16.83%	309	8%	50	1.65	No	16.67%	282	13.64%	66	0.57
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	14%	100	12.12%	33	0.2	Yes	14.75%	122	22.73%	22	-0.82	Yes	17.29%	133	11.11%	27	0.75	Yes	12.73%	110	13.79%	29	-0.15
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	15.71%	70	23.08%	13	-0.58	Yes	17.28%	81	0%	11	1.57	Yes	11.67%	60	17.65%	17	-0.57
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	13.52%	244	10.87%	46	0.44	Yes	16.32%	288	8.33%	48	1.44	Yes	15.35%	254	15%	60	0.03
CO	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	1%	33383	0.47%	18852	8.59	No	1.13%	34035	0.41%	18844	12.37	No	1.23%	35893	0.40%	19108	14.6	No	1.02%	38474	0.50%	18957	8.26
CO	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.92%	34035	0.31%	18844	12.01	No	1.03%	35893	0.31%	19108	14.48	No	0.82%	38474	0.41%	18957	7.26
CO	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	32.53%	495	28.46%	123	0.86	N/A	30.87%	554	35.83%	120	-1.03	N/A	28.36%	617	31.86%	113	-0.73	N/A	34.34%	597	29.63%	135	1.04
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	92.86%	14	92.62%	325	-0.03	Yes	87.50%	8	86.93%	375	-0.05	Yes	100%	19	91.90%	321	-1.26	Yes	88.89%	18	92.86%	308	0.63
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100%	20	96.93%	228	-0.76	Yes	100%	16	99.36%	312	-0.31	Yes	98.91%	275	96.95%	164	-1.15	Yes	100%	113	99.66%	293	-0.53
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			8.32	176		N/A	3	3	3.75	176	-0.75	Yes	3.22	78	3.29	121	-0.22	Yes	4.15	110	3.41	204	4.23
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	4.5	14	6.31	327	-1	Yes	6.56	9	7.4	376	-0.27	Yes	5.89	19	7.91	323	-0.78	Yes	6.11	18	8.3	318	-0.95
CO	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	76.67%	30	74.12%	622	-0.31	Yes	99.38%	160	69.39%	588	-7.3	Yes	93.90%	213	65.94%	549	-7.31	Yes	91.59%	107	63.73%	568	-5.5
CO	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	99.38%	160	75%	588	-6.31	Yes	96.24%	213	72.68%	549	-6.55	Yes	93.46%	107	69.72%	568	-4.9
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			3	7		N/A			8.5	2		N/A	12.33	3	3.8	5	2.03	No			4	1	
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	1	1	5.5	18	-0.83	Yes	2.5	2	3.71	34	-0.41	Yes			2.61	18		N/A	6	1	4.33	12	0.83
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			9.6	5		N/A			11.07	15		N/A			16.63	8		N/A	2	1	12.42	12	-1.31
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A					
CO	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	12	1	127.41	69	-0.99	N/A			124.33	73		N/A			112.11	74		N/A	10	3	102.2	75	-1.54
CO	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	0		8		-0.36	N/A			11			N/A			13			N/A	0		16		-0.88
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	91.30%	23	92.85%	615	0.33	Yes	100%	11	95.22%	607	-0.74	Yes	100%	21	93.78%	595	-1.16	Yes	100%	13	94.01%	534	-0.9
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100%	10	99.24%	131	-0.27	Yes	100%	6	98.16%	163	-0.33	Yes	100%	3	98.44%	192	-0.22	Yes	100%	9	93.55%	217	-0.77
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	96.77%	31	96.64%	745	-0.04	Yes	100%	18	98.27%	751	-0.56	Yes	100%	21	98.12%	746	-0.63	Yes	100%	15	98.43%	702	-0.48
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100%	21	99.66%	297	-0.26	Yes	100%	19	100%	367	.	Yes	100%	20	99.53%	422	-0.3	Yes	100%	15	98.99%	396	-0.38
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	7:44	31	11:03	745	-1.16	Yes	6:02	18	9:54	751	-1.39	Yes	6:09	21	11:06	746	-1.74	Yes	5:18	15	10:16	702	-1.65
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	2:19	21	3:14	297	-0.65	Yes	4:54	19	3:30	367	0.97	Yes	2:45	20	3:58	422	-0.76	Yes	3:34	15	4:25	396	-0.3
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	41.94%	31	12.29%	773	4.01	No	5.26%	19	14.79%	764	-1.16	Yes	33.33%	21	15.86%	763	1.96	No	13.33%	15	15.21%	723	-0.2

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	97.04%	203	98.23%	26671	1.22	Yes	0				
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	176	99.63%	9602	-0.81	Yes	0				
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	9:10	203	14:19	26671	-5.64	Yes	0				
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	2:13	176	5:33	9602	-5.26	Yes	0				
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	No	20.45%	176	13.70%	9602	2.45	No	3	736	18.34%	14.35%	3.99%
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	18.54%	205	13.86%	27357	1.87	No	1	1014	14.10%	14.63%	-0.53%
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	18.42%	190	13.67%	25887	1.84	No	1	768	14.58%	14.42%	0.17%
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	22.12%	113	14.73%	4514	2.08	No	1	379	18.47%	15.34%	3.12%
CO	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	1.60%	23751	1.65%	2234958	-0.6	Yes	0				
CO	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	1.28%	23751	1.36%	2234958	-1.12	Yes	0				
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	No	94.63%	205	96.08%	27357	1.05	Yes	4	1014	91.52%	95.66%	-4.14%
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	No	95.45%	176	98.79%	9602	3.11	No	2	736	97.96%	98.58%	-0.62%
CO	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	29.57%	541	28.74%	51867	0.43	N/A	0				
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	Yes	90.78%	217	90%	20	-0.11	Yes	0				
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	Yes	96.80%	125	80%	5	-0.92	Yes	0				
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	No	4.57	116	3.2	5	3.72	No	3	533	4.44	2.00	2.44
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	Yes	6.11	218	3.24	21	1.85	No	1	963	5.69	10.32	(4.63)
CO	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	Yes	81.50%	346	70.37%	27	-1.22	Yes	0				
CO	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	Yes	85.26%	346	74.07%	27	-1.28	Yes	0				
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	Yes	3.28	18	3.5	2	-0.42	Yes	0				
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A	3.25	4	1	1	.	N/A	0				
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	1	2				N/A	0				
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A						N/A	0				
CO	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A	159.12	66	128.06	16	1.08	N/A	0				
CO	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A	6		1		0.2	N/A	0				
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	Yes	99.25%	265	95.56%	45	-1.11	Yes	0				
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	Yes	100%	59	100%	20	.	Yes	0				
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	Yes	99.10%	332	98.15%	54	-0.48	Yes	0				
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	Yes	100%	161	100%	35	.	Yes	0				
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	5:30	332	9:33	54	-2.42	Yes	0				
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	Yes	2:26	161	2:21	35	-0.03	Yes	0				
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	13.53%	340	8.77%	57	0.98	Yes	1	1426	15.71%	10.96%	4.75%
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	18.01%	161	8.57%	35	1.38	Yes	0				
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	19.05%	84	4.35%	23	1.77	No	1	295	16.27%	10.94%	5.33%
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	13.44%	320	9.80%	51	0.68	Yes	0				
CO	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	No	1.27%	39298	0.48%	19295	13.18	No	5	181083	1.13%	0.45%	0.68%
CO	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	No	1.03%	39298	0.38%	19295	11.86	No	4	147700	0.95%	0.35%	0.60%
CO	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A	29.34%	709	34.75%	141	-1.23	N/A	0				
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	Yes	100%	12	90.99%	333	-1.07	Yes	0				
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	Yes	97.18%	71	97.84%	185	0.3	Yes	0				
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	No	4.87	63	3.46	107	1.35	Yes	1	254	4.03	4.58	(0.55)
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	Yes	5	12	8.63	339	-1.14	Yes	0				
CO	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	Yes	94.55%	55	62.29%	525	-4.7	Yes	0				
CO	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	Yes	98.18%	55	71.24%	525	-4.2	Yes	0				
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A			10.25	4		N/A	1	3	12.33	5.37	6.96
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	Yes			5.7	23		N/A	0				
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	Yes			13.88	8		N/A	0				
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
CO	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A	5	3	93.42	77	-1.54	N/A	0				
CO	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A	1		11		0.75	N/A	0				
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	Yes	100%	15	96.16%	521	-0.76	Yes	0				
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	5	99.43%	175	-0.17	Yes	0				
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	Yes	100%	18	98.71%	699	-0.48	Yes	0				
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	8	100%	375	.	Yes	0				
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	Yes	3:02	18	9:11	699	-2.44	Yes	0				
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	Yes	1:30	8	2:50	375	-0.76	Yes	0				
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	11.11%	18	11.87%	716	-0.1	Yes	2	104	24.04%	14.01%	10.02%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
CO	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
CO	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
CO	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
CO	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
CO	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
CO	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
CO	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
CO	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
CO	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
CO	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
CO	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
CO	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
CO	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
CO	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	28.57%	21	12.12%	297	1.94	No	10.53%	19	14.17%	367	-0.44	Yes	10%	20	18.01%	422	-0.91	Yes	20%	15	12.12%	396	0.88
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	5.88%	17	14.78%	697	-1.02	Yes	33.33%	21	15.62%	698	1.99	No	15.38%	13	14.80%	669	0.11
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	0%	10	14.07%	199	-1.25	Yes	0%	10	19.40%	232	-1.52	Yes	25%	8	12.66%	229	0.94
CO	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1.24%	4200	0.76%	140662	3.51	No	0.90%	4246	0.80%	141287	0.68	Yes	0.96%	4261	0.83%	142422	0.92	Yes	0.72%	4150	0.78%	143092	-0.43
CO	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.64%	4246	0.63%	141287	0.01	Yes	0.73%	4261	0.65%	142422	0.6	Yes	0.51%	4150	0.63%	143092	-0.98
CO	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	34.18%	79	29.74%	1523	0.84	Yes	33.33%	57	30.36%	1624	0.49	Yes	39.71%	68	32.09%	1745	1.3	Yes	26.83%	41	30.06%	1600	-0.45
CO	02--05	OP-3	Install Commit Met, EELs%		NS	88.82%	152				N/A	82.90%	193				N/A	80.15%	136				N/A	87.34%	79			
CO	02--05	OP-4	Install Interv, EELs, Avg Days		NS	6.78	134				N/A	7.48	188				N/A	8.24	181				N/A	7.73	89			
CO	02--05	OP-5	New Service Install Quality, EELs%		NS	80.65%	186				N/A	87.19%	203				N/A	86.81%	144				N/A	90.11%	91			
CO	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	90.64%	203				N/A	90.97%	144				N/A	94.51%	91			
CO	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	8.15	13				N/A	5.52	33				N/A	8.28	36				N/A	5.5	12			
CO	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	7.2	5				N/A	6.86	7				N/A	9.5	2				N/A	2	1			
CO	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	9.63	8				N/A	13.13	16				N/A	10.37	27				N/A	10.18	17			
CO	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	7					N/A	15					N/A	5					N/A	4				
CO	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	80.23%	86				N/A	87.95%	83				N/A	94.44%	36				N/A	91.18%	34			
CO	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2:41	86				N/A	2:17	83				N/A	1:38	36				N/A	1:40	34			
CO	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	46.51%	86				N/A	48.19%	83				N/A	27.78%	36				N/A	38.24%	34			
CO	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	49.21%	63				N/A	29.17%	24				N/A	63.16%	19			
CO	02--05	MR-8	Trouble Rate, EELs%		NS	9.43%	912				N/A	11.17%	743				N/A	6.53%	551				N/A	9.88%	344			
CO	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	8.48%	743				N/A	4.36%	551				N/A	5.52%	344			
CO	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%						N/A						N/A						N/A					
CO	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A			95.63%	18589	
CO	04--01	OP-3	Install Commit Met, UBL Analog%		90%	98.52%	2703	95.74%	17728	-6.67	Yes	99.04%	5008	96.02%	21432	-9.86	Yes	98.79%	3958	96.02%	19679	-8.13	Yes	99%	4315	95.63%	18589	-9.77
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A					
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A			5.94	18809	
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.94	1614	5.67	17809	-4.28	Yes	4.79	2317	5.89	21473	-7.64	Yes	4.71	2465	5.85	19726	-8.34	Yes	4.71	2825	5.94	18809	-9.81
CO	04--01	OP-5	New Service Install Quality, UBL Analog%		P	96.27%	3864	63.59%	19641	-38.6	Yes	95.94%	4488	58.99%	20600	-45.61	Yes	95.46%	4138	58.98%	19268	-43.28	Yes	96.03%	4262	60.48%	19549	-43.02
CO	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	97.55%	4488	65.18%	20600	-41.24	Yes	96.86%	4138	65.05%	19268	-38.94	Yes	97.42%	4262	66.66%	19549	-38.59
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	5.6	43	5.03	502	0.46	Yes	8.44	48	4.61	413	1.94	No	7.95	41	4.26	397	2.37	No	4.97	35	3.78	468	1.11
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			3.78	468	
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						N/A						N/A					
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			12.04	372	
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						N/A						N/A					
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	10	3	12.66	320	-0.2	Yes			11.8	457		N/A	13.5	4	12.89	407	0.49	Yes	1	8	12.04	372	-2.23
CO	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	4.14	21	109.43	770	-4.17	N/A	4.82	22	102.38	792	-4.1	N/A	5.63	27	88.06	842	-4.13	N/A	19.5	8	81.88	866	-1.8
CO	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	19		261		5.29	N/A	8		307		-0.23	N/A	2		380		-3.88	N/A	3		395		-0.46
CO	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	99.85%	647	92.51%	25471	-7	Yes	100%	681	94.42%	27521	-6.27	Yes	100%	625	92.84%	29848	-6.87	Yes	100%	579	93.15%	26178	-6.46
CO	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100%	739	98.12%	34382	-3.72	Yes	100%	728	98.93%	36942	-2.78	Yes	100%	675	98.19%	39909	-3.49	Yes	100%	612	98.47%	36344	-3.06
CO	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:19	739	13:12	34382	-12.25	Yes	2:22	728	12:15	36942	-22.15	Yes	2:57	675	12:53	39909	-19.23	Yes	2:41	612	12:42	36344	-17.89
CO	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	11.64%	739	14.44%	35374	-2.15	Yes	9.75%	728	14%	37929	-3.27	Yes	10.22%	675	15.24%	40743	-3.6	Yes	16.01%	612	15.26%	37077	0.51
CO	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	9.32%	472	13.77%	31654	-2.78	Yes	9.28%	431	15.23%	34225	-3.42	Yes	14.49%	428	15.28%	31052	-0.45
CO	04--01	MR-8	Trouble Rate, UBL Analog%		P	1.39%	53020	1.61%	2191706	-3.98	Yes	1.40%	52039	1.72%	2202383	-5.6	Yes	1.36%	49622	1.84%	2211433	-7.9	Yes	1.29%	47290	1.67%	2221697	-6.29
CO	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.91%	52039	1.44%	2202383	-10.04	Yes	0.87%	49622	1.55%	2211433	-12.12	Yes	0.91%	47290	1.40%	2221697	-9.03
CO	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	17.80%	899	29.06%	49868	-7.37	N/A	21.04%	922	29.43%	53750	-5.54	N/A	18.08%	824	28.81%	57234	-6.75	N/A	18.83%	754	28.39%	51776	-5.78
CO	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	99.52%	207	89.44%	549	-4.02	Yes	99.35%	154	90.82%	316	-3.01	Yes	99.33%	149	90.03%	391	-3.22	Yes	99.28%	138	89.60%	346	-3.15
CO	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.38	196	12.82	545	-7.6	Yes	3.75	150	9.56	307	-7.93	Yes	3.86	133	14.37	394	-8.25	Yes	3.75	131	9.63	336	-7.26
CO	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	95.29%	191	92.02%	451	-1.4	Yes	98.18%	165	89.97%	369	-2.92	Yes	98.03%	152	84.07%	383	-3.98	Yes	97.74%	177	84.91%	391	-3.96
CO	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100%	165	94.58%	369	-2.56	Yes	98.68%	152	90.08%	383	-3	Yes	98.31%	177	91.56%	391	-2.68
CO	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	2	1	15.17	60	-0.42	Yes	1	1	11.37	30	-1.02	Yes	16	1	10.43	44	0.7	Yes	1	1	10.4	40	-0.89
CO	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			11.71	7		N/A			6.2	5		N/A			34.5	2		N/A					
CO	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	11.33	15	197.57	84	-3.72	N/A	13.83	6	192.45	103	-2.69	N/A	5.75	4	164.88	117	-1.99	N/A	63.1	10	143.56	121	-1.61
CO	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	11		17		3.93	N/A	5		16		3.42	N/A	0		11		-0.63	N/A	0		13		-1.05
CO	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	40	99.24%	527	-0.53	Yes	100%	29	98.84%	601	-0.57	Yes	100%	37	100%	527	.	Yes	100%	38	100%	470	.
CO	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	46	100%	541	.	Yes	100%	33	100%	608	.	Yes	100%	40	100%	538	.	Yes	100%	39	100%	476	.
CO	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:38	46	2:56	541	-0.46	Yes	1:56	33	3:01	608	-1.39	Yes	3:17	40	2:14	538	2.2	No	2:43	39	1:51	476	1.81
CO	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	6.52%	46	23.29%	541	-2.58	Yes	6.06%	33	25.99%	608	-2.54	Yes	12.50%	40	20.82%	538	-1.25	Yes	7.69%	39	22.69%	476	-2.15
CO	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	8%	25	28.14%	334	-2.16	Yes	14.29%	35	23.53%	306	-1.22	Yes	9.68%	31	27.97%	261	-2.15

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	12.50%	8	17.07%	375	-0.34	Yes	1	83	16.87%	14.86%	2.00%
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	13.33%	15	11.43%	665	0.28	Yes	1	66	18.18%	14.18%	4.00%
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	0%	2	16.99%	206	-0.64	Yes	0				
CO	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	Yes	0.69%	3763	0.76%	143365	-0.49	Yes	1	20620	0.91%	0.79%	0.12%
CO	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	0.45%	3763	0.61%	143365	-1.21	Yes	0				
CO	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	Yes	42.22%	45	30.60%	1572	1.63	Yes	0				
CO	02--05	OP-3	Install Commit Met, EELs%		NS	N/A	79.45%	73				N/A	0				
CO	02--05	OP-4	Install Interv, EELs, Avg Days		NS	N/A	7.87	75				N/A	0				
CO	02--05	OP-5	New Service Install Quality, EELs%		NS	N/A	86.08%	79				N/A	0				
CO	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A	91.14%	79				N/A	0				
CO	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	N/A	7.67	18				N/A	0				
CO	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	N/A	21	1				N/A	0				
CO	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A	9.56	9				N/A	0				
CO	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	N/A	3					N/A	0				
CO	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	N/A	100%	22				N/A	0				
CO	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	N/A	1:23	22				N/A	0				
CO	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	N/A	27.27%	22				N/A	0				
CO	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	N/A	31.25%	16				N/A	0				
CO	02--05	MR-8	Trouble Rate, EELs%		NS	N/A	8.70%	253				N/A	0				
CO	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A	6.32%	253				N/A	0				
CO	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%	N/A	0%	1				No	1	1	0.00%		
CO	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	N/A			95.38%	20147		N/A	0				
CO	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	98.74%	4206	95.38%	20147	-9.44	Yes	0				
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	N/A	14	1				No	1	1	14.00		
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A			6.2	20286		N/A	0				
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	5.04	1480	6.2	20286	-5.14	Yes	0				
CO	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	95.55%	3906	61.20%	19591	-40.23	Yes	0				
CO	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	97.52%	3906	68.01%	19591	-36.1	Yes	0				
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	6.38	50	7.06	444	-0.17	Yes	2	217	6.75	4.96	1.79
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			7.06	444		N/A	0				
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P	N/A	6	1				N/A	0				
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			14.22	511		N/A	0				
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P	N/A						N/A	0				
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	Yes	1	3	14.22	511	-1.01	Yes	0				
CO	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	6.82	39	80.19	801	-4.77	N/A	0				
CO	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A	23		333		2.12	N/A	0				
CO	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	100%	569	93.75%	25113	-6.09	Yes	0				
CO	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	579	98.60%	36273	-2.85	Yes	0				
CO	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	2:14	579	0.5	36273	-18.58	Yes	0				
CO	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	13.47%	579	13.82%	36959	-0.24	Yes	0				
CO	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	Yes	10.61%	358	13.83%	30401	-1.75	Yes	0				
CO	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	1.30%	44610	1.65%	2234958	-5.83	Yes	0				
CO	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.80%	44610	1.36%	2234958	-10.07	Yes	0				
CO	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	15.35%	684	28.74%	51867	-7.69	N/A	0				
CO	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	97.91%	191	93.24%	414	-2.13	Yes	0				
CO	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	3.66	126	12.04	393	-7.61	Yes	0				
CO	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	97.03%	202	90.14%	436	-2.72	Yes	0				
CO	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	97.52%	202	95.18%	436	-1.28	Yes	0				
CO	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	Yes	2	4	15.45	29	-1.53	Yes	0				
CO	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A			53.5	2		N/A	0				
CO	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	107.4	5	137.13	120	-0.44	N/A	0				
CO	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A	0		13		-0.76	N/A	0				
CO	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	22	100%	473	.	Yes	0				
CO	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	23	100%	476	.	Yes	0				
CO	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	No	3:16	23	2:04	476	1.6	Yes	2	181	2:44	2:27	0:17
CO	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	23	23.53%	476	-2.6	Yes	0				
CO	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	20	25.29%	257	-2.51	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
CO	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
CO	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
CO	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
CO	02--05	OP-3	Install Commit Met, EELs%		NS	
CO	02--05	OP-4	Install Interv, EELs, Avg Days		NS	
CO	02--05	OP-5	New Service Install Quality, EELs%		NS	
CO	02--05	OP-5*	New Service Install Quality, EELs%		NS	
CO	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	
CO	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	
CO	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
CO	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	
CO	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	
CO	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	
CO	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	
CO	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	
CO	02--05	MR-8	Trouble Rate, EELs%		NS	
CO	02--05	MR-8*	Trouble Rate, EELs%		NS	
CO	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%	
CO	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
CO	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
CO	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
CO	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P	
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P	
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
CO	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
CO	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
CO	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
CO	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
CO	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
CO	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
CO	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
CO	04--01	MR-8	Trouble Rate, UBL Analog%		P	
CO	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
CO	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
CO	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
CO	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
CO	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
CO	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
CO	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
CO	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
CO	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
CO	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
CO	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
CO	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
CO	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
CO	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
CO	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.82%	5619	1.52%	35683	-3.98	Yes	0.58%	5669	1.69%	35903	-6.03	Yes	0.70%	5679	1.49%	36112	-4.54	Yes	0.68%	5741	1.31%	36384	-3.91
CO	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.44%	5669	0.93%	35903	-3.57	Yes	0.62%	5679	0.85%	36112	-1.77	Yes	0.54%	5741	0.72%	36384	-1.48
CO	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	8%	50	26.59%	737	-2.88	N/A	29.79%	47	25.67%	818	0.63	N/A	6.98%	43	25.69%	724	-2.73	N/A	7.14%	42	25.04%	635	-2.59
CO	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100%	2	91.73%	1270	-0.42	Yes	100%	26	86.11%	1195	-2.03	Yes	100%	1	89.74%	1101	-0.34	Yes	100%	15	85.46%	942	-1.59
CO	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	4	2	11.52	1339	-1.15	Yes	3.67	12	13.97	1301	-2.93	Yes	3	1	16.53	1299	-1.04	Yes	3.38	8	15.82	1142	-1.92
CO	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	92.86%	14	88.68%	1351	-0.49	Yes	85.71%	14	89.49%	1323	0.49	Yes	100%	8	88.60%	1237	-1.01	Yes	81.25%	16	89.03%	1094	0.95
CO	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	92.86%	14	92.97%	1323	0.1	Yes	100%	8	92.32%	1237	-0.81	Yes	87.50%	16	93.97%	1094	0.99
CO	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			14.5	116		N/A			16.11	179		N/A			16.63	186		N/A			22.39	187	
CO	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			15.33	15		N/A			15.67	21		N/A			30.54	13		N/A			15	9	
CO	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			72.42	186		N/A	8	1	73.55	179	-0.58	N/A			77.89	167		N/A			75.77	175	
CO	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			96			N/A	0		88		-0.98	N/A			33			N/A			38		
CO	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	100%	3	83.19%	1374	-0.78	Yes	100%	3	89.68%	1511	-0.59	Yes			90.69%	1514		N/A	100%	5	89.93%	1311	-0.75
CO	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	1:37	3	2:34	1374	-0.47	Yes	1:34	3	2:04	1511	-0.37	Yes			1:58	1514		N/A	1:12	5	1:57	1311	-0.7
CO	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	0%	3	26.06%	1374	-1.03	Yes	0%	3	28.86%	1511	-1.1	Yes			28.73%	1514		N/A	20%	5	34.48%	1311	-0.68
CO	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A	0%	2	29.06%	998	-0.9	Yes			30.38%	971		N/A	0%	2	36.56%	837	-1.07
CO	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	3.85%	78	2.56%	53688	0.74	Yes	3.85%	78	2.84%	53139	0.58	Yes	0%	54	2.87%	52839	-1.26	Yes	8.93%	56	2.47%	53107	2.45
CO	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	2.56%	78	1.88%	53139	0.5	Yes	0%	54	1.84%	52839	-1	Yes	3.57%	56	1.58%	53107	1.08
CO	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	0%	3	14.71%	1611	-0.72	N/A	25%	4	15.26%	1783	0.52	N/A			16.08%	1804		N/A	28.57%	7	17.08%	1581	0.77
CO	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	96.97%	99	91.73%	1270	-1.82	Yes	96.81%	94	86.11%	1195	-2.89	Yes	95.65%	92	89.74%	1101	-1.8	Yes	88.89%	72	85.46%	942	-0.8
CO	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8.15	121	11.52	1339	-3.86	Yes	8.47	131	13.97	1301	-4.95	Yes	8.32	119	16.53	1299	-6.62	Yes	8.56	96	15.82	1142	-3.74
CO	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	87.02%	131	88.68%	1351	0.58	Yes	84.38%	128	89.49%	1323	1.71	No	83.93%	112	88.60%	1237	1.43	Yes	90.18%	112	89.03%	1094	-0.37
CO	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	89.84%	128	92.97%	1323	1.27	Yes	85.71%	112	92.32%	1237	2.26	No	92.86%	112	93.97%	1094	0.49
CO	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	12.33	3	14.5	116	-0.19	Yes	8.75	4	16.11	179	-0.7	Yes	9.6	5	16.63	186	-0.76	Yes	7.55	11	22.39	187	-1.35
CO	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	4	1	15.33	15	-0.94	Yes	1	1	15.67	21	-0.78	Yes	3	1	30.54	13	-1.3	Yes	1	1	15	9	-1.63
CO	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	17	2	72.42	186	-0.68	N/A	4	1	73.55	179	-0.62	N/A	4.6	5	77.89	167	-1.52	N/A	10.75	4	75.77	175	-1.33
CO	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	2		96		1.13	N/A	1		88		0.68	N/A	1		33		0.05	N/A	1		38		0.17
CO	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	75.41%	61	83.19%	1374	1.53	Yes	91.43%	70	89.68%	1511	-0.47	Yes	88.71%	62	90.69%	1514	0.55	Yes	75%	56	89.93%	1311	3.12
CO	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	3:03	61	2:34	1374	1.02	Yes	2:21	70	2:04	1511	1.01	Yes	2:29	62	1:58	1514	1.75	No	3:36	56	1:57	1311	3.72
CO	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	42.62%	61	26.06%	1374	2.74	No	24.29%	70	28.86%	1511	-0.82	Yes	24.19%	62	28.73%	1514	-0.77	Yes	44.64%	56	34.48%	1311	1.54
CO	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	21.28%	47	29.06%	998	-1.15	Yes	28.30%	53	30.38%	971	-0.32	Yes	46.51%	43	36.56%	837	1.3
CO	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	5.48%	1113	2.56%	53688	6.11	No	6.74%	1038	2.84%	53139	7.49	No	6.60%	940	2.87%	52839	6.8	No	6.76%	828	2.47%	53107	7.9
CO	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	4.53%	1038	1.88%	53139	6.23	No	5.64%	940	1.84%	52839	8.6	No	5.19%	828	1.58%	53107	8.29
CO	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	16.44%	73	14.71%	1611	0.43	N/A	14.63%	82	15.26%	1783	-0.15	N/A	18.42%	76	16.08%	1804	0.56	N/A	8.20%	61	17.08%	1581	-1.81
CO	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	96.75%	123	89.44%	549	-2.38	Yes	94.69%	113	90.82%	316	-1.22	Yes	96.90%	129	90.03%	391	-2.26	Yes	94.06%	101	89.60%	346	-1.29
CO	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.07	121	12.82	545	-5.83	Yes	4.2	110	9.56	307	-6.55	Yes	4.06	124	14.37	394	-7.87	Yes	4.41	99	9.63	336	-5.8
CO	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	93.02%	129	92.02%	451	-0.37	Yes	92.54%	134	89.97%	369	-0.85	Yes	93.75%	128	84.07%	383	-2.59	Yes	92.42%	132	84.91%	391	-2.09
CO	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	95.52%	134	94.58%	369	-0.41	Yes	94.53%	128	90.08%	383	-1.46	Yes	93.18%	132	91.56%	391	-0.58
CO	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	4	4	15.17	60	-0.69	Yes	3	6	11.37	30	-1.87	Yes	6.2	5	10.43	44	-0.89	Yes	8.67	6	10.4	40	-0.38
CO	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	8	1	11.71	7	-0.23	Yes	4.5	2	6.2	5	-0.44	Yes	9	1	34.5	2	-0.8	Yes	3	1			
CO	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	14	2	197.57	84	-1.44	N/A			192.45	103		N/A	14	1	164.88	117	-0.96	N/A	11.8	5	143.56	121	-1.9
CO	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	2		17		2.06	N/A			16			N/A	0		11		-0.32	N/A	1		13		0.59
CO	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100%	45	99.24%	527	-0.56	Yes	98.39%	62	98.84%	601	0.33	Yes	100%	57	100%	527	.	Yes	98.65%	74	100%	470	1.57
CO	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100%	55	100%	541	.	Yes	100%	75	100%	608	.	Yes	100%	59	100%	538	.	Yes	100%	75	100%	476	.
CO	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:40	55	2:56	541	-0.46	Yes	3:54	75	3:01	608	1.49	Yes	0.125	59	2:14	538	2.1	No	3:17	75	1:51	476	2.88
CO	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	14.55%	55	23.29%	541	-1.46	Yes	24%	75	25.99%	608	-0.37	Yes	11.86%	59	20.82%	538	-1.61	Yes	20%	75	22.69%	476	-0.52
CO	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	20.69%	58	28.14%	334	-1.17	Yes	11.54%	52	23.53%	306	-1.88	Yes	23.33%	60	27.97%	261	-0.72
CO	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.64%	3356	1.52%	35683	0.56	Yes	2.26%	3312	1.69%	35903	2.44	No	1.78%	3311	1.49%	36112	1.33	Yes	2.29%	3275	1.31%	36384	4.72
CO	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	1.75%	3312	0.93%	35903	4.71	No	1.57%	3311	0.85%	36112	4.34	No	1.83%	3275	0.72%	36384	7.24
CO	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	8.33%	60	26.59%	737	-3.08	N/A	2.60%	77	25.67%	818	-4.43	N/A	6.35%	63	25.69%	724	-3.37	N/A	1.32%	76	25.04%	635	-4.51
CO	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			95.70%	1466		N/A			96.39%	1828		N/A	100%	17	93.47%	2283	-1.09	Yes	100%	20	98.25%	1715	-0.59
CO	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.28	1466		N/A			5.29	1832		N/A	3.75	16	6.52	2287	-2.79	Yes	4.06	16	9.65	1715	-6.39
CO	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			99.15%	1649		N/A	100%	9	99.37%	2060	-0.24	Yes	100%	19	99.05%	2001	-0.42	Yes	100%	27	99.15%	1770	-0.48
CO	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	100%	9	99.61%	2060	-0.19	Yes	100%	19	99.45%	2001	-0.32	Yes	100%	27	99.32%	1770	-0.43
CO	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			3.51	55		N/A			4.77	65		N/A			4.47	139		N/A			7.62	29	
CO	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			9	1		N/A			5	2		N/A			9.29	7		N/A			10	1	
CO	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			87.93%	613		N/A			94.10%	915		N/A			95.30%	744		N/A			95.51%	490	
CO	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			95.61%	615		N/A			98.58%	917		N/A			98.39%	747		N/A			98.57%	491	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.39%	5896	1.30%	36691	-5.71	Yes	0				
CO	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.34%	5896	0.70%	36691	-3.09	Yes	0				
CO	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	11.54%	26	21.97%	610	-1.26	N/A	0				
CO	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	Yes	94.12%	17	89.35%	845	-0.63	Yes	0				
CO	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	Yes	4	10	14.1	1010	-2.35	Yes	0				
CO	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	Yes	94.44%	18	88.83%	1047	-0.75	Yes	0				
CO	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	Yes	100%	18	92.74%	1047	-1.18	Yes	0				
CO	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A	12	1	23.06	125	-0.45	Yes	0				
CO	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			43.75	4		N/A	0				
CO	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			66.89	203		N/A	0				
CO	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			44			N/A	0				
CO	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	Yes	100%	1	85.29%	1305	-0.42	Yes	0				
CO	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	Yes	1:50	1	2:10	1305	-0.1	Yes	0				
CO	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	Yes	0%	1	29.35%	1305	-0.64	Yes	0				
CO	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	Yes			30.07%	868		N/A	0				
CO	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	No	2.08%	48	2.48%	52654	-0.18	Yes	1	314	3.82%	2.64%	1.18%
CO	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	Yes	0%	48	1.65%	52654	-0.9	Yes	0				
CO	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A	0%	1	16.72%	1567	-0.45	N/A	0				
CO	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	91.46%	82	89.35%	845	-0.59	Yes	0				
CO	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes	7.95	83	14.1	1010	-3.98	Yes	0				
CO	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	90.15%	132	88.83%	1047	-0.46	Yes	1	615	87.16%	88.93%	-1.77%
CO	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes	91.67%	132	92.74%	1047	0.47	Yes	1	484	90.08%	92.98%	-2.90%
CO	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	Yes	12	10	23.06	125	-1.37	Yes	0				
CO	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	Yes			43.75	4		N/A	0				
CO	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A	5.55	11	66.89	203	-2.22	N/A	0				
CO	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A	2		44		-0.27	N/A	0				
CO	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	No	72.73%	55	85.29%	1305	2.36	No	2	304	81.25%	87.86%	-6.61%
CO	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	No	3:06	55	2:10	1305	1.63	Yes	2	304	2:53	2:08	0:44
CO	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	41.82%	55	29.35%	1305	1.93	No	2	304	34.87%	29.42%	5.44%
CO	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	44.19%	43	30.07%	868	1.9	No	1	186	34.41%	31.36%	3.05%
CO	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	No	7.35%	748	2.48%	52654	8.51	No	5	4667	6.51%	2.64%	3.87%
CO	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	No	5.75%	748	1.65%	52654	8.74	No	4	3554	5.23%	1.74%	3.50%
CO	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A	12.70%	63	16.72%	1567	-0.84	N/A	0				
CO	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	95.68%	139	93.24%	414	-0.99	Yes	0				
CO	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	3.93	132	12.04	393	-7.5	Yes	0				
CO	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	94.04%	151	90.14%	436	-1.39	Yes	0				
CO	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	96.03%	151	95.18%	436	-0.42	Yes	0				
CO	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	Yes	6.83	6	15.45	29	-1.17	Yes	0				
CO	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A	1	1	53.5	2	-0.59	Yes	0				
CO	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A	3.33	6	137.13	120	-2.15	N/A	0				
CO	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A	3		13		2.26	N/A	0				
CO	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	Yes	100%	43	100%	473	.	Yes	0				
CO	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes	100%	45	100%	476	.	Yes	0				
CO	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	No	2:37	45	2:04	476	1.08	Yes	2	309	3:10	2:27	0:42
CO	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	22.22%	45	23.53%	476	-0.2	Yes	0				
CO	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	23.53%	34	25.29%	257	-0.22	Yes	0				
CO	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	No	1.37%	3277	1.30%	36691	0.37	Yes	2	16531	1.87%	1.46%	0.41%
CO	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	No	1.04%	3277	0.70%	36691	2.22	No	4	13175	1.55%	0.80%	0.75%
CO	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A	10%	50	21.97%	610	-1.96	N/A	0				
CO	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	Yes	100%	33	97.15%	1823	-0.98	Yes	0				
CO	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	Yes	4.47	30	10.03	1825	-7.56	Yes	0				
CO	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	28	98.82%	1869	-0.57	Yes	0				
CO	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	28	99.09%	1869	-0.5	Yes	0				
CO	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			7.17	48		N/A	0				
CO	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			14.33	3		N/A	0				
CO	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			94.63%	615		N/A	0				
CO	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			98.21%	616		N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Comments
CO	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
CO	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
CO	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
CO	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
CO	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
CO	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
CO	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
CO	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
CO	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
CO	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
CO	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
CO	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
CO	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
CO	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
CO	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
CO	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
CO	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
CO	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
CO	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
CO	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
CO	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
CO	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
CO	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
CO	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
CO	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
CO	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
CO	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
CO	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
CO	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
CO	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
CO	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
CO	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
CO	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
CO	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
CO	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
CO	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
CO	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
CO	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
CO	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
CO	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
CO	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
CO	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
CO	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
CO	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
CO	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
CO	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
CO	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
CO	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
CO	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
CO	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
CO	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
CO	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
CO	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
CO	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
CO	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
CO	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
CO	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			9:33	615		N/A			6:43	917		N/A			7:14	747		N/A			9:05	491	
CO	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			40%	615		N/A			39.69%	917		N/A			29.85%	747		N/A			36.46%	491	
CO	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			41.30%	494		N/A			29.97%	377		N/A			40.78%	282	
CO	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			2.32%	26467		N/A			3.36%	27319		N/A			2.63%	28409		N/A			1.67%	29435	
CO	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.81%	27319		N/A			1.33%	28409		N/A			0.96%	29435	
CO	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			50.64%	1246		N/A			46.50%	1714		N/A			45.87%	1380		N/A			43.04%	862	
CO	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			81.71%	82		N/A			77.03%	74		N/A			91.23%	57		N/A			90.32%	31	
CO	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			19.19	96		N/A			23.81	98		N/A			14.1	79		N/A			18.13	72	
CO	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100%	98		N/A			92.22%	90		N/A			100%	77		N/A			98.84%	86	
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			97.78%	90		N/A			100%	77		N/A			100%	86	
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			22.1	21		N/A			27.26	27		N/A			25.73	11		N/A			24.14	7	
CO	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A						N/A					
CO	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			57.04	24		N/A			59.62	26		N/A			47.14	37		N/A			73.97	30	
CO	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			13			N/A			16			N/A			6			N/A			7		
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			88.46%	26		N/A			95.35%	43		N/A			88.24%	34		N/A			95.45%	22	
CO	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			2:53	26		N/A			1:31	43		N/A			1:47	34		N/A			2:00	22	
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			19.23%	26		N/A			23.26%	43		N/A			11.76%	34		N/A			18.18%	22	
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			28.57%	28		N/A			13.64%	22		N/A			18.18%	11	
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.64%	4043		N/A			1.07%	4022		N/A			0.85%	4002		N/A			0.55%	3975	
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.70%	4022		N/A			0.55%	4002		N/A			0.28%	3975	
CO	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			29.73%	37		N/A			23.21%	56		N/A			32%	50		N/A			29.03%	31	
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	947				Yes	0:03	1132				Yes	0:03	1038				Yes	0:03	996			
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A	0:05	1				Yes						N/A					
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	99.50%	397				Yes	98.83%	426				Yes	99.78%	459				Yes	99.51%	405			
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	97.62%	126				Yes	97.40%	231				Yes	97.20%	214				Yes	96.35%	219			
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	397				N/A	0.47%	426				N/A	0.22%	459				N/A	0.25%	405			
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	1.59%	126				N/A	0%	231				N/A	0%	214				N/A	0%	219			
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	60.48%	291				No	95.06%	243				Yes	89.37%	207				No	91.76%	182			
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	8.39	285				Yes	7.68	238				Yes	5.3	206				Yes	5.05	177			
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			95.74%	17728		N/A			96.02%	21432		N/A			96.02%	19679		N/A			95.63%	18589	
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	96.98%	298	99.42%	27464	3.93	Yes	99.03%	310	99.61%	36778	1.43	Yes	99.43%	350	99.57%	30314	0.47	Yes	98.76%	323	99.34%	28843	1.21
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3.33	276	3.78	21784	-1.93	No	3.01	302	3.53	27085	-5.43	Yes	3.02	323	3.66	21465	-2.63	Yes	3.07	298	3.55	20089	-5.83
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.67	17809		N/A			5.89	21473		N/A			5.85	19726		N/A			5.94	18809	
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	92.36%	550	86.19%	51784	-4.18	Yes	95.09%	530	84.40%	54159	-6.75	Yes	95.10%	510	83.82%	48857	-6.88	Yes	94.81%	482	84.22%	48960	-6.35
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	96.42%	530	86.76%	54159	-6.53	Yes	97.84%	510	86.21%	48857	-7.58	Yes	96.68%	482	86.69%	48960	-6.43
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			5.03	502		N/A			4.61	413		N/A	2.43	7	4.26	397	-0.73	N/A	1	4	3.78	468	-0.9
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	9.5	2	9.48	171	1.08	N/A	2	1	4.78	138	-0.27	N/A	4	4	14.34	126	-0.39	N/A	3.25	4	4.4	171	-0.46
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	8.4	5	12.66	320	-0.4	N/A	5	3	11.8	457	-0.72	N/A	7.75	4	12.89	407	-0.63	N/A	14	1	12.04	372	0.57
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	7.57	113	7	8	0.43	N/A	5.22	9	4	10	0.85	N/A	5.57	7	6.09	11	-0.25	N/A	7.11	9	6.41	17	0.31
CO	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	4.13	95				N/A	3.57	63				N/A	12.17	29				N/A	24.89	9			
CO	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	93					N/A	61					N/A	28					N/A	7				
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	71.43%	28	91.84%	21733	3.16	No	90.48%	21	93.77%	23289	0.64	Yes	46.15%	13	92.09%	24656	4.25	No	88.89%	9	92.34%	21305	0.44
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	84%	50	96.42%	3738	3.51	No	96.43%	28	97.99%	4232	0.6	Yes	88.89%	18	96.40%	5192	1.41	Yes	62.50%	8	96.70%	4873	3.14
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	90.20%	51	99.55%	6869	4.61	No	96.43%	28	99.80%	8011	1.91	No	100%	32	99.16%	9340	-0.52	Yes	100%	30	99.45%	9123	-0.41
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	92.86%	28	97.76%	27513	1.43	Yes	100%	21	98.69%	28931	-0.53	Yes	73.08%	26	97.90%	30569	4.94	No	96.30%	27	98.14%	27221	0.69
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	18:55	28	14:54	27513	1.51	Yes	11:43	21	13:57	28931	-0.83	Yes	27:32:00	26	14:37	30569	3.09	No	19:46	27	14:51	27221	1.83
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	15:21	51	6:22	6869	3.72	No	8:24	28	6:07	8011	1.29	Yes	8:18	32	7:11	9340	0.73	Yes	9:53	30	6:17	9123	1.67
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	35.48%	31	41.56%	154	-0.63	N/A	19.05%	21	48.86%	219	-2.61	Yes	57.69%	26	35.61%	205	2.13	N/A	39.29%	28	47.16%	176	-0.78
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	27.45%	51	39.48%	461	-1.67	Yes	32.14%	28	36.82%	698	-0.5	Yes	28.13%	32	27.68%	542	0.07	No	33.33%	30	30.48%	315	0.33
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	19.05%	21	52.29%	109	-2.79	N/A	55%	20	34.62%	104	1.68	N/A	31.82%	22	55.91%	93	-2.05
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	33.33%	15	38.18%	385	-0.38	N/A	40%	15	28.21%	273	0.96	N/A	25%	12	33.33%	189	-0.59
CO	04--10	MR-8	Trouble Rate, Line Sharing%		P	1.50%	5456	1.61%	2191706	-0.65	Yes	0.95%	5138	1.72%	2202383	-4.23	Yes	1.19%	4894	1.84%	2211433	-3.42	Yes	1.25%	4630	1.67%	2221697	-2.21
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.70%	5138	1.44%	2202383	-4.43	Yes	0.72%	4894	1.55%	2211433	-4.71	Yes	0.73%	4630	1.40%	2221697	-3.84
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	NS						N/A						N/A						N/A					
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	NS						N/A						N/A						N/A					
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	D	NS						N/A						N/A						N/A					
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	ND	NS						N/A						N/A						N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A			7:33	616		N/A	0				
CO	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			33.12%	616		N/A	0				
CO	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			31.72%	413		N/A	0				
CO	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	N/A			2.02%	30454		N/A	0				
CO	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.36%	30454		N/A	0				
CO	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A			39.67%	1021		N/A	0				
CO	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			77.19%	57		N/A	0				
CO	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			24.13	97		N/A	0				
CO	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	90		N/A	0				
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	90		N/A	0				
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			46.89	19		N/A	0				
CO	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			7	1		N/A	0				
CO	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			63.35	26		N/A	0				
CO	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			4			N/A	0				
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			89.66%	29		N/A	0				
CO	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			2:16	29		N/A	0				
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			34.48%	29		N/A	0				
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			15.38%	13		N/A	0				
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.73%	3984		N/A	0				
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.33%	3984		N/A	0				
CO	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			27.50%	40		N/A	0				
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	Yes	0:03	1356				Yes	0				
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A						N/A	0				
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	99.48%	576				Yes	0				
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	Yes	98.14%	269				Yes	0				
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0.17%	576				N/A	0				
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	269				N/A	0				
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	Yes	93.48%	184				Yes	2	1107	84.10%		
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	4.73	171				Yes	0				
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			95.38%	20147		N/A	0				
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	Yes	99.04%	312	99.56%	29950	1.25	Yes	0				
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	2.98	275	3.52	20892	-3.25	Yes	1	1474	3.08	3.61	(0.53)
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			6.2	20286		N/A	0				
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	96.41%	473	83.85%	47083	-7.38	Yes	0				
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes	97.67%	473	86.69%	47083	-7	Yes	0				
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A	2.75	4	7.06	444	-0.31	N/A	0				
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A	2.67	3	6.84	127	-0.25	N/A	0				
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A	2	1	14.22	511	-0.54	N/A	0				
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A	8.67	6	38.73	11	-0.6	N/A	0				
CO	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	N/A	17.38	13				N/A	0				
CO	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	N/A	9					N/A	0				
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	Yes	66.67%	6	93%	20370	1.84	No	3	77	74.03%	92.61%	-18.58%
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	No	0%	2	96.94%	4743	3.33	No	3	106	84.91%	96.88%	-11.97%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	Yes	100%	33	99.63%	9602	-0.35	Yes	2	174	96.55%	99.51%	-2.96%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	Yes	95.45%	22	98.23%	26671	0.87	Yes	1	124	91.13%	98.14%	-7.01%
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	No	16:04	22	14:19	26671	0.82	Yes	2	124	19:11	14:31	4:39
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	No	7:24	33	5:33	9602	1.22	Yes	2	174	10:29	6:17	4:11
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	Yes	36.36%	22	41.18%	170	-0.43	N/A	0				
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	Yes	36.36%	33	30.04%	446	0.76	Yes	1	174	7:26	7:59	-0:33
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A	42.11%	19	42.05%	88	-0.01	N/A	0				
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	11.11%	9	28.92%	325	-1.16	N/A	0				
CO	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes	1.28%	4305	1.65%	2234958	-1.93	Yes	0				
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes	0.65%	4305	1.36%	2234958	-4.02	Yes	0				
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	NS	N/A	100%	13				N/A	0				
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	NS	N/A						N/A	0				
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	D	NS	N/A	1.69	13				N/A	0				
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	ND	NS	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
CO	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
CO	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
CO	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
CO	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
CO	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
CO	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
CO	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
CO	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
CO	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
CO	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
CO	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
CO	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
CO	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
CO	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
CO	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
CO	04--10	MR-8	Trouble Rate, Line Sharing%		P	
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	NS	
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	NS	
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	D	NS	
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	ND	NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	04--11	OP-5	New Service Install Quality, Sub-Loop Unbundling%		NS						N/A						N/A						N/A	100%	7			
CO	04--11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS						N/A						N/A						N/A	100%	7			
CO	04--11	OP-6A	Delayed Days for Non-Facility Reasons, Sub-Loop Unbundling, Avg Days	D	NS						N/A						N/A						N/A					
CO	04--11	OP-15A	Interv for Pending Orders Delayed, Sub-Loop Unbundling, Avg Days		NS						N/A						N/A						N/A					
CO	04--11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loop Unbundling%		NS						N/A						N/A						N/A					
CO	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	0%	3				N/A	0%	3				N/A	0%	3				N/A	0%	3			
CO	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0%	3				N/A	0%	3				N/A	0%	3			
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P	100%	3	91.73%	1270	-0.52	Yes	100%	4	86.11%	1195	-0.8	Yes	100%	3	89.74%	1101	-0.58	Yes			85.46%	942	
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	8	3	11.52	1339	-0.66	Yes	8	5	13.97	1301	-1.1	Yes	7.33	3	16.53	1299	-1.23	Yes			15.82	1142	
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100%	4	88.68%	1351	-0.71	Yes	100%	4	89.49%	1323	-0.68	Yes	50%	2	88.60%	1237	1.21	Yes	100%	1	89.03%	1094	-0.35
CO	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100%	4	92.97%	1323	-0.55	Yes	100%	2	92.32%	1237	-0.41	Yes	100%	1	93.97%	1094	-0.25
CO	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			14.5	116		N/A			16.11	179		N/A			16.63	186		N/A			22.39	187	
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			15.33	15		N/A			15.67	21		N/A			30.54	13		N/A			15	9	
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	343	1	72.42	186	1.74	N/A	323	1	73.55	179	1.87	N/A	230	2	77.89	167	1.62	N/A	208	2	75.77	175	1.53
CO	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	0		96		-1.03	N/A	0		88		-0.98	N/A	0		33		-0.7	N/A	0		38		-0.74
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	100%	3	83.19%	1374	-0.78	Yes			89.68%	1511		N/A	100%	2	90.69%	1514	-0.45	Yes			89.93%	1311	
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1:01	3	2:34	1374	-0.77	Yes			2:04	1511		N/A	0:05	2	1:58	1514	-1.24	Yes			1:57	1311	
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0%	3	26.06%	1374	-1.03	Yes			28.86%	1511		N/A	0%	2	28.73%	1514	-0.9	Yes			34.48%	1311	
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			29.06%	998		N/A			30.38%	971		N/A			36.56%	837	
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	2.86%	105	2.56%	53688	0.27	Yes	0%	102	2.84%	53139	-1.73	Yes	2.02%	99	2.87%	52839	-0.5	Yes	0%	94	2.47%	53107	-1.54
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	102	1.88%	53139	-1.4	Yes	0%	99	1.84%	52839	-1.36	Yes	0%	94	1.58%	53107	-1.23
CO	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	50%	6	14.71%	1611	1.97	N/A			15.26%	1783		N/A	50%	4	16.08%	1804	1.49	N/A			17.08%	1581	
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100%	5	81.71%	82	-1.03	Yes	100%	1	77.03%	74	-0.54	Yes	0%	2	91.23%	57	2.62	No			90.32%	31	
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	11.6	5	19.19	96	-1.08	Yes	12	1	23.81	98	-0.52	Yes	21.67	3	14.1	79	0.92	Yes	12	2	18.13	72	-0.56
CO	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	66.67%	3	100%	98	2.28	No	100%	2	92.22%	90	-0.41	Yes	100%	3	100%	77	.	Yes	100%	4	98.84%	86	-0.21
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100%	2	97.78%	90	-0.21	Yes	100%	3	100%	77	.	Yes	100%	4	100%	86	.
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			22.1	21		N/A			27.26	27		N/A	11.5	2	25.73	11	-0.68	Yes			24.14	7	
CO	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A						N/A						N/A					
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	5	1	57.04	24	-0.78	N/A			59.62	26		N/A			47.14	37		N/A			73.97	30	
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	0		13		-1.07	N/A			16			N/A			6			N/A			7		
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100%	2	88.46%	26	-0.49	Yes	100%	1	95.35%	43	-0.22	Yes	0%	1	88.24%	34	1.52	Yes	50%	2	95.45%	22	1.44
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	0:50	2	2:53	26	-0.54	Yes	2:35	1	1:31	43	0.93	Yes	5:31	1	1:47	34	1.68	No	3:36	2	2:00	22	1.32
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	0%	2	19.23%	26	-0.66	Yes	0%	1	23.26%	43	-0.54	Yes	0%	1	11.76%	34	-0.36	Yes	0%	2	18.18%	22	-0.64
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	0%	1	28.57%	28	-0.62	Yes	0%	1	13.64%	22	-0.39	Yes	0%	2	18.18%	11	-0.61
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.92%	217	0.64%	4043	0.53	Yes	0.45%	223	1.07%	4022	-0.88	Yes	0.45%	222	0.85%	4002	-0.63	Yes	0.92%	218	0.55%	3975	0.7
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.45%	223	0.70%	4022	-0.43	Yes	0.45%	222	0.55%	4002	-0.19	Yes	0.92%	218	0.28%	3975	1.4
CO	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	0%	2	29.73%	37	-0.9	N/A	0%	1	23.21%	56	-0.54	N/A	66.67%	3	32%	50	1.07	N/A	33.33%	3	29.03%	31	0.1
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:52	157025				N/A	2:45	197154				N/A	4:02	196854				N/A	5:15	200369			
CO	07--01	OP-3	Install Commit Met, E911%		P			100%	1	.	N/A						N/A			0%	1		N/A					
CO	07--01	OP-4	Install Interv, E911, Avg Days		P	22	4	24	2	-0.13	Yes						N/A			18	1		N/A					
CO	07--01	OP-5	New Service Install Quality, E911%		P	100%	3	100%	2	.	Yes	100%	1	100%	3	.	Yes	100%	4	100%	3	.	Yes	100%	7	100%	3	.
CO	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100%	1	100%	3	.	Yes	100%	4	100%	3	.	Yes	100%	7	100%	3	.
CO	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A			10	1		N/A					
CO	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS			200.5	6		N/A						N/A						N/A					
CO	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS			0			N/A						N/A						N/A					
CO	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P			100%	6		N/A			40%	5		N/A	100%	2	66.67%	3	-0.77	Yes	100%	1	100%	3	.
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			1:44	6		N/A			3:50	5		N/A	0:02	2	5:13	3	-1.01	Yes	1:02	1	1:08	3	-0.05
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P			33.33%	6		N/A			0%	5		N/A	0%	2	0%	3	.	Yes	0%	1	33.33%	3	-0.61
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A			0%	3		N/A			0%	3		N/A	0%	1	50%	2	-0.82
CO	07--01	MR-8	Trouble Rate, E911%		P	0%	672	0.33%	1829	-1.27	Yes	0%	665	0.27%	1821	-1.16	Yes	0.30%	664	0.17%	1807	0.73	Yes	0.15%	662	0.17%	1793	-0.09
CO	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0%	665	0.16%	1821	-0.9	Yes	0%	664	0.17%	1807	-0.9	Yes	0.15%	662	0.11%	1793	0.26
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			0%	6		N/A			16.67%	6		N/A	33.33%	3	40%	5	-0.19	N/A	0%	1	0%	3	.
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A			8.54	.	
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A			9.26	.	
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.11	164964				N/A	0.09	197043				N/A	0.11	194342				N/A	0.09	171326			
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	92.04%	163172				N/A	94.19%	195172				N/A	94.57%	192525				N/A	94.21%	169472			
CO	09--01	NP-1A	NXX Code Activation, All%		P	100%	1				N/A						N/A	100%	2				N/A			100%	1	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	04--11	OP-5	New Service Install Quality, Sub-Loop Unbundling%		NS	N/A	100%	8				N/A	0				
CO	04--11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS	N/A	100%	8				N/A	0				
CO	04--11	OP-6A	Delayed Days for Non-Facility Reasons, Sub-Loop Unbundling, Avg Days	D	NS	N/A						N/A	0				
CO	04--11	OP-15A	Interv for Pending Orders Delayed, Sub-Loop Unbundling, Avg Days		NS	N/A	10	1				N/A	0				
CO	04--11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loop Unbundling%		NS	N/A	0					N/A	0				
CO	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0%	5				N/A	0				
CO	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0%	5				N/A	0				
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			89.35%	845		N/A	0				
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A	10	1	14.1	1010	-0.3	Yes	0				
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	Yes	100%	1	88.83%	1047	-0.35	Yes	0				
CO	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	Yes	100%	1	92.74%	1047	-0.28	Yes	0				
CO	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			23.06	125		N/A	0				
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			43.75	4		N/A	0				
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A	188	2	66.89	203	1.45	N/A	0				
CO	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A	0		44		-0.74	N/A	0				
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	N/A	100%	2	85.29%	1305	-0.59	Yes	0				
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	N/A	0:27	2	2:10	1305	-0.7	Yes	0				
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	N/A	0%	2	29.35%	1305	-0.91	Yes	0				
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	N/A	0%	1	30.07%	868	-0.66	Yes	0				
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	2.13%	94	2.48%	52654	-0.22	Yes	0				
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	Yes	1.06%	94	1.65%	52654	-0.44	Yes	0				
CO	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A	0%	2	16.72%	1567	-0.63	N/A	0				
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A	100%	2	77.19%	57	-0.76	Yes	1	10	80.00%	82.39%	-2.39%
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	Yes	9.4	5	24.13	97	-1.15	Yes	0				
CO	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	Yes	100%	4	100%	90		Yes	1	16	93.75%	98.19%	-4.44%
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	Yes	100%	4	100%	90	.	Yes	0				
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			46.89	19		N/A	0				
CO	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			7	1		N/A	0				
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			63.35	26		N/A	0				
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			4			N/A	0				
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	Yes	100%	1	89.66%	29	-0.33	Yes	0				
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	Yes	3:22	1	2:16	29	1.18	Yes	1	7	2:54	2:01	0:53
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	100%	1	34.48%	29	0.92	Yes	0				
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	100%	1	15.38%	13	1.3	Yes	0				
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0.47%	215	0.73%	3984	-0.44	Yes	0				
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0.47%	215	0.33%	3984	0.38	Yes	0				
CO	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A	66.67%	3	27.50%	40	1.23	N/A	0				
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	3:12	167654				N/A	0				
CO	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A	0				
CO	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A	0				
CO	07--01	OP-5	New Service Install Quality, E911%		P	Yes	100%	3	100%	3	.	Yes	0				
CO	07--01	OP-5*	New Service Install Quality, E911%		P	Yes	100%	3	100%	3	.	Yes	0				
CO	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	N/A						N/A	0				
CO	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	N/A						N/A	0				
CO	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	N/A						N/A	0				
CO	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	Yes			100%	2		N/A	0				
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	Yes			0:50	2		N/A	0				
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P	Yes			0%	2		N/A	0				
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	Yes			0%	2		N/A	0				
CO	07--01	MR-8	Trouble Rate, E911%		P	Yes	0%	654	0.11%	1782	-0.73	Yes	0				
CO	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0%	654	0.11%	1782	-0.73	Yes	0				
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A			50%	4		N/A	0				
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			7.95	.		N/A	0				
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.42	.		N/A	0				
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.1	181383				N/A	0				
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	95.05%	179425				N/A	0				
CO	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	04--11	OP-5	New Service Install Quality, Sub-Loop Unbundling%		NS	
CO	04--11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS	
CO	04--11	OP-6A	Delayed Days for Non-Facility Reasons, Sub-Loop Unbundling, Avg Days	D	NS	
CO	04--11	OP-15A	Interv for Pending Orders Delayed, Sub-Loop Unbundling, Avg Days		NS	
CO	04--11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loop Unbundling%		NS	
CO	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	
CO	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
CO	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
CO	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
CO	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
CO	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
CO	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
CO	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
CO	07--01	OP-3	Install Commit Met, E911%		P	
CO	07--01	OP-4	Install Interv, E911, Avg Days		P	
CO	07--01	OP-5	New Service Install Quality, E911%		P	
CO	07--01	OP-5*	New Service Install Quality, E911%		P	
CO	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
CO	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	
CO	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	
CO	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
CO	07--01	MR-8	Trouble Rate, E911%		P	
CO	07--01	MR-8*	Trouble Rate, E911%		P	
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
CO	09--01	NP-1A	NXX Code Activation, All%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0%	1				N/A						N/A	0%	2				N/A			0%	1	
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
CO	11--01	OP-8B	LNP Timeliness, LNP%		95%	98.47%	916				Yes	99.32%	1031				Yes	100%	899				Yes	99.89%	935			
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.49%	7867				Yes	99.61%	10700				Yes	99.75%	9890				Yes	99.33%	8791			
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	8913				Yes	100%	12036				Yes	99.99%	11527				Yes	99.96%	9933			
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	8913				N/A	100%	12036				N/A	100%	11527				N/A	100%	9933			
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			52.97%	3738		N/A			52.39%	4232		N/A			48.71%	5192		N/A	50%	2	53.29%	4873	0.08
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	100%	2	99.55%	6869	-0.1	Yes	100%	1	99.80%	8011	-0.04	Yes	100%	2	99.16%	9340	-0.13	Yes	66.67%	3	99.45%	9123	2.4
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100%	159930				Yes	100%	162112.3701				Yes	100%	149737.46				Yes	100%	162524.69			
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100%	159930				Yes	100%	162112.3701				Yes	100%	149737.46				Yes	100%	162524.69			
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	98.28%	466	96.39%	13927	-2.16	Yes	98.54%	480	96.31%	17293	-2.56	Yes	97.20%	464	96.32%	15823	-0.99	Yes	98.49%	465	96.01%	14836	-2.7
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	99.81%	1619	99.47%	26606	-1.85	Yes	99.87%	2289	99.65%	35869	-1.7	Yes	99.95%	1966	99.59%	29309	-2.4	Yes	99.66%	2385	99.39%	27850	-1.65
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.03	466	5.6	13981	-9.58	Yes	2.88	480	5.92	17318	-10.49	Yes	3.29	464	5.89	15849	-9.05	Yes	3.48	465	6	14956	-8.75
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	1.83	1060	3.76	21228	-34.62	Yes	1.7	1776	3.53	26487	-48.01	Yes	1.76	1435	3.62	20795	-24.76	Yes	1.83	1695	3.55	19457	-50.73
CO	14--01	OP-5	New Service Install Quality, Residence%		P	94.56%	2427	86.24%	46906	-11.6	Yes	92.50%	2600	84.54%	49183	-10.94	Yes	93.30%	2641	83.92%	43990	-12.74	Yes	92.83%	3265	84.33%	43857	-12.9
CO	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	93.19%	2600	86.80%	49183	-9.39	Yes	94.21%	2641	86.26%	43990	-11.53	Yes	93.66%	3265	86.75%	43857	-11.24
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	3	7	4.15	298	-0.55	Yes	2.33	3	3.8	257	-0.47	Yes	2.5	6	3.94	272	-0.57	Yes	10	2	2.8	315	2.33
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	1	3	4.82	152	-0.77	Yes	21.67	3	4.28	120	1.84	No	14	1	9.59	113	1.39	Yes	3	6	4.16	153	-0.61
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	12	1	10.96	247	0.56	Yes	5	4	11.52	391	-0.86	Yes	9.14	7	12.14	319	-0.5	Yes	5.2	5	11.46	291	-1.13
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			7	8		N/A			3.89	9		N/A			6.09	11		N/A	1.5	2	6.75	16	-0.61
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	117.36	22	117.42	1130	0	N/A	90.17	24	126.89	1170	-1.08	N/A	125.82	17	114.28	1163	0.42	N/A	58.76	37	103.84	1210	-1.85
CO	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	1		278		-2.16	N/A	2		354		-2.31	N/A	2		429		-2.13	N/A	6		428		-2.4
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	98.93%	280	91.61%	19187	-4.38	Yes	99.10%	332	93.59%	20714	-4.06	Yes	99.41%	341	91.88%	21994	-5.06	Yes	99.71%	348	92.06%	18950	-5.23
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100%	42	96.27%	3245	-1.27	Yes	100%	41	98.09%	3718	-0.89	Yes	100%	56	96.31%	4582	-1.46	Yes	100%	70	96.89%	4217	-1.49
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	99.37%	318	97.71%	24495	-1.96	Yes	100%	380	98.68%	25798	-2.24	Yes	100%	380	97.84%	27378	-2.88	Yes	99.75%	406	98.05%	24251	-2.46
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	85	99.52%	5830	-0.64	Yes	100%	92	99.78%	6911	-0.44	Yes	100%	119	99.20%	8025	-0.97	Yes	100%	146	99.46%	7822	-0.88
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	7:50	318	15:17	24495	-9.65	Yes	8:59	380	14:24	25798	-8.5	Yes	8:42	380	15:02	27378	-8.93	Yes	8:17	406	15:19	24251	-10.82
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:10	85	6:49	5830	-3.61	Yes	2:30	92	6:29	6911	-4.64	Yes	4:15	119	7:33	8025	-3.59	Yes	4:19	146	6:35	7822	-1.84
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	12.19%	320	14.64%	25398	-1.23	Yes	9.90%	384	13.94%	26703	-2.27	Yes	9.66%	383	15.28%	28129	-3.04	Yes	9.38%	416	15.52%	24897	-3.43
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	16.47%	85	14.08%	5830	0.64	Yes	13.04%	92	14.53%	6912	-0.4	Yes	15.97%	119	15.34%	8026	0.21	Yes	7.53%	146	14.48%	7824	-2.36
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	9.51%	368	13.66%	24985	-2.3	Yes	9.65%	373	15.10%	26577	-2.92	Yes	8.73%	401	15.29%	23565	-3.62
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	12%	50	15.27%	3136	-0.64	Yes	21.31%	61	16.69%	3864	0.96	Yes	2.82%	71	15.32%	3897	-2.9
CO	14--01	MR-8	Trouble Rate, Residence%		P	1.37%	29475	1.82%	1719127	-5.64	Yes	1.68%	28376	1.95%	1728046	-3.24	Yes	1.76%	28474	2.08%	1736403	-3.74	Yes	1.99%	28304	1.88%	1745154	1.36
CO	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.47%	28376	1.63%	1728046	-2.04	Yes	1.52%	28474	1.75%	1736403	-2.92	Yes	1.67%	28304	1.57%	1745154	1.26
CO	14--01	MR-9	Repair Appoint Met, Residence%	D	P	99.69%	320	95.55%	25398	-3.57	Yes	99.74%	384	96.24%	26703	-3.58	Yes	99.48%	383	95.94%	28129	-3.48	Yes	99.76%	416	96.46%	24897	-3.61
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	97.65%	85	98.73%	5830	0.86	Yes	100%	92	98.94%	6912	-0.98	Yes	99.16%	119	98.48%	8026	-0.6	Yes	99.32%	146	98.84%	7824	-0.53
CO	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	31.59%	592	28.75%	43831	1.51	N/A	33.80%	719	29.14%	47441	2.73	N/A	35.31%	776	28.38%	50485	4.25	N/A	31.21%	817	27.93%	45403	2.07
CO	14--02	OP-3	Install Commit Met, Business%	D	P	100%	16	93.34%	3801	-1.07	Yes	94.12%	17	94.78%	4139	0.21	Yes	86.36%	22	94.79%	3856	1.53	Yes	100%	21	94.11%	3753	-1.14
CO	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	40	98.02%	858	-0.88	Yes	100%	48	97.91%	909	-0.99	Yes	100%	59	98.91%	1005	-0.79	Yes	100%	77	98.09%	993	-1.18
CO	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4.25	16	5.94	3828	-0.74	Yes	3.41	17	5.74	4155	-1.23	Yes	3.64	22	5.69	3877	-1.29	Yes	3.14	21	5.7	3853	-1.76
CO	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	1.82	34	4.75	556	-0.76	Yes	1.76	38	3.67	598	-2.92	Yes	2.55	42	4.74	670	-0.72	Yes	1.73	60	3.58	632	-4.8
CO	14--02	OP-5	New Service Install Quality, Business%		P	93.44%	61	85.67%	4878	-1.72	Yes	89.04%	73	83%	4976	-1.36	Yes	86.67%	90	82.93%	4867	-0.93	Yes	92.31%	117	83.31%	5104	-2.58
CO	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	90.41%	73	86.37%	4976	-1	Yes	87.78%	90	85.84%	4867	-0.52	Yes	94.02%	117	86.19%	5104	-2.43
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			6.31	204		N/A	6	1	5.94	156	0.86	Yes	1	2	4.98	125	-0.73	Yes			5.78	153	
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			46.74	19		N/A			8.17	18		N/A			55.62	13		N/A			6.5	18	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			18.4	73		N/A			13.47	66		N/A	5	1	15.6	88	-0.56	Yes			14.12	81	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A			5	1		N/A						N/A			1	1	
CO	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			110.81	518		N/A			112.18	555		N/A			105.92	528		N/A	10.5	2	104.6	496	-1
CO	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			140			N/A			180			N/A			166			N/A	1		161		0.44
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100%	18	93.52%	2546	-1.11	Yes	100%	23	95.18%	2575	-1.07	Yes	94.12%	34	93.88%	2662	-0.06	Yes	100%	22	94.52%	2355	-1.12
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100%	6	97.36%	493	-0.4	Yes			97.28%	514		N/A	100%	3	97.05%	610	-0.3	Yes	100%	4	95.43%	656	-0.44
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	24	98.18%	3018	-0.66	Yes	100%	27	98.72%	3133	-0.59	Yes	100%	40	98.40%	3191	-0.8	Yes	100%	27	98.89%	2970	-0.55
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100%	9	99.71%	1039	-0.16	Yes	100%	7	99.91%	1100	-0.08	Yes	100%	12	98.94%	1315	-0.36	Yes	100%	19	99.39%	1301	-0.34
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	5:18	24	11:49	3018	-0.54	Yes	6:50	27	10:16	3133	-1.62	Yes	7:54	40	11:01	3191	-1.58	Yes	4:58	27	11:01	2970	-2.64
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	2:31	9	3:49	1039	-0.53	Yes	0:45	7	3:45	1100	-1.21	Yes	3:12	12	4:55	1315	-0.54	Yes	1:49	19	4:31	1301	-1.25
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	16.67%	24	14%	3107	0.41	Yes	7.14%	28	13.38%	3214	-0.97	Yes	9.76%	41	14.94%	3273	-0.93	Yes	14.81%	27	15.74%	3055	-0.13
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	11.11%	9	12.90%	1039	-0.16	Yes	28.57%	7	14.09%	1100	1	Yes	0%	12	14.45%	1315	-1.42	Yes	10.53%	19	13.91%	1301	-0.42

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A	0				
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
CO	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	99.33%	1341				Yes	0				
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	99.31%	8496				Yes	0				
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	99.97%	9955				Yes	0				
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	9955				N/A	0				
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	Yes			56.61%	4743		N/A	0				
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	No			99.63%	9602		N/A	1	8	87.50%	99.51%	-12.01%
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	Yes	100%	281932.12				Yes	0				
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	Yes	100%	281932.12				Yes	0				
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	98.44%	257	96.10%	15963	-1.92	Yes	0				
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	99.97%	3422	99.60%	28840	-3.26	Yes	0				
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	3.04	257	6.16	16044	-6.26	Yes	0				
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	1.84	1429	3.5	20160	-44.43	Yes	0				
CO	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	96.80%	3153	84.21%	41801	-18.69	Yes	0				
CO	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	97.37%	3153	86.94%	41801	-16.76	Yes	0				
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	No	2.75	4	6.24	273	-0.26	Yes	1	22	3.36	4.15	(0.79)
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	Yes	1	2	4.1	109	-0.55	Yes	1	15	6.80	5.28	1.53
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	Yes			14.5	363		N/A	0				
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	Yes			9.44	9		N/A	0				
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	129.95	21	95.91	1183	1.08	N/A	0				
CO	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	1		425		-2.95	N/A	0				
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	99.20%	250	92.72%	17861	-3.92	Yes	0				
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100%	41	96.66%	4076	-1.18	Yes	0				
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	99.36%	311	98.20%	23444	-1.52	Yes	0				
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	98	99.58%	8128	-0.64	Yes	0				
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	7:43	311	14:50	23444	-9.55	Yes	0				
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	3:25	98	5:57	8128	-2.91	Yes	0				
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	12.58%	318	13.94%	24049	-0.7	Yes	0				
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	9.18%	98	13.58%	8128	-1.26	Yes	0				
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	12.70%	307	13.72%	22793	-0.52	Yes	0				
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	9.62%	52	14.43%	3667	-0.98	Yes	0				
CO	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.57%	26493	1.83%	1756352	-3.15	Yes	0				
CO	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	1.36%	26493	1.51%	1756352	-2.01	Yes	0				
CO	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	99.37%	318	96.64%	24049	-2.68	Yes	0				
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	98.98%	98	98.92%	8128	-0.06	Yes	0				
CO	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	31.47%	607	28.60%	45063	1.55	N/A	0				
CO	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	91.67%	12	92.61%	4184	0.21	Yes	0				
CO	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	98.37%	123	98.47%	1110	0.14	Yes	0				
CO	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	4.33	12	6.35	4242	-0.71	Yes	0				
CO	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	1.79	96	3.9	732	-1.53	Yes	0				
CO	14--02	OP-5	New Service Install Quality, Business%		P	Yes	92.25%	129	81.07%	5282	-3.2	Yes	0				
CO	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	94.57%	129	84.68%	5282	-3.08	Yes	0				
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A			8.36	171		N/A	0				
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A	1.5	2	23.44	18	-0.41	Yes	0				
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A	7	1	13.51	148	-0.49	Yes	0				
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A			170.5	2		N/A	0				
CO	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A	0	1	96.43	506	-0.75	N/A	0				
CO	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A	0		152		-0.65	N/A	0				
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100%	21	95.06%	2509	-1.04	Yes	0				
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes	100%	8	98.65%	667	-0.33	Yes	0				
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	31	98.45%	3227	-0.7	Yes	0				
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	Yes	100%	20	99.86%	1474	-0.16	Yes	0				
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	6:27	31	10:31	3227	-1.92	Yes	0				
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	Yes	2:45	20	3:19	1474	-0.4	Yes	0				
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	19.35%	31	13.27%	3308	0.98	Yes	0				
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	5%	20	14.31%	1474	-1.18	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
CO	11--01	OP-8B	LNP Timeliness, LNP%		95%	
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
CO	14--01	OP-5	New Service Install Quality, Residence%		P	
CO	14--01	OP-5*	New Service Install Quality, Residence%		P	
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
CO	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
CO	14--01	MR-8	Trouble Rate, Residence%		P	
CO	14--01	MR-8*	Trouble Rate, Residence%		P	
CO	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
CO	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
CO	14--02	OP-3	Install Commit Met, Business%	D	P	
CO	14--02	OP-3	Install Commit Met, Business%	ND	P	
CO	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
CO	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
CO	14--02	OP-5	New Service Install Quality, Business%		P	
CO	14--02	OP-5*	New Service Install Quality, Business%		P	
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
CO	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
CO	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	7.41%	27	12.87%	2921	-0.84	Yes	10.26%	39	14.39%	3036	-0.73	Yes	14.81%	27	15.82%	2832	-0.14
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0%	2	14.71%	612	-0.59	Yes	0%	7	15.64%	748	-1.13	Yes	0%	10	12.80%	758	-1.2
CO	14--02	MR-8	Trouble Rate, Business%		P	0.65%	5060	0.88%	472579	-1.71	Yes	0.67%	5230	0.91%	474337	-1.82	Yes	0.98%	5407	0.97%	475030	0.11	Yes	0.83%	5521	0.91%	476543	-0.63
CO	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.55%	5230	0.74%	474337	-1.59	Yes	0.85%	5407	0.80%	475030	0.45	Yes	0.67%	5521	0.75%	476543	-0.71
CO	14--02	MR-9	Repair Appoint Met, Business%	D	P	100%	24	90.18%	3107	-1.61	Yes	96.43%	28	92.50%	3214	-0.79	Yes	97.56%	41	92.48%	3273	-1.23	Yes	96.30%	27	90.97%	3055	-0.96
CO	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100%	9	97.98%	1039	-0.43	Yes	100%	7	98%	1100	-0.38	Yes	100%	12	96.65%	1315	-0.64	Yes	100%	19	96.39%	1301	-0.84
CO	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	44.07%	59	31.32%	6037	2.05	N/A	28.57%	49	31.62%	6309	-0.46	N/A	31.17%	77	32.02%	6749	-0.16	N/A	31.34%	67	31.65%	6373	-0.05
CO	14--03	OP-3	Install Commit Met, Centrex%	D	P			67.57%	37		N/A			86.21%	29		N/A			66.67%	30		N/A			91.30%	23	
CO	14--03	OP-3	Install Commit Met, Centrex%	ND	P			100%	1		N/A			83.33%	6		N/A			87.50%	8		N/A			100%	11	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			17.05	37		N/A			9.3	30		N/A			11.77	31		N/A			6.25	28	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			1	1		N/A			4.5	6		N/A			0.88	8		N/A			1	11	
CO	14--03	OP-5	New Service Install Quality, Centrex%		P			70.27%	37		N/A			44.74%	38		N/A			89.74%	39		N/A			72.73%	33	
CO	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			68.42%	38		N/A			92.31%	39		N/A			72.73%	33	
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			20.58	12		N/A			31.67	3		N/A			20.6	10		N/A			3	3	
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A			1	1		N/A			1	1		N/A					
CO	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A			34	2		N/A						N/A					
CO	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			127.53	15		N/A			140.43	14		N/A			111.85	13		N/A			88.13	16	
CO	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			2			N/A			1			N/A			3			N/A			3		
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	50%	2	88.10%	42	1.12	Yes	100%	1	97.96%	49	-0.14	Yes	100%	1	100%	39	.	Yes	100%	2	85.42%	48	-0.57
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			95.24%	21		N/A			100%	10		N/A			100%	15		N/A			90%	10	
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100%	2	98.08%	52	-0.19	Yes	100%	2	100%	55	.	Yes	100%	2	100%	48	.	Yes	100%	2	92.42%	66	-0.4
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100%	33		N/A			100%	22		N/A			100%	27		N/A	100%	1	100%	29	.
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	14:15	2	8:49	52	1	Yes	2:58	2	6:31	55	-0.69	Yes	11:59	2	7:35	48	0.69	Yes	3:18	2	13:21	66	-0.82
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			6:42	33		N/A			1:56	22		N/A			4:07	27		N/A	12:28	1	4:53	29	1.24
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	0%	2	14.55%	55	-0.57	Yes	0%	2	9.09%	55	-0.44	Yes	0%	2	8%	50	-0.41	Yes	0%	2	13.64%	66	-0.55
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			12.12%	33		N/A			22.73%	22		N/A			11.11%	27		N/A	0%	1	13.79%	29	-0.39
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	0%	2	10.87%	46	-0.48	Yes	0%	2	8.33%	48	-0.42	Yes	0%	2	15%	60	-0.58
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			23.08%	13		N/A			0%	11		N/A	0%	1	17.65%	17	-0.45
CO	14--03	MR-8	Trouble Rate, Centrex%		P	0.50%	397	0.47%	18852	0.19	Yes	0.50%	403	0.41%	18844	0.34	Yes	0.48%	416	0.40%	19108	0.32	Yes	0.61%	490	0.50%	18957	0.4
CO	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.50%	403	0.31%	18844	0.67	Yes	0.48%	416	0.31%	19108	0.65	Yes	0.61%	490	0.41%	18957	0.73
CO	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	50%	2	84%	50	0.95	Yes	100%	2	81.63%	49	-0.66	Yes	100%	2	79.55%	44	-0.7	Yes	100%	2	74.24%	66	-0.82
CO	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			80%	25		N/A			94.44%	18		N/A			95.65%	23		N/A	100%	1	92.59%	27	-0.28
CO	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	0%	2	28.46%	123	-0.88	N/A	0%	2	35.83%	120	-1.05	N/A	33.33%	3	31.86%	113	0.05	N/A	25%	4	29.63%	135	-0.2
CO	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100%	3	92.62%	325	-0.49	Yes	100%	3	86.93%	375	-0.67	Yes	100%	2	91.90%	321	-0.42	Yes	100%	5	92.86%	308	-0.62
CO	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100%	2	96.93%	228	-0.25	Yes	100%	35	99.36%	312	-0.45	Yes	100%	8	96.95%	164	-0.49	Yes	100%	21	99.66%	293	-0.26
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			8.32	176		N/A	2.4	5	3.75	176	-1.73	Yes	3.2	5	3.29	121	-0.09	Yes	4.76	21	3.41	204	3.09
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	3	3	6.31	327	-0.86	Yes	6	3	7.4	376	-0.26	Yes	5	2	7.91	323	-0.37	Yes	9	5	8.3	318	0.37
CO	14--04	OP-5	New Service Install Quality, Centrex 21%		P	90.91%	22	74.12%	622	-1.77	Yes	83.33%	24	69.39%	588	-1.45	Yes	77.78%	18	65.94%	549	-1.04	Yes	92.86%	28	63.73%	568	-3.13
CO	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	83.33%	24	75%	588	-0.92	Yes	83.33%	18	72.68%	549	-1	Yes	92.86%	28	69.72%	568	-2.6
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			5.5	18		N/A			3.71	34		N/A			2.61	18		N/A			4.33	12	
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			3	7		N/A			8.5	2		N/A			3.8	5		N/A			4	1	
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			9.6	5		N/A			11.07	15		N/A			16.63	8		N/A			12.42	12	
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A					
CO	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			127.41	69		N/A			124.33	73		N/A			112.11	74		N/A			102.2	75	
CO	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			8			N/A			11			N/A			13			N/A			16		
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100%	4	92.85%	615	-0.55	Yes			95.22%	607		N/A	100%	6	93.78%	595	-0.63	Yes	100%	4	94.01%	534	-0.5
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	100%	3	99.24%	131	-0.15	Yes	100%	2	98.16%	163	-0.19	Yes			98.44%	192		N/A			93.55%	217	
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100%	6	96.64%	745	-0.45	Yes	100%	2	98.27%	751	-0.19	Yes	100%	6	98.12%	746	-0.34	Yes	100%	5	98.43%	702	-0.28
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100%	6	99.66%	297	-0.14	Yes	100%	6	100%	367	.	Yes	100%	4	99.53%	422	-0.14	Yes	100%	3	98.99%	396	-0.17
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	6:17	6	11:03	745	-0.75	Yes	3:14	2	9:54	751	-0.81	Yes	3:11	6	11:06	746	-1.5	Yes	3:09	5	10:16	702	-1.37
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	1:16	6	3:14	297	-0.78	Yes	6:35	6	3:30	367	1.31	Yes	2:41	4	3:58	422	-0.36	Yes	0:45	3	4:25	396	-0.58
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	50%	6	12.29%	773	2.18	No	0%	2	14.79%	764	-0.59	Yes	16.67%	6	15.86%	763	0.12	Yes	20%	5	15.21%	723	0.33
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	33.33%	6	12.12%	297	1.33	Yes	50%	6	14.17%	367	2.02	No	0%	4	18.01%	422	-0.93	Yes	33.33%	3	12.12%	396	0.9
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	50%	6	14.07%	199	2.01	No	0%	1	19.40%	232	-0.49	Yes	33.33%	3	12.66%	229	0.87
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0%	2	14.78%	697	-0.59	Yes	16.67%	6	15.62%	698	0.13	Yes	20%	5	14.80%	669	0.35
CO	14--04	MR-8	Trouble Rate, Centrex 21%		P	1.25%	962	0.76%	140662	1.73	No	1.04%	766	0.80%	141287	0.76	Yes	1.31%	762	0.83%	142422	1.46	Yes	1.06%	755	0.78%	143092	0.86
CO	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	1.04%	766	0.63%	141287	1.43	Yes	0.92%	762	0.65%	142422	0.91	Yes	1.06%	755	0.63%	143092	1.5

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	17.86%	28	13.32%	3094	0.72	Yes	0				
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	Yes	0%	9	16.06%	847	-1.31	Yes	0				
CO	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.89%	5711	1%	478606	-0.8	Yes	0				
CO	14--02	MR-8*	Trouble Rate, Business%		P	Yes	0.65%	5711	0.82%	478606	-1.46	Yes	0				
CO	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100%	31	91.99%	3308	-1.64	Yes	0				
CO	14--02	MR-9	Repair Appoint Met, Business%	ND	P	Yes	100%	20	98.10%	1474	-0.62	Yes	0				
CO	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	32.89%	76	29.72%	6804	0.61	N/A	0				
CO	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			90%	20		N/A	0				
CO	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A			80%	5		N/A	0				
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			3.24	21		N/A	0				
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			3.2	5		N/A	0				
CO	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			70.37%	27		N/A	0				
CO	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			74.07%	27		N/A	0				
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A			3.5	2		N/A	0				
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	N/A			1	1		N/A	0				
CO	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
CO	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			128.06	16		N/A	0				
CO	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A			1			N/A	0				
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	Yes	100%	1	95.56%	45	-0.21	Yes	0				
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100%	20		N/A	0				
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	Yes	100%	1	98.15%	54	-0.14	Yes	0				
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	Yes			100%	35		N/A	0				
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	Yes	2:25	1	9:33	54	-0.62	Yes	0				
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	Yes			2:21	35		N/A	0				
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	Yes	0%	1	8.77%	57	-0.31	Yes	0				
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	Yes			8.57%	35		N/A	0				
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	Yes	0%	1	9.80%	51	-0.33	Yes	0				
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	Yes			4.35%	23		N/A	0				
CO	14--03	MR-8	Trouble Rate, Centrex%		P	Yes	0.20%	488	0.48%	19295	-0.86	Yes	0				
CO	14--03	MR-8*	Trouble Rate, Centrex%		P	Yes	0.20%	488	0.38%	19295	-0.63	Yes	0				
CO	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	Yes	100%	1	64%	50	-0.74	Yes	0				
CO	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	Yes			91.43%	35		N/A	0				
CO	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A	66.67%	3	34.75%	141	1	N/A	0				
CO	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	Yes	100%	2	90.99%	333	-0.44	Yes	0				
CO	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	Yes	100%	28	97.84%	185	-0.73	Yes	0				
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	No	4.75	24	3.46	107	1	Yes	1	55	4.40	4.58	(0.18)
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	Yes	12	2	8.63	339	0.65	Yes	0				
CO	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	89.47%	19	62.29%	525	-2.4	Yes	0				
CO	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes	94.74%	19	71.24%	525	-2.22	Yes	0				
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			5.7	23		N/A	0				
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A			10.25	4		N/A	0				
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A			13.88	8		N/A	0				
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
CO	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			93.42	77		N/A	0				
CO	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			11			N/A	0				
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	Yes	100%	1	96.16%	521	-0.2	Yes	0				
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A	100%	2	99.43%	175	-0.11	Yes	0				
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	Yes	100%	2	98.71%	699	-0.16	Yes	0				
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	Yes	100%	7	100%	375	.	Yes	0				
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	Yes	9:57	2	9:11	699	0.13	Yes	0				
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	Yes	3:56	7	2:50	375	0.74	Yes	0				
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	Yes	50%	2	11.87%	716	1.18	Yes	1	21	28.57%	14.01%	14.56%
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	Yes	14.29%	7	17.07%	375	-0.19	Yes	1	26	26.92%	14.86%	12.06%
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	Yes	33.33%	3	16.99%	206	0.65	Yes	1	13	38.46%	15.82%	22.64%
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	Yes	50%	2	11.43%	665	1.21	Yes	0				
CO	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0.91%	986	0.76%	143365	0.55	Yes	1	4231	1.11%	0.79%	0.32%
CO	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	0.51%	986	0.61%	143365	-0.4	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
CO	14--02	MR-8	Trouble Rate, Business%		P	
CO	14--02	MR-8*	Trouble Rate, Business%		P	
CO	14--02	MR-9	Repair Appoint Met, Business%	D	P	
CO	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
CO	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
CO	14--03	OP-3	Install Commit Met, Centrex%	D	P	
CO	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
CO	14--03	OP-5	New Service Install Quality, Centrex%		P	
CO	14--03	OP-5*	New Service Install Quality, Centrex%		P	
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
CO	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
CO	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
CO	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
CO	14--03	MR-8	Trouble Rate, Centrex%		P	
CO	14--03	MR-8*	Trouble Rate, Centrex%		P	
CO	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
CO	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
CO	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
CO	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
CO	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
CO	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
CO	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	ND	P	
CO	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
CO	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
CO	14--04	MR-8	Trouble Rate, Centrex 21%		P	
CO	14--04	MR-8*	Trouble Rate, Centrex 21%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100%	6	94.95%	297	-0.56	Yes	83.33%	6	95.91%	367	1.15	Yes	75%	4	97.87%	422	1.7	No	100%	3	95.71%	396	-0.37
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100%	6	86.03%	773	-0.98	Yes	100%	2	88.87%	764	-0.5	Yes	100%	6	91.09%	763	-0.76	Yes	100%	5	89.07%	723	-0.78
CO	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	33.33%	18	29.74%	1523	0.35	N/A	20%	10	30.36%	1624	-0.71	N/A	9.09%	11	32.09%	1745	-1.63	N/A	20%	10	30.06%	1600	-0.69
CO	14--05	OP-3	Install Commit Met, PBX%	D	P			96.67%	30		N/A			75.86%	29		N/A			88.24%	34		N/A			85.29%	34	
CO	14--05	OP-3	Install Commit Met, PBX%	ND	P	100%	1	100%	9	.	Yes			100%	7		N/A			100%	4		N/A	100%	1	100%	7	.
CO	14--05	OP-3	Install Commit Met, PBX%		P			74.36%	39		N/A	100%	1	78.33%	60	-0.52	Yes			77.78%	18		N/A	0%	1	85.25%	61	1.44
CO	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			5.2	30		N/A			9.73	30		N/A			6.17	35		N/A	9	1	5.47	36	1.13
CO	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			1.75	8		N/A			1.86	7		N/A			1.25	4		N/A	3	1	2	6	-0.01
CO	14--05	OP-4	Install Interv, PBX, Avg Days		P			18.31	65		N/A	11.67	3	14.64	107	-0.44	Yes			18.86	72		N/A	2	1	16.36	107	-0.89
CO	14--05	OP-5	New Service Install Quality, PBX%		P	50%	2	80%	140	0.83	Yes	100%	2	88.41%	138	-0.51	Yes	100%	2	86.33%	139	-0.56	Yes	100%	3	85.11%	141	-0.72
CO	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100%	2	90.58%	138	-0.45	Yes	100%	2	90.65%	139	-0.45	Yes	100%	3	87.94%	141	-0.63
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			1	1		N/A			3.2	5		N/A			2	5		N/A			6.25	4	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A			24	1	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			29.97	32		N/A	10	1	15.78	32	-0.39	Yes			20.77	31		N/A	1	1	23.56	27	-0.83
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A			8	2		N/A						N/A			30	1	
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			37	1		N/A						N/A						N/A					
CO	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			111.5	26		N/A			90.59	29		N/A			69.69	35		N/A			97.17	24	
CO	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			6			N/A			9			N/A			2			N/A			1		
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	100%	2	97.83%	92	-0.21	Yes			95.74%	94		N/A			92.24%	116		N/A	100%	4	96.84%	95	-0.35
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	3	99.43%	176	-0.13	Yes	100%	5	99.04%	208	-0.22	Yes	100%	4	99.57%	230	-0.13	Yes	100%	8	99.44%	180	-0.21
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100%	2	99%	100	-0.14	Yes			98.08%	104		N/A			95.45%	132		N/A	100%	4	96.30%	108	-0.39
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	3	99.48%	191	-0.12	Yes	100%	7	99.56%	225	-0.17	Yes	100%	5	100%	248	.	Yes	100%	8	100%	197	.
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	8:15	2	6:25	100	0.36	Yes			9:39	104		N/A			11:49	132		N/A	3:06	4	8:37	108	-0.81
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:20	3	2:04	191	-0.27	Yes	1:36	7	2:07	225	-0.18	Yes	1:27	5	1:19	248	0.71	Yes	2:06	8	2:02	197	0.53
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	0%	2	9.71%	103	-0.46	Yes			16.19%	105		N/A			13.97%	136		N/A	0%	4	11.71%	111	-0.72
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	33.33%	3	13.61%	191	0.81	Yes	14.29%	7	17.33%	225	-0.21	Yes	20%	5	22.18%	248	-0.12	Yes	37.50%	8	18.78%	197	1.21
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			18.07%	83		N/A			11.86%	118		N/A	0%	4	11%	100	-0.69
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	16.67%	6	18.64%	118	-0.12	Yes	0%	2	22.31%	121	-0.75	Yes	40%	5	23.30%	103	0.79
CO	14--05	MR-8	Trouble Rate, PBX%		P	0.13%	3739	0.24%	122437	-1.31	Yes	0.19%	3768	0.26%	125894	-0.9	Yes	0.13%	3737	0.30%	126830	-1.85	Yes	0.31%	3834	0.24%	127960	0.9
CO	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.16%	3768	0.16%	125894	-0.01	Yes	0.05%	3737	0.19%	126830	-1.87	Yes	0.23%	3834	0.16%	127960	1.17
CO	14--05	MR-9	Repair Appoint Met, PBX%	D	P	100%	1	84.21%	57	-0.43	Yes			87.88%	66		N/A			74.71%	87		N/A	100%	1	80.70%	57	-0.48
CO	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100%	39		N/A	100%	4	93.94%	33	-0.48	Yes	100%	1	100%	33	.	Yes	100%	1	95.35%	43	-0.22
CO	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	28.57%	7	25.94%	397	0.18	N/A	0%	7	28.88%	464	-1.67	N/A	50%	10	28.89%	540	1.37	N/A	14.29%	14	27.53%	425	-1.09
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			80%	10		N/A			81.82%	11		N/A			90.91%	11		N/A			94.44%	36	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A	100%	7	100%	1	.	Yes			100%	5		N/A			33.33%	3	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	100%	2	89.61%	539	-0.48	Yes			91.12%	304		N/A			89.87%	375		N/A	100%	1	89.58%	307	-0.34
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			3.3	10		N/A			3.45	11		N/A			2.64	11		N/A			6.44	36	
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A	3.43	7	1	1	.	N/A			0.5	4		N/A					
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	3.5	2	13	535	-0.89	Yes			9.82	295		N/A			14.86	379		N/A	4	1	10.02	300	-0.78
CO	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	100%	5	92.02%	451	-0.65	Yes	100%	4	89.97%	369	-0.66	Yes	100%	1	84.07%	383	-0.43	Yes	100%	1	84.91%	391	-0.42
CO	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100%	4	94.58%	369	-0.48	Yes	100%	1	90.08%	383	-0.33	Yes	100%	1	91.56%	391	-0.3
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P			2	2		N/A			2.5	2		N/A			1	1		N/A			12.5	2	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A			15.5	2	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			15.62	58		N/A			12	28		N/A			10.65	43		N/A			10	36	
CO	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			11.71	7		N/A			6.2	5		N/A			34.5	2		N/A					
CO	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			197.57	84		N/A			192.45	103		N/A			164.88	117		N/A			143.56	121	
CO	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			17			N/A			16			N/A			11			N/A			13		
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			99.15%	234		N/A			97.74%	265		N/A			100%	255		N/A			100%	179	
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			99.32%	293		N/A			99.70%	336		N/A			100%	272		N/A			100%	291	
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	236		N/A			100%	265		N/A			100%	259		N/A			100%	179	
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	305		N/A			100%	343		N/A			100%	279		N/A			100%	297	
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:19	236		N/A			4:46	265		N/A			3:16	259		N/A			3:21	179	
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:51	305		N/A			1:41	343		N/A			1:17	279		N/A			0:57	297	
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			25%	236		N/A			29.06%	265		N/A			21.62%	259		N/A			21.79%	179	
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			21.97%	305		N/A			23.62%	343		N/A			20.07%	279		N/A			23.23%	297	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			28.64%	213		N/A			22.28%	202		N/A			23.18%	151	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			27.27%	121		N/A			25.96%	104		N/A			34.55%	110	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	Yes	100%	7	95.73%	375	-0.55	Yes	1	26	92.31%	96.12%	-3.82%
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	Yes	100%	2	90.22%	716	-0.46	Yes	0				
CO	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A	30.77%	13	30.60%	1572	0.04	N/A	0				
CO	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			85.71%	28		N/A	0				
CO	14--05	OP-3	Install Commit Met, PBX%	ND	P	Yes			90.91%	11		N/A	0				
CO	14--05	OP-3	Install Commit Met, PBX%		P	Yes	0%	1	75.86%	29	1.14	Yes	0				
CO	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	Yes			10.54	28		N/A	0				
CO	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	Yes			4.33	9		N/A	0				
CO	14--05	OP-4	Install Interv, PBX, Avg Days		P	Yes	14.5	2	19.11	71	-0.36	Yes	0				
CO	14--05	OP-5	New Service Install Quality, PBX%		P	Yes	100%	3	75.63%	119	-0.97	Yes	0				
CO	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes	100%	3	84.87%	119	-0.72	Yes	0				
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A			3.5	4		N/A	0				
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A			15	1		N/A	0				
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	Yes	3	2	19.16	32	-1.38	Yes	0				
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A						N/A	0				
CO	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			85.58	26		N/A	0				
CO	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			4			N/A	0				
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	Yes	100%	1	98.73%	79	-0.11	Yes	0				
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes	100%	3	100%	200	.	Yes	0				
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	Yes	100%	1	98.97%	97	-0.1	Yes	0				
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	Yes	100%	3	100%	225	.	Yes	0				
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	Yes	5:59	1	7:48	97	-0.19	Yes	0				
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes	0.04167	3	1:16	225	-0.18	Yes	0				
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	Yes	0%	1	13.27%	98	-0.39	Yes	0				
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes	0%	3	16.44%	225	-0.76	Yes	0				
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	Yes	0%	1	14.46%	83	-0.41	Yes	0				
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	Yes	0%	1	14.17%	120	-0.4	Yes	0				
CO	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.10%	3907	0.25%	127767	-1.84	Yes	0				
CO	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0.05%	3907	0.16%	127767	-1.66	Yes	0				
CO	14--05	MR-9	Repair Appoint Met, PBX%	D	P	Yes	0%	1	78.79%	66	1.24	Yes	0				
CO	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	Yes			97.87%	47		N/A	0				
CO	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	0%	4	29.78%	460	-1.3	N/A	0				
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100%	23		N/A	0				
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A			100%	7		N/A	0				
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	Yes	100%	1	92.71%	384	-0.28	Yes	0				
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			4.57	23		N/A	0				
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	Yes	5	1	12.51	370	-0.7	Yes	0				
CO	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	Yes	100%	1	90.14%	436	-0.33	Yes	0				
CO	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	Yes	100%	1	95.18%	436	-0.22	Yes	0				
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			15.45	29		N/A	0				
CO	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			53.5	2		N/A	0				
CO	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			137.13	120		N/A	0				
CO	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			13			N/A	0				
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A	100%	2	100%	197	.	Yes	0				
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A	100%	1	100%	276	.	Yes	0				
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A	100%	2	100%	199	.	Yes	0				
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A	100%	1	100%	277	.	Yes	0				
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A	2:14	2	3:38	199	-0.5	Yes	0				
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A	0:14	1	0:57	277	-0.44	Yes	0				
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A	50%	2	20.60%	199	0.81	Yes	0				
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A	100%	1	25.63%	277	1.14	Yes	0				
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A	0%	1	20.86%	163	-0.51	Yes	0				
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			32.98%	94		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
CO	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
CO	14--05	OP-3	Install Commit Met, PBX%	D	P	
CO	14--05	OP-3	Install Commit Met, PBX%	ND	P	
CO	14--05	OP-3	Install Commit Met, PBX%		P	
CO	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
CO	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
CO	14--05	OP-4	Install Interv, PBX, Avg Days		P	
CO	14--05	OP-5	New Service Install Quality, PBX%		P	
CO	14--05	OP-5*	New Service Install Quality, PBX%		P	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	
CO	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
CO	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
CO	14--05	MR-8	Trouble Rate, PBX%		P	
CO	14--05	MR-8*	Trouble Rate, PBX%		P	
CO	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
CO	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
CO	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
CO	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
CO	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
CO	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
CO	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
CO	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	81	1.52%	35683	-1.12	Yes	0%	78	1.69%	35903	-1.16	Yes	0%	79	1.49%	36112	-1.09	Yes	0%	83	1.31%	36384	-1.05
CO	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	78	0.93%	35903	-0.85	Yes	0%	79	0.85%	36112	-0.82	Yes	0%	83	0.72%	36384	-0.77
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			80%	5		N/A			100%	4		N/A			66.67%	6		N/A			100%	5	
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100%	14		N/A			100%	6		N/A			100%	12		N/A			100%	9	
CO	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			26.59%	737		N/A			25.67%	818		N/A			25.69%	724		N/A			25.04%	635	
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	96.77%	31	98.95%	5240	0.99	Yes	100%	52	99.64%	5323	-0.43	Yes	100%	53	99.33%	6442	-0.59	Yes	100%	30	99.75%	4790	-0.27
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	100%	3	95.76%	1463	-0.36	Yes	100%	1	96.38%	1824	-0.19	Yes	100%	3	93.47%	2282	-0.46	Yes	100%	3	98.24%	1708	-0.23
CO	14--07	OP-3	Install Commit Met, Qwest DSL%		P	100%	1	92%	25	-0.29	Yes			92.59%	27		N/A			91.18%	34		N/A	100%	1	92.86%	56	-0.27
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	5.67	3	5.28	1463	1.11	Yes	8	1	5.29	1828	1.94	No	5	3	6.52	2286	-0.66	Yes	7	3	9.67	1708	-1.33
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	5.25	24	4.85	4015	2.01	No	4.89	46	4.89	4188	0.19	Yes	3.9	41	4.87	3656	-9.71	Yes	6.25	20	9.31	3309	-7.51
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	3	1	5.25	24	-0.44	Yes			5.28	25		N/A			3.9	31		N/A	5	1	5.93	56	-0.16
CO	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100%	44	99.80%	6958	-0.3	Yes	100%	55	99.84%	7971	-0.3	Yes	95.56%	45	99.75%	7658	2.77	No	100%	29	99.77%	6552	-0.26
CO	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100%	55	99.90%	7971	-0.23	Yes	97.78%	45	99.86%	7658	1.84	No	100%	29	99.82%	6552	-0.23
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3.48	54		N/A			4.77	65		N/A			4.47	139		N/A			7.62	29	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	2	1	8.53	32	-0.32	Yes			5.45	20		N/A			3.92	24		N/A			17.33	12	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			5	2		N/A			1.5	2		N/A			4.67	3		N/A			8	4	
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P			9	1		N/A			5	2		N/A			9.29	7		N/A			10	1	
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A					
CO	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			87.93%	613		N/A			94.10%	915		N/A	100%	3	95.30%	744	-0.38	Yes			95.51%	490	
CO	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			95.61%	615		N/A			98.58%	917		N/A	100%	3	98.39%	747	-0.22	Yes			98.57%	491	
CO	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			9:33	615		N/A			6:43	917		N/A	0.125	3	7:14	747	-0.62	Yes			9:05	491	
CO	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			40%	615		N/A			39.69%	917		N/A	33.33%	3	29.85%	747	0.15	Yes			36.46%	491	
CO	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			41.30%	494		N/A	0%	1	29.97%	377	-0.65	Yes			40.78%	282	
CO	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0%	19	2.32%	26467	-0.67	Yes	0%	19	3.36%	27319	-0.81	Yes	16.67%	18	2.63%	28409	2.52	No	0%	18	1.67%	29435	-0.55
CO	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	19	1.81%	27319	-0.59	Yes	5.56%	18	1.33%	28409	1.18	Yes	0%	18	0.96%	29435	-0.42
CO	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			50.64%	1246		N/A			46.50%	1714		N/A	0%	3	45.87%	1380	-1.59	N/A			43.04%	862	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P			0%	1		N/A			100%	1		N/A						N/A			100%	2	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100%	1		N/A			100%	5		N/A			100%	3		N/A			80%	5	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%		P			63.54%	96		N/A	100%	1	65.29%	170	-0.73	Yes			55.95%	84		N/A	100%	1	65.26%	190	-0.73
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P			5	1		N/A			7	1		N/A						N/A			2.5	2	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			0	1		N/A			3.4	5		N/A			24	3		N/A			16.8	10	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			24.16	179		N/A	6	1	33.61	268	-0.5	Yes			20.33	222		N/A	8	1	27.33	329	-0.81
CO	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	100%	1	96.63%	267	-0.19	Yes	100%	1	97.80%	318	-0.15	Yes	100%	1	97.83%	368	-0.15	Yes	100%	2	96.47%	340	-0.27
CO	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100%	1	99.37%	318	-0.08	Yes	100%	1	99.18%	368	-0.09	Yes	100%	2	97.35%	340	-0.23
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P			2	1		N/A						N/A						N/A					
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A			18.4	5	
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			36.96	73		N/A			57.28	102		N/A			20.01	109		N/A			30.39	150	
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A					
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			35.5	2		N/A			38.44	9		N/A						N/A					
CO	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			61.95	22		N/A			213.2	147		N/A			174.2	218		N/A			128.19	255	
CO	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			8			N/A			14			N/A			6			N/A			11		
CO	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	75%	4	92.59%	81	0.98	Yes	100%	1	80.25%	81	-0.49	Yes	100%	1	91.43%	70	-0.3	Yes	100%	1	96.67%	90	-0.18
CO	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	11:02	4	1:44	81	2.75	No	0:46	1	2:29	81	-0.51	Yes	3:52	1	1:39	70	1.26	Yes	0:09	1	1:18	90	-0.67
CO	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	50%	4	20.99%	81	1.19	Yes	0%	1	19.75%	81	-0.49	Yes	0%	1	24.29%	70	-0.56	Yes	0%	1	20%	90	-0.5
CO	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A	0%	1	22.22%	45	-0.53	Yes	0%	1	21.21%	33	-0.51	Yes			23.08%	52	
CO	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.53%	758	0.07%	121969	4.91	No	0.13%	783	0.07%	120927	0.65	Yes	0.13%	759	0.06%	117662	0.81	Yes	0.14%	725	0.08%	116727	0.59
CO	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.13%	783	0.04%	120927	1.31	Yes	0.13%	759	0.03%	117662	1.7	No	0%	725	0.04%	116727	-0.57
CO	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	20%	5	32.50%	120	-0.58	N/A	0%	1	22.86%	105	-0.54	N/A	0%	1	25.53%	94	-0.58	N/A	0%	1	27.42%	124	-0.61
CO	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A			100%	2		N/A			85.71%	7	
CO	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A						N/A			100%	1		N/A	100%	1	100%	4	.
CO	14--09	OP-3	Install Commit Met, DS0%		P	88.10%	42	81.40%	43	-0.79	Yes	96.55%	29	92.16%	51	-0.7	Yes	94.44%	18	80.77%	78	-1.33	Yes	92%	25	77.19%	57	-1.47
CO	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A			3	2		N/A			9.1	10	
CO	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A						N/A			0	1		N/A	4	1	3.4	5	-0.51
CO	14--09	OP-4	Install Interv, DS0, Avg Days		P	5.16	25	8.96	47	-1.86	Yes	5.47	15	6.53	60	-0.92	Yes	5.73	15	13.62	82	-1.13	Yes	5.1	10	10.48	61	-0.99
CO	14--09	OP-5	New Service Install Quality, DS0%		P	67.57%	37	41.07%	56	-2.54	Yes	81.48%	27	46.84%	79	-3.11	Yes	56%	25	63.04%	92	0.63	Yes	75.61%	41	70.59%	85	-0.58
CO	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	92.59%	27	65.82%	79	-2.53	Yes	92%	25	80.43%	92	-1.29	Yes	82.93%	41	82.35%	85	-0.08
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A			14	2	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	3.61%	83	1.30%	36691	1.58	Yes	0				
CO	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	1.20%	83	0.70%	36691	0.58	Yes	0				
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A			100%	5		N/A	0				
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A			100%	1		N/A	0				
CO	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A	0%	3	21.97%	610	-0.92	N/A	0				
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	Yes	95.45%	22	99.61%	4669	1.72	No	1	188	98.93%	99.44%	-0.51%
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	Yes			97.13%	1814		N/A	0				
CO	14--07	OP-3	Install Commit Met, Qwest DSL%		P	Yes	100%	1	88.52%	61	-0.36	Yes	0				
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	Yes			10.06	1816		N/A	1	10	6.10	7.37	(1.27)
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	Yes	4.77	13	9.6	3351	-11.01	Yes	1	144	4.85	6.52	(1.67)
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	Yes			9.06	63		N/A	0				
CO	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100%	16	99.68%	6947	-0.23	Yes	1	189	98.94%	99.77%	-0.83%
CO	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	Yes	100%	16	99.76%	6947	-0.2	Yes	1	145	99.31%	99.84%	-0.53%
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			7.17	48		N/A	0				
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A	2	1	5.18	17	-0.51	Yes	0				
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A			22.64	11		N/A	0				
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			14.33	3		N/A	0				
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A						N/A	0				
CO	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			94.63%	615		N/A	0				
CO	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			98.21%	616		N/A	0				
CO	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			7:33	616		N/A	0				
CO	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			33.12%	616		N/A	0				
CO	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			31.72%	413		N/A	0				
CO	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0%	18	2.02%	30454	-0.61	Yes	1	92	3.26%	2.38%	0.88%
CO	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	18	1.36%	30454	-0.5	Yes	0				
CO	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			39.67%	1021		N/A	0				
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A			100%	1		N/A	0				
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A			100%	8		N/A	0				
CO	14--08	OP-3	Install Commit Met, ISDN Primary%		P	Yes	100%	2	65.52%	87	-1.01	Yes	0				
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A			3	1		N/A	0				
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A			8	11		N/A	0				
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	Yes	8.5	2	18.12	192	-1.08	Yes	0				
CO	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	Yes	50%	2	95.48%	221	1.68	No	1	7	85.71%	96.96%	-11.25%
CO	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	Yes	50%	2	97.29%	221	1.9	No	1	6	83.33%	98.39%	-15.06%
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	N/A			62	2		N/A	0				
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			18.76	85		N/A	0				
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A			50	1		N/A	0				
CO	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			120.86	254		N/A	0				
CO	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			6			N/A	0				
CO	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	Yes	100%	2	97.70%	87	-0.21	Yes	0				
CO	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	Yes	0:50	2	0:54	87	-0.09	Yes	1	9	5:37	1:35	4:01
CO	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	Yes	50%	2	12.64%	87	1.12	Yes	0				
CO	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A	100%	1	14.29%	49	1.44	Yes	0				
CO	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0.27%	748	0.08%	112780	1.87	No	2	3773	0.24%	0.07%	0.17%
CO	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	Yes	0.13%	748	0.04%	112780	1.18	Yes	1	3015	0.10%	0.04%	0.06%
CO	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A	0%	2	25.64%	117	-0.82	N/A	0				
CO	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A	100%	1	88.89%	9	-0.34	Yes	0				
CO	14--09	OP-3	Install Commit Met, DS0%	ND	P	Yes	100%	2	100%	1	.	Yes	0				
CO	14--09	OP-3	Install Commit Met, DS0%		P	Yes	73.08%	52	78.85%	52	0.57	Yes	0				
CO	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A	5	1	4.83	12	-0.44	Yes	0				
CO	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	Yes	4	2	55.67	3	-0.73	Yes	0				
CO	14--09	OP-4	Install Interv, DS0, Avg Days		P	Yes	15.26	27	16.09	54	-0.13	Yes	0				
CO	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	96.43%	56	47.14%	70	-5.51	Yes	0				
CO	14--09	OP-5*	New Service Install Quality, DS0%		P	Yes	96.43%	56	62.86%	70	-3.88	Yes	0				
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A			2	1		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
CO	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
CO	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
CO	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
CO	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
CO	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	
CO	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
CO	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
CO	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
CO	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
CO	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
CO	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
CO	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
CO	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
CO	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
CO	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days	D	P	
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
CO	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
CO	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
CO	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
CO	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
CO	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
CO	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
CO	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
CO	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
CO	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
CO	14--09	OP-3	Install Commit Met, DS0%	D	P	
CO	14--09	OP-3	Install Commit Met, DS0%	ND	P	
CO	14--09	OP-3	Install Commit Met, DS0%		P	
CO	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
CO	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
CO	14--09	OP-4	Install Interv, DS0, Avg Days		P	
CO	14--09	OP-5	New Service Install Quality, DS0%		P	
CO	14--09	OP-5*	New Service Install Quality, DS0%		P	
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A			95	1	
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	1.25	4	9	9	-2.47	Yes	12	1	13.25	8	-0.12	Yes	4.5	2	28.8	25	-0.98	Yes	6.5	2	13.24	25	-0.45
CO	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	6	1	1	2	.	N/A						N/A						N/A					
CO	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	8	1	282.41	37	-1.56	N/A			249.32	44		N/A			273.95	37		N/A			225.48	42	
CO	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	0		6		-0.43	N/A			14			N/A			7			N/A			10		
CO	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	90.91%	33	73.69%	878	-2.21	Yes	85.71%	28	84.83%	870	-0.13	Yes	96.67%	30	84.49%	1064	-1.82	Yes	95.83%	24	86.76%	861	-1.29
CO	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:47	33	3:42	878	-2	Yes	1:55	28	2:39	870	-0.76	Yes	1:06	30	2:27	1064	-2.28	Yes	1:35	24	2:26	861	-0.53
CO	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	15.15%	33	20.39%	878	-0.73	Yes	14.29%	28	22.53%	870	-1.03	Yes	20%	30	18.61%	1064	0.23	Yes	20.83%	24	23.23%	861	-0.27
CO	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	6.67%	15	21.28%	578	-1.37	Yes	0%	8	18.69%	701	-1.35	Yes	8.33%	12	22.70%	586	-1.18
CO	14--09	MR-8	Trouble Rate, DS0%		P	1.92%	1720	0.85%	102876	4.76	No	1.64%	1705	0.84%	103056	3.57	No	1.77%	1697	1.03%	103515	3	No	1.43%	1683	0.83%	103450	2.66
CO	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.88%	1705	0.56%	103056	1.75	No	0.47%	1697	0.68%	103515	-1.03	Yes	0.71%	1683	0.57%	103450	0.79
CO	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	17.50%	40	25.78%	1183	-1.18	N/A	6.67%	30	30.40%	1250	-2.79	N/A	21.05%	38	28.40%	1486	-0.99	N/A	29.41%	34	31.88%	1264	-0.31
CO	14--10	OP-3	Install Commit Met, DS1%		P			91.73%	1270		N/A			86.11%	1195		N/A	0%	1	89.74%	1101	1.64	Yes			85.46%	942	
CO	14--10	OP-4	Install Interv, DS1, Avg Days		P			11.52	1339		N/A	24	1	13.97	1301	1.3	Yes			16.53	1299		N/A			15.82	1142	
CO	14--10	OP-5	New Service Install Quality, DS1%		P	100%	1	88.68%	1351	-0.36	Yes	0%	2	89.49%	1323	2.56	No	0%	1	88.60%	1237	1.59	Yes	0%	2	89.03%	1094	2.53
CO	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	0%	2	92.97%	1323	2.83	No	0%	1	92.32%	1237	1.78	No	0%	2	93.97%	1094	2.93
CO	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			14.5	116		N/A			16.11	179		N/A	23	1	16.63	186	0.81	Yes			22.39	187	
CO	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			15.33	15		N/A			15.67	21		N/A			30.54	13		N/A			15	9	
CO	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			72.42	186		N/A			73.55	179		N/A			77.89	167		N/A	9	1	75.77	175	-0.69
CO	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			96			N/A			88			N/A			33			N/A	0		38		-0.53
CO	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	83.33%	6	83.19%	1374	-0.01	Yes	83.33%	12	89.68%	1511	0.71	Yes	90.91%	11	90.69%	1514	-0.03	Yes	100%	20	89.93%	1311	-1.49
CO	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:38	6	2:34	1374	-0.66	Yes	2:56	12	2:04	1511	1.21	Yes	3:09	11	1:58	1514	1.7	No	0:55	20	1:57	1311	-1.93
CO	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	50%	6	26.06%	1374	1.21	Yes	33.33%	12	28.86%	1511	0.36	Yes	45.45%	11	28.73%	1514	1.16	Yes	45%	20	34.48%	1311	0.97
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	37.50%	8	29.06%	998	0.52	Yes	50%	6	30.38%	971	0.97	Yes	28.57%	7	36.56%	837	-0.44
CO	14--10	MR-8	Trouble Rate, DS1%		P	1.69%	356	2.56%	53688	-1.04	Yes	3.16%	380	2.84%	53139	0.4	Yes	2.95%	373	2.87%	52839	0.14	Yes	4.99%	401	2.47%	53107	2.88
CO	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	2.11%	380	1.88%	53139	0.37	Yes	1.61%	373	1.84%	52839	-0.33	Yes	1.75%	401	1.58%	53107	0.32
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	14.29%	7	14.71%	1611	-0.03	N/A	20%	15	15.26%	1783	0.53	N/A	26.67%	15	16.08%	1804	1.06	N/A	31.03%	29	17.08%	1581	1.84
CO	14--11	OP-3	Install Commit Met, DS3%		P			81.71%	82		N/A			77.03%	74		N/A			91.23%	57		N/A			90.32%	31	
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P			19.19	96		N/A			23.81	98		N/A			14.1	79		N/A			18.13	72	
CO	14--11	OP-5	New Service Install Quality, DS3%		P			100%	98		N/A			92.22%	90		N/A			100%	77		N/A			98.84%	86	
CO	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			97.78%	90		N/A			100%	77		N/A			100%	86	
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			22.1	21		N/A			27.26	27		N/A			25.73	11		N/A			24.14	7	
CO	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A					
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			57.04	24		N/A			59.62	26		N/A			47.14	37		N/A			73.97	30	
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			13			N/A			16			N/A			6			N/A			7		
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			88.46%	26		N/A			95.35%	43		N/A			88.24%	34		N/A			95.45%	22	
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			2:53	26		N/A			1:31	43		N/A			1:47	34		N/A			2:00	22	
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			19.23%	26		N/A			23.26%	43		N/A			11.76%	34		N/A			18.18%	22	
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			28.57%	28		N/A			13.64%	22		N/A			18.18%	11	
CO	14--11	MR-8	Trouble Rate, DS3%		P	0%	7	0.64%	4043	-0.21	Yes	0%	9	1.07%	4022	-0.31	Yes	0%	4	0.85%	4002	-0.19	Yes	0%	6	0.55%	3975	-0.18
CO	14--11	MR-8*	Trouble Rate, DS3%		P						N/A	0%	9	0.70%	4022	-0.25	Yes	0%	4	0.55%	4002	-0.15	Yes	0%	6	0.28%	3975	-0.13
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			29.73%	37		N/A			23.21%	56		N/A			32%	50		N/A			29.03%	31	
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P	100%	1	72.26%	155	-0.62	Yes			71.64%	201		N/A			73.97%	219		N/A			77.29%	207	
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			13.33	3		N/A			21	4		N/A			10.25	4		N/A			10.78	9	
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P	0%	1	92.82%	195	1.8	No			93.56%	233		N/A			94.26%	244		N/A			90.76%	249	
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			94.85%	233		N/A			96.31%	244		N/A			94.38%	249	
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			17.22	45		N/A			16.41	63		N/A			16.48	66		N/A			16.68	50	
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			26	2		N/A			8.5	6		N/A			21.5	2		N/A			20.67	3	
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			91.06	33		N/A			60.25	52		N/A			60.26	53		N/A			55.15	61	
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			22			N/A			27			N/A			11			N/A			13		
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	100%	1	82.66%	323	-0.46	Yes			89.02%	328		N/A			87.36%	356		N/A			86.71%	346	
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	1:01	1	2:38	323	-0.44	Yes			2:09	328		N/A			2:03	356		N/A			2:04	346	
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	0%	1	22.91%	323	-0.54	Yes			27.44%	328		N/A			25%	356		N/A			24.86%	346	
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			28.04%	214		N/A			25.89%	224		N/A			28.57%	210	
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	33.33%	3	2.58%	12509	1.77	No	0%	2	2.62%	12523	-0.23	Yes	0%	3	2.86%	12467	-0.3	Yes	0%	3	2.72%	12723	-0.29
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	0%	2	1.71%	12523	-0.19	Yes	0%	3	1.80%	12467	-0.23	Yes	0%	3	1.65%	12723	-0.22
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	0%	1	12.47%	369	-0.38	N/A			15.25%	387		N/A			18.91%	439		N/A			17.42%	419	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	N/A			78	2		N/A	0				
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	Yes	18.86	14	23.41	22	-0.42	Yes	0				
CO	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A						N/A	0				
CO	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			213.24	42		N/A	0				
CO	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			7			N/A	0				
CO	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	Yes	100%	17	87.46%	845	-1.55	Yes	0				
CO	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	Yes	1:17	17	2:01	845	-1	Yes	0				
CO	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	Yes	17.65%	17	24.02%	845	-0.61	Yes	0				
CO	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	Yes	0%	6	22.52%	524	-1.31	Yes	0				
CO	14--09	MR-8	Trouble Rate, DS0%		P	No	1.02%	1674	0.82%	103664	0.9	Yes	4	8479	1.56%	0.87%	0.68%
CO	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0.36%	1674	0.51%	103664	-0.84	Yes	1	6759	0.61%	0.58%	0.03%
CO	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A	19.05%	21	31.91%	1241	-1.25	N/A	0				
CO	14--10	OP-3	Install Commit Met, DS1%		P	N/A	100%	2	89.35%	845	-0.49	Yes	0				
CO	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A	12.33	3	14.1	1010	-0.23	Yes	0				
CO	14--10	OP-5	New Service Install Quality, DS1%		P	No	0%	3	88.83%	1047	3.23	No	3	9	11.11%	88.93%	-77.82%
CO	14--10	OP-5*	New Service Install Quality, DS1%		P	No	0%	3	92.74%	1047	3.58	No	4	8	0.00%	92.98%	-92.98%
CO	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A			23.06	125		N/A	0				
CO	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			43.75	4		N/A	0				
CO	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			66.89	203		N/A	0				
CO	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			44			N/A	0				
CO	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	100%	16	85.29%	1305	-1.65	Yes	0				
CO	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	Yes	0:56	16	2:10	1305	-1.43	Yes	1	65	1:44	2:08	-0:24
CO	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	31.25%	16	29.35%	1305	0.19	Yes	0				
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	Yes	33.33%	6	30.07%	868	0.19	Yes	0				
CO	14--10	MR-8	Trouble Rate, DS1%		P	No	4.41%	363	2.48%	52654	2.16	No	2	1873	3.47%	2.64%	0.83%
CO	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	1.65%	363	1.65%	52654	0.07	Yes	0				
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	11.11%	18	16.72%	1567	-0.63	N/A	0				
CO	14--11	OP-3	Install Commit Met, DS3%		P	N/A			77.19%	57		N/A	0				
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			24.13	97		N/A	0				
CO	14--11	OP-5	New Service Install Quality, DS3%		P	N/A	100%	1	100%	90		Yes	0				
CO	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A	100%	1	100%	90		Yes	0				
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			46.89	19		N/A	0				
CO	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A			7	1		N/A	0				
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			63.35	26		N/A	0				
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			4			N/A	0				
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			89.66%	29		N/A	0				
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			2:16	29		N/A	0				
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			34.48%	29		N/A	0				
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			15.38%	13		N/A	0				
CO	14--11	MR-8	Trouble Rate, DS3%		P	Yes	0%	5	0.73%	3984	-0.19	Yes	0				
CO	14--11	MR-8*	Trouble Rate, DS3%		P	Yes	0%	5	0.33%	3984	-0.13	Yes	0				
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			27.50%	40		N/A	0				
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			79%	219		N/A	0				
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			11.56	9		N/A	0				
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			93.83%	227		N/A	1	1	0.00%	93.03%	-93.03%
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			96.04%	227		N/A	0				
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			22.02	56		N/A	0				
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A			23	1		N/A	0				
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			62.67	52		N/A	0				
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			16			N/A	0				
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			84.88%	258		N/A	0				
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:06	258		N/A	0				
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			25.19%	258		N/A	0				
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			25.88%	170		N/A	0				
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	Yes	0%	3	2.03%	12735	-0.25	Yes	1	14	7.14%	2.56%	4.58%
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P	Yes	0%	3	1.33%	12735	-0.2	Yes	0				
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			18.35%	316		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
CO	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
CO	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
CO	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
CO	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
CO	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
CO	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
CO	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
CO	14--09	MR-8	Trouble Rate, DS0%		P	
CO	14--09	MR-8*	Trouble Rate, DS0%		P	
CO	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
CO	14--10	OP-3	Install Commit Met, DS1%		P	
CO	14--10	OP-4	Install Interv, DS1, Avg Days		P	
CO	14--10	OP-5	New Service Install Quality, DS1%		P	
CO	14--10	OP-5*	New Service Install Quality, DS1%		P	
CO	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
CO	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
CO	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
CO	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
CO	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
CO	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
CO	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
CO	14--10	MR-8	Trouble Rate, DS1%		P	
CO	14--10	MR-8*	Trouble Rate, DS1%		P	
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
CO	14--11	OP-3	Install Commit Met, DS3%		P	
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P	
CO	14--11	OP-5	New Service Install Quality, DS3%		P	
CO	14--11	OP-5*	New Service Install Quality, DS3%		P	
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
CO	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
CO	14--11	MR-8	Trouble Rate, DS3%		P	
CO	14--11	MR-8*	Trouble Rate, DS3%		P	
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P	
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	9	100%	27	.	Yes	100%	18	85.71%	28	-1.35	Yes	90.91%	11	87.50%	16	-0.26	Yes	100%	6	70%	30	-1.46
IA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	35.11	9	20.48	33	1.72	No	14.16	19	27.07	29	-2.4	Yes	14.08	13	24	20	-1.91	Yes	21.33	9	22	37	-0.26
IA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100%	14	96.77%	31	-0.57	Yes	100%	16	96%	25	-0.64	Yes	72.73%	11	93.10%	29	1.55	Yes	100%	9	94.12%	34	-0.67
IA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	16	100%	25	.	Yes	72.73%	11	93.10%	29	1.55	Yes	100%	9	94.12%	34	-0.67
IA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			26	1		N/A			21	3		N/A	22	2	24	3	-0.1	Yes			7.92	13	
IA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A			19	1		N/A						N/A					
IA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	41	1				N/A	21	1				N/A						N/A					
IA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	0					N/A	0					N/A						N/A					
IA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100%	4	90%	10	-0.56	Yes	100%	3	88.89%	9	-0.53	Yes	100%	8	100%	15	.	Yes	100%	1	90%	10	-0.32
IA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:15	4	1:06	10	0.4	Yes	2:14	3	2:00	9	0.2	Yes	1:41	8	1:19	15	1.09	Yes	0:49	1	1:31	10	-0.53
IA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	25%	4	40%	10	-0.52	Yes	33.33%	3	33.33%	9	0	Yes	25%	8	26.67%	15	-0.09	Yes	0%	1	30%	10	-0.62
IA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	50%	2	28.57%	7	0.35	Yes	40%	5	16.67%	12	0.89	Yes			42.86%	7	
IA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	32116	0.01%	81848	0.03	Yes	0.01%	31900	0.01%	79351	-0.27	Yes	0.03%	30652	0.02%	77825	0.73	Yes	0%	31036	0.01%	80080	-1.24
IA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	31900	0.01%	79351	-0.41	Yes	0.02%	30652	0.02%	77825	0.11	Yes	0%	31036	0.01%	80080	-1.4
IA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	20%	5	62.96%	27	-1.83	N/A	25%	4	47.06%	17	-0.8	N/A	11.11%	9	28.57%	21	-0.97	N/A	66.67%	3	47.37%	19	0.49
IA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0%	4294	0%	15096	.	Yes	0%	4246	0%	14256	.	Yes	0%	4246	0%	14256	.	Yes	0.09%	4608	0%	14256	.
IA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	6790	0%	13675	63.02	Yes	0.01%	6766	0%	13675	83.36	Yes	0%	5950	0%	13675	-2.91	Yes	0%	6526	0%	13675	-2.33
IA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0%	4294	0%	15096	.	N/A	0%	4246	0%	14256	.	N/A	0%	4246	0%	14256	.	N/A	0.23%	4656	0%	14256	.
IA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0%	6790	0%	13675	63.02	N/A	0.01%	6766	0%	13675	83.36	N/A	0.34%	6430	0%	13675	783.14	N/A	0.28%	6958	0%	13675	616.43
IA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A						N/A	51.5	4			
IA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	110	1				Yes	92	1				Yes						N/A	63	1			
IA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A						N/A	119	1				Yes	106	1			
IA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	100%	1				Yes	100%	1				Yes						N/A	100%	5			
IA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A	100%	1				Yes	100%	2			
IA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	9.67	3				Yes	10	1				Yes						N/A	6.5	2			
IA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100%	3				Yes	100%	1				Yes						N/A	100%	2			
IA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.32	989098	3.98	3539862	-224.91	Yes	1.66	1064228	4.93	3844614	-372.47	Yes	1.85	987708	5.51	3931372	-375.06	Yes	1.71	810119	4.91	3095791	-318.82
IA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100%	495000				Yes	100%	475290				Yes	100%	531169				Yes	91.09%	392394			
IA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.2	566497	3.98	3539862	-186.94	N/A	1.45	601451	4.93	3844614	-312.81	N/A	1.61	556058	5.51	3931372	-314.02	N/A	1.53	464585	4.91	3095791	-266.49
IA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.48	422601	3.98	3539862	-147.52	N/A	1.93	462777	4.93	3844614	-240.68	N/A	2.16	431650	5.51	3931372	-240.95	N/A	1.94	345534	4.91	3095791	-205.78
IA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100%	5242				N/A	100%	5351				N/A	100%	5426				N/A	100%	5424			
IA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	97.98%	3928334	99.21%	38409498	264.52	No	93.91%	3744795.36	99.36%	34817434	1256.36	No	99.71%	3996350.5	99.58%	40607606	-37.54	Yes	99.28%	3965327.6	99.32%	38535885	10.29
IA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	89.86%	18000	90.04%	126767	0.79	Yes	97.42%	16579	98.03%	145140	5.33	No	95.63%	11251	97.36%	128974	11.02	No	88.52%	10873	88.79%	123949	0.86
IA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
IA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
IA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
IA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
IA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
IA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
IA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
IA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
IA	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
IA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
IA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
IA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
IA	02--01	OA-1	Order Accuracy, %		NS	99.48%	7079				N/A	99.62%	8053				N/A	99.35%	5721				N/A					
IA	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
IA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.04	5730	0.04	18597	0.15	N/A	0.03	7639	0.02	27540	2.19	N/A	0.07	8547	0.04	21230	8.52	N/A	0.04	3760	0.04	18873	0.18
IA	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
IA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
IA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
IA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
IA	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	100%	6	96.55%	29	-0.42	Yes	0				
IA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	12.33	9	18.47	30	-5.31	Yes	1	59	18.15	22.21	(4.06)
IA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100%	11	100%	23	.	Yes	0				
IA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	11	100%	23	.	Yes	0				
IA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	N/A			1	1		N/A	0				
IA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	N/A						N/A	0				
IA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A						N/A	0				
IA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	N/A						N/A	0				
IA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	100%	9	100%	7	.	Yes	0				
IA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes	0:53	9	0:44	7	0.18	Yes	0				
IA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	22.22%	9	14.29%	7	0.21	Yes	0				
IA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	N/A	33.33%	6	16.67%	6	0.34	Yes	0				
IA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.03%	30776	0.01%	80954	3.31	No	1	156480	0.02%	0.01%	0.00%
IA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0.02%	30776	0.01%	80954	2.1	No	1	124364	0.01%	0.01%	0.00%
IA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A	25%	12	41.67%	12	-0.83	N/A	0				
IA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0.04%	3600	0%	14256	.	Yes	0				
IA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0.01%	6838	0.01%	13723	1.2	Yes	0				
IA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	1.12%	4536	0%	14256	.	N/A	0				
IA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0.01%	6838	0.01%	13723	1.2	N/A	0				
IA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	Yes						N/A	0				
IA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	Yes						N/A	0				
IA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	Yes						N/A	0				
IA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	Yes						N/A	0				
IA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	Yes						N/A	0				
IA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	Yes	9.33	3				Yes	0				
IA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	Yes	100%	5				Yes	0				
IA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	1.78	946631	5.21	4034823	-183.23	Yes	0				
IA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	No	99.54%	454826				Yes	1	2348679	98.42%		
IA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
IA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
IA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	5513				N/A	0				
IA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	No	99.29%	4144701.4	97.77%	39351718	-199.36	Yes	3	19779509	98.09%	99.04%	-0.95%
IA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	Yes	95.89%	9053	96.14%	130341	1.18	Yes	2	65756	93.36%	94.23%	-0.87%
IA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
IA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
IA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
IA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
IA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
IA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
IA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
IA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
IA	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
IA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
IA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
IA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
IA	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
IA	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
IA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.05	4214	0.03	21460	4.45	N/A	0				
IA	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
IA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
IA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
IA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
IA	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
IA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
IA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
IA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
IA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
IA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	
IA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
IA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	
IA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
IA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
IA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
IA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
IA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
IA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
IA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
IA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
IA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
IA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
IA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
IA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
IA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
IA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
IA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	
IA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
IA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
IA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
IA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
IA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
IA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
IA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
IA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
IA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
IA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
IA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
IA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
IA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
IA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
IA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
IA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
IA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
IA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
IA	02--01	GA-4	System Avail - EXACT, %		99.25%	
IA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
IA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
IA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
IA	02--01	OA-1	Order Accuracy, %		NS	
IA	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
IA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
IA	02--01	PO-16	Timely Release Notifs, %		92.50%	
IA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
IA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
IA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
IA	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
IA	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
IA	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
IA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
IA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
IA	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
IA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
IA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
IA	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
IA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
IA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
IA	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
IA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
IA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
IA	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
IA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
IA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
IA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
IA	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
IA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
IA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
IA	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
IA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
IA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
IA	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
IA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
IA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
IA	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
IA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
IA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
IA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
IA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
IA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
IA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
IA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
IA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
IA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
IA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
IA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
IA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
IA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
IA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
IA	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
IA	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	86.99%	2044				N/A	82.18%	1577				N/A	87.64%	3059				N/A	80.98%	1619			
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	61.35%	282				N/A	69.07%	291				N/A	59.71%	278				N/A	61.31%	274			
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	65.86%	454				N/A	64.45%	467				N/A	69.36%	408				N/A	70.99%	293			
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	49.28%	69				N/A	57.63%	59				N/A	37.68%	69				N/A	50%	78			
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	67.25%	1026				N/A	72.98%	1277				N/A	43.79%	322				N/A	46.88%	256			
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	29.65%	2499				N/A	27.15%	4600				N/A	24%	3775				N/A	44.31%	2038			
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0%	16				N/A	0%	5				N/A	0%	2				N/A	0%	2			
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	68.29%	41				N/A	70.15%	67				N/A	61.82%	110				N/A	42.11%	152			
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	99.01%	302				Yes	97.73%	308				Yes	94.65%	299				No	98.11%	212			
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	97.14%	35				Yes	97.14%	35				Yes	96.30%	27				Yes	90.70%	43			
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	98.78%	1800				Yes	98.11%	1321				Yes	97.38%	2753				Yes	96.11%	1364			
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	97.19%	178				Yes	97.10%	207				Yes	92.74%	179				Yes	96%	175			

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
IA	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
IA	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
IA	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
IA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
IA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
IA	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
IA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
IA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
IA	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
IA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
IA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
IA	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
IA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
IA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
IA	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
IA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
IA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
IA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
IA	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
IA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
IA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
IA	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
IA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
IA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
IA	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
IA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
IA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
IA	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
IA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
IA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
IA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
IA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
IA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
IA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
IA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
IA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
IA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
IA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
IA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
IA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
IA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
IA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
IA	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
IA	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	84.67%	2831				N/A	0				
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	60.66%	305				N/A	0				
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	N/A	67.48%	409				N/A	0				
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	57.65%	85				N/A	0				
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	0%	97				N/A	0				
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	47.88%	1765				N/A	0				
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A						N/A	0				
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	90.12%	162				N/A	0				
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	Yes	98.92%	279				Yes	1	1400	97.64%		
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	Yes	89.09%	55				No	1	195	93.33%		
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	Yes	97.96%	2447				Yes	0				
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	98.93%	187				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
IA	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
IA	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
IA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
IA	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
IA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
IA	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
IA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
IA	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
IA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
IA	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
IA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
IA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
IA	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
IA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
IA	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
IA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
IA	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
IA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
IA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
IA	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
IA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
IA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
IA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
IA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
IA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
IA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
IA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
IA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
IA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
IA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
IA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
IA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
IA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
IA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
IA	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
IA	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	0%	2				No						N/A						N/A	0%	1			
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	99.28%	695				Yes	98.52%	946				Yes	94%	150				No	96.77%	124			
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	93.32%	794				Yes	96.23%	1298				Yes	93.50%	969				Yes	97.41%	927			
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	90.32%	31				Yes	95.92%	49				Yes	94.44%	72				Yes	92.75%	69			
IA	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	8:25	67				Yes	5:59	92				Yes	1:57	108				Yes	3:13	126			
IA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			
IA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:09	705				Yes	2:10	871				Yes	1:37	928				Yes	3:19	1810			
IA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
IA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	9:06	67				Yes	5:24	67				Yes	5:52	53				Yes	27:18:00	42			
IA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
IA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
IA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
IA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
IA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	19.59%	342				N/A	20.49%	327				N/A	14.10%	376				N/A	11.90%	353			
IA	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	100%	1706				Yes	99.77%	1298				Yes	99.84%	2551				Yes	100%	1345			
IA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	156				Yes	100%	170				Yes	100%	132				Yes	100%	136			
IA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	99.64%	279				Yes	100%	280				Yes	100%	257				Yes	100%	199			
IA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	99.86%	711				Yes	100%	974				Yes	100%	209				Yes	95.65%	184			
IA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	708				Yes	100%	1204				Yes	99.77%	879				Yes	99.31%	873			
IA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%						N/A						N/A						N/A					
IA	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	97.93%	290				Yes	98.64%	295				Yes	99.50%	401				Yes	99.69%	326			
IA	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	97.30%	148				Yes	97.93%	145				Yes	97.67%	172				Yes	98.66%	149			
IA	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100%	138				Yes	100%	158				Yes	100%	115				Yes	98.72%	78			
IA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.79%	1886				Yes	99.76%	2545				Yes	99.94%	3171				Yes	99.52%	2526			
IA	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	99.83%	1735				Yes	99.88%	3330				Yes	99.93%	2781				Yes	99.82%	1108			
IA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100%	12				Yes	100%	4				Yes	100%	1				Yes	100%	2			
IA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100%	189				Yes	100%	175				Yes	98.74%	239				Yes	99.64%	275			
IA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100%	70				Yes	100%	60				Yes	100%	36				Yes	100%	14			
IA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100%	9				Yes	100%	15				Yes	100%	23				Yes	100%	13			
IA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	10				Yes	100%	5				Yes	100%	25				Yes	87.50%	8			
IA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:49	2311				Yes	1:44	2399				Yes	0:52	2953				Yes	0:31	2149			
IA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	1:08	5067				Yes	3:03	8067				Yes	2:28	5414				Yes	2:01	4058			
IA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	98.76%	1532	96.98%	113169	-4.05	Yes	98.71%	2789	96.59%	136152	-6.11	Yes	98.81%	1686	97.23%	140819	-3.94	Yes	97.18%	2057	95.69%	116533	-3.3
IA	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			96.98%	113169		N/A			96.59%	136152		N/A			97.23%	140819		N/A			95.69%	116533	
IA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	4.67	9	5.91	399	0.13	Yes	5	8	5.44	532	-0.1	Yes	2.5	2	5.26	444	0.31	Yes	2.4	5	5.54	408	1.22
IA	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5.11	55	5.91	399	0.11	Yes	3.67	36	5.44	532	1.67	No	2.78	18	5.26	444	1.67	No	3.91	11	5.54	408	0.76
IA	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P			15.67	3		N/A			16.5	2		N/A			0	1		N/A					
IA	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P			5.91	399		N/A	1	1	5.44	532	0.82	Yes	2	1	5.26	444	0.33	Yes	2.33	3	5.54	408	0.87
IA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	33.33%	6	29.41%	476	-0.21	Yes	50%	4	28.33%	660	-0.96	Yes	33.33%	3	33.78%	524	-0.05	Yes	22.22%	9	29.19%	483	0.39
IA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	54.55%	11	29.41%	476	-1.81	Yes	19.51%	41	28.33%	660	1.23	Yes	6.74%	89	33.78%	524	5.63	No	0%	22	29.19%	483	3.51
IA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A			50%	4		N/A	0%	1	0%	6	.	Yes			0%	11	
IA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			29.41%	476		N/A	100%	1	28.33%	660	-1.59	Yes			33.78%	524		N/A	100%	1	29.19%	483	-1.56
IA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100%	11	90.77%	4367	-1.06	Yes	85.71%	7	91.88%	5602	0.59	Yes	100%	6	91.78%	5035	-0.73	Yes	88.89%	9	92.67%	4543	0.47
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100%	40	99.28%	11191	-0.54	Yes	100%	67	99.35%	18437	-0.66	Yes	100%	164	99.48%	12416	-0.92	Yes	100%	163	99.37%	11209	-1.01
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3	11	6.19	4395	-1.61	Yes	3.57	7	6.72	5619	-1.29	Yes	4.83	6	6.29	5053	-0.51	Yes	6.22	9	6.01	4564	0.31
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.06	17	3.82	8906	-1.68	Yes	2.83	24	3.59	13029	-2.15	Yes	2.98	45	3.67	8291	-1.28	Yes	2.93	42	3.56	7826	-2.82
IA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	93.65%	63	91.20%	19828	-0.68	Yes	95.90%	122	87.74%	20767	-2.74	Yes	95.91%	171	87.17%	16626	-3.4	Yes	94.44%	126	88.36%	16764	-2.12
IA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	97.54%	122	89.97%	20767	-2.77	Yes	97.08%	171	89.49%	16626	-3.22	Yes	96.83%	126	90.63%	16764	-2.38
IA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			4.01	161		N/A			3.44	155		N/A			2.51	109		N/A	2	1	3.88	100	-0.38
IA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			6.18	72		N/A			4.12	82		N/A			7.98	48		N/A			5.26	57	
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			9.17	259		N/A	1	1	8.68	300	-1.02	Yes			9.97	306		N/A			9.38	234	
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			4.93	14		N/A			7.17	35		N/A			23.25	16		N/A			6.71	14	
IA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	136.33	3	105.17	658	0.57	N/A	92	4	90	713	0.09	N/A	78	4	86.69	675	-0.16	N/A	133.5	2	83.62	658	0.57
IA	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	0		284		-1.51	N/A	0		348		-1.95	N/A	1		334		-0.98	N/A	0		349		-1.5
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	87.50%	8	87.44%	6242	-0.01	Yes	82.35%	17	78.14%	9546	-0.42	Yes	92.86%	14	85.45%	8338	-0.79	Yes	88.89%	9	83.10%	7167	-0.46
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100%	1	97.25%	1201	-0.17	Yes	100%	3	93.12%	1948	-0.47	Yes	100%	2	95.98%	1766	-0.29	Yes	100%	4	95.69%	1809	-0.42

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	No						N/A	2	3	0.00%		
IA	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	Yes						N/A	1	1915	98.33%		
IA	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	97.13%	870				Yes	0				
IA	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	Yes	96.69%	151				Yes	0				
IA	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	4:28	171				Yes	0				
IA	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				
IA	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	1:48	667				Yes	0				
IA	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
IA	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	No	6:57	25				Yes	1	254	10:14		
IA	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
IA	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
IA	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
IA	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
IA	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	6.78%	369				N/A	0				
IA	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	2420				Yes	0				
IA	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	100%	157				Yes	0				
IA	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	99.61%	259				Yes	0				
IA	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	146				Yes	0				
IA	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	99.88%	801				Yes	0				
IA	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	N/A						N/A	0				
IA	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	98.43%	446				Yes	0				
IA	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	96.69%	151				Yes	0				
IA	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	100%	123				Yes	0				
IA	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	99.95%	2078				Yes	0				
IA	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	100%	905				Yes	0				
IA	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	Yes						N/A	0				
IA	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	Yes	100%	289				Yes	0				
IA	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	Yes	100%	2				Yes	0				
IA	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes	100%	16				Yes	0				
IA	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	90.91%	11				Yes	0				
IA	02–01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:24	3294				Yes	0				
IA	02–01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	2:08	4230				Yes	0				
IA	02–01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	Yes	98.69%	2900	96.12%	127125	-7.09	Yes	0				
IA	02–01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			96.12%	127125		N/A	0				
IA	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	Yes	1.67	3	5.45	419	1.07	Yes	0				
IA	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	5.15	13	5.45	419	-0.01	Yes	2	133	4.31	5.51	(1.20)
IA	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A						N/A	0				
IA	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes			5.45	419		N/A	0				
IA	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	40%	5	27.64%	445	-0.61	Yes	0				
IA	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	No	3.52%	142	27.64%	445	6.6	No	3	305	8.20%	29.67%	-21.48%
IA	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A			0%	1		N/A	0				
IA	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes			27.64%	445		N/A	0				
IA	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753		Yes	1	114504	82.87%	81.71%	1.16%
IA	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	100%	10	93.54%	5012	-0.83	Yes	0				
IA	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100%	70	99.46%	12706	-0.61	Yes	0				
IA	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	2.9	10	6.27	5041	-1.56	Yes	0				
IA	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	2.93	42	3.49	8741	-2.45	Yes	0				
IA	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	90.54%	74	87.84%	16666	-0.71	Yes	0				
IA	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	90.54%	74	90.28%	16666	-0.08	Yes	0				
IA	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes			8.87	126		N/A	0				
IA	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			4.44	57		N/A	0				
IA	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A			11.11	200		N/A	0				
IA	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			12.45	11		N/A	0				
IA	02–-02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	113.5	2	77.35	663	0.53	N/A	0				
IA	02–-02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	0		295		-1.26	N/A	0				
IA	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	100%	4	88.89%	6335	-0.71	Yes	0				
IA	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	100%	10	97.62%	1805	-0.49	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
IA	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
IA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
IA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
IA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
IA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
IA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
IA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
IA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
IA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
IA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
IA	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
IA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
IA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
IA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
IA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
IA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	
IA	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
IA	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
IA	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
IA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
IA	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
IA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
IA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
IA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
IA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
IA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
IA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
IA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
IA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
IA	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
IA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
IA	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
IA	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
IA	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
IA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
IA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
IA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
IA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
IA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
IA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
IA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
IA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
IA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
IA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
IA	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	90.91%	11	95.26%	8494	0.66	Yes	95%	20	91.37%	12723	-0.58	Yes	100%	19	95.28%	11057	-0.97	Yes	100%	13	95%	9910	-0.83
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100%	2	99.33%	2400	-0.12	Yes	100%	10	98.86%	3424	-0.34	Yes	100%	10	99.32%	3371	-0.26	Yes	100%	13	99.19%	3453	-0.33
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	17:54	11	17:49	8494	0.18	Yes	18:05	20	21:39	12723	-0.83	Yes	11:10	19	18:38	11057	-1.95	Yes	17:16	13	19:27	9910	-0.47
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	0:15	2	7:25	2400	-1.04	Yes	3:28	10	8:52	3424	-1.47	Yes	2:47	10	11:03	3371	-0.17	Yes	8:22	13	7:13	3453	0.49
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	27.27%	11	13.24%	8744	1.24	Yes	15%	20	12.37%	13066	0.4	Yes	23.81%	21	12.95%	11343	1.37	Yes	6.67%	15	14.10%	10266	-0.83
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	0%	2	11.29%	2400	-0.5	Yes	10%	10	13.03%	3424	-0.28	Yes	10%	10	12.93%	3371	-0.28	Yes	15.38%	13	11.71%	3648	0.45
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	15.79%	19	12.26%	12509	0.5	Yes	23.81%	21	12.83%	10850	1.39	Yes	7.14%	14	13.98%	9751	-0.74
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	0%	4	13.94%	1277	-0.8	Yes	0%	6	15.13%	1276	-1.03	Yes	0%	5	12.07%	1557	-0.83
IA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.74%	1749	1.30%	858034	-2.05	Yes	1.72%	1749	1.92%	858034	-0.63	Yes	1.77%	1749	1.71%	858034	0.19	Yes	1.60%	1749	1.62%	858034	-0.07
IA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	1.32%	1749	1.61%	858034	-0.97	Yes	1.54%	1749	1.41%	858034	0.46	Yes	1.09%	1749	1.32%	858034	-0.85
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	90.91%	11	92.89%	8744	0.33	Yes	90%	20	92.25%	13066	0.43	Yes	100%	21	93.32%	11343	-1.23	Yes	86.67%	15	92.44%	10266	0.82
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100%	2	99.04%	2400	-0.14	Yes	100%	10	98.86%	3424	-0.34	Yes	100%	10	98.55%	3371	-0.38	Yes	100%	13	98.57%	3648	-0.43
IA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	35%	20	38.86%	18227	-0.35	N/A	31.82%	44	38.94%	27008	-0.97	N/A	34.04%	47	38.12%	23780	-0.58	N/A	28.21%	39	38.51%	22627	-1.32
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	92.03%	276	76.47%	17	-1.47	Yes	95.84%	505	76.19%	21	-2.07	Yes	93.98%	465	71.43%	14	-1.84	Yes	94.55%	550	86.67%	15	-0.89
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	99.32%	148	50%	2	-1.39	Yes	98.36%	244	100%	2	-0.11	Yes	98.44%	321	100%	1	-0.12	Yes	97.52%	282	100%	1	-0.09
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	3.92	146	10.5	2	-0.62	Yes	4.68	229	2.5	2	2.25	No	4.81	312				N/A	4.72	267	3	1	.
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	6.08	278	14.71	17	-1	Yes	6.47	507	9.14	21	-1.25	Yes	7.02	467	5.21	14	0.97	Yes	6.1	553	5.33	15	0.22
IA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	92.56%	591	81.82%	22	-1.28	Yes	91.58%	772	73.68%	19	-1.75	Yes	92.13%	813	68.75%	16	-2	Yes	89.99%	789	72.22%	18	-1.66
IA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	93.91%	772	73.68%	19	-1.98	Yes	93.60%	813	81.25%	16	-1.25	Yes	91.25%	789	77.78%	18	-1.36
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	4.67	12	48.67	3	-0.83	Yes	6.83	12	2	1	.	N/A	6.73	11	10	1	.	N/A	2.88	16	6	1	.
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	3	1	37.5	2	-0.72	Yes	1.5	2				N/A	3	3				N/A	1.83	6			
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	17	12	20	1	.	N/A	10.11	9	13.75	4	-0.3	Yes	7.76	17	4.67	3	0.82	Yes	8.73	15	1	1	.
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P			18	1		N/A	5	2				N/A	3.5	2				N/A	4	1			
IA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	66.82	17	73.4	10	-0.2	N/A	33.58	48	85.89	9	-1.93	N/A	79.05	44	58.29	7	0.91	N/A	66.64	61	40.25	8	1.04
IA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	5		5		-1.03	N/A	13		3		-0.36	N/A	13		1		0.75	N/A	14		3		-0.8
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	83.62%	354	90%	20	0.7	Yes	80.28%	573	80%	25	-0.03	Yes	90.84%	535	85.19%	27	-0.81	Yes	89.43%	511	78.95%	19	-1.1
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100%	54	100%	6	.	Yes	94%	100	100%	6	0.38	Yes	97.56%	123	80%	5	-0.96	Yes	99.19%	123	100%	5	-0.24
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	97.09%	446	92.86%	28	-0.84	Yes	94.94%	712	82.86%	35	-1.85	Yes	97.45%	666	100%	38	0.94	Yes	96.85%	666	91.67%	24	-0.9
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	99.48%	194	100%	11	-0.2	Yes	99.13%	231	100%	16	0.02	Yes	99.64%	275	100%	16	-0.2	Yes	99.26%	271	100%	9	-0.1
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	17:38	446	16:18	28	0.33	Yes	19:33	712	######	35	-1.27	Yes	16:19	666	13:33	38	1.51	Yes	0.70833	666	22:43	24	-1.46
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	3:31	194	4:46	11	-0.52	Yes	5:36	231	2:59	16	1.23	Yes	4:28	275	6:00	16	-0.84	Yes	4:40	271	3:54	9	0.15
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	11.11%	459	7.14%	28	0.59	Yes	12.89%	737	2.78%	36	1.97	No	12.65%	688	13.16%	38	-0.09	Yes	11.97%	685	4.17%	24	1.18
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	17.53%	194	9.09%	11	0.64	Yes	17.32%	231	0%	16	2.03	No	15.64%	275	12.50%	16	0.25	Yes	16.79%	274	22.22%	9	-0.39
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	11.84%	701	3.03%	33	1.66	No	12.80%	664	11.43%	35	0.17	Yes	11.99%	667	4.55%	22	1.05
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	17%	100	0%	9	1.37	Yes	17.74%	124	0%	6	1.06	Yes	17.04%	135	25%	4	-0.36
IA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.68%	96744	0.32%	12347	6.7	No	1%	96744	0.42%	12348	9.36	No	1%	96744	0.44%	12348	8.85	No	0.99%	96744	0.27%	12352	14.68
IA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.83%	96744	0.34%	12348	8.77	No	0.81%	96744	0.33%	12348	8.78	No	0.83%	96744	0.21%	12352	14.12
IA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	37.69%	1048	39.06%	64	-0.22	N/A	34.73%	1483	42.22%	90	-1.4	N/A	37.87%	1550	28.95%	76	1.58	N/A	37.65%	1538	31.25%	48	0.89
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			100%	46		N/A	100%	1	100%	64	.	Yes	50%	2	97.73%	44	1.78	No	100%	1	98.36%	61	-0.13
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			82.35%	68		N/A			89.55%	67		N/A			93.06%	72		N/A			84.29%	70	
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			2.65	17		N/A	3	1	2.84	31	-0.55	Yes	4	1	2.96	23	0.43	Yes	5	1	5.39	18	-0.08
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			6.08	71		N/A			8.58	67		N/A			9.21	75		N/A			9.48	71	
IA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100%	1	80.65%	124	-0.49	Yes	100%	2	72%	125	-0.87	Yes	100%	2	66.67%	126	-0.99	Yes	85.71%	7	65.97%	144	-1.08
IA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100%	2	80.80%	125	-0.68	Yes	100%	2	76.19%	126	-0.78	Yes	85.71%	7	73.61%	144	-0.71
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			1.43	7		N/A			5	3		N/A			6.33	3		N/A			5.75	4	
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A	1	1	1	1	.	N/A			5	1	
IA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			8.5	6		N/A			22.25	4		N/A			20.67	3		N/A			9.43	7	
IA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			86.82	28		N/A			73.79	29		N/A			66.77	26		N/A	7	1	64.9	29	-0.78
IA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			4			N/A			5			N/A			6			N/A	0		6		-0.5
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			85.53%	76		N/A			76.04%	96		N/A			88%	100		N/A			82.56%	86	
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			100%	26		N/A			95.65%	23		N/A			97.14%	35		N/A	100%	1	100%	44	.
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			92.93%	99		N/A			92%	125		N/A			93.65%	126		N/A			94.92%	118	
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100%	1	100%	66	.	Yes			98.57%	70		N/A			100%	94		N/A	100%	2	100%	118	.
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			18:06	99		N/A			19:57	125		N/A			17:11	126		N/A			17:33	118	
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	1:04	1	3:11	66	-0.44	Yes			9:04	70		N/A			5:50	94		N/A	0:40	2	4:54	118	-0.84
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			20.19%	104		N/A			10.32%	126		N/A			11.45%	131		N/A			13.33%	120	
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0%	1	10.61%	66	-0.34	Yes			7.14%	70		N/A			14.89%	94		N/A	50%	2	14.88%	121	1.03

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	100%	7	96.68%	8798	-0.49	Yes	0				
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	18	99.63%	3470	-0.26	Yes	0				
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	15:00	7	16:47	8798	-0.33	Yes	0				
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	3:44	18	6:33	3470	-1.24	Yes	0				
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	28.57%	7	13.64%	9039	1.03	Yes	0				
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	5.56%	18	12.22%	3470	-0.86	Yes	0				
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	28.57%	7	13.59%	8651	1.04	Yes	0				
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	7.69%	13	13.01%	1468	-0.57	Yes	0				
IA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	1.55%	1618	1.45%	861820	0.31	Yes	0				
IA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	1.24%	1618	1.17%	861820	0.23	Yes	0				
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	100%	7	93.57%	9039	-0.69	Yes	0				
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	100%	18	99.60%	3470	-0.27	Yes	0				
IA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	35.90%	39	35.70%	19454	0.04	N/A	0				
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	Yes	93.67%	474	77.78%	18	-1.59	Yes	0				
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	Yes	96.92%	260	100%	1	-0.07	Yes	0				
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A	4.72	251	4	1	.	N/A	1	1205	4.64	5.50	(0.86)
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	Yes	6.72	481	4.06	18	1.55	Yes	0				
IA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	Yes	88.37%	748	50%	14	-2.84	Yes	0				
IA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	Yes	90.37%	748	64.29%	14	-2.02	Yes	0				
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	7.13	15	1.5	2	0.74	Yes	0				
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A	1.83	6				N/A	0				
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	11.69	16	3	2	0.69	Yes	0				
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A	25	2				N/A	0				
IA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A	82.71	51	73	8	0.42	N/A	0				
IA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A	16		0		1.97	N/A	0				
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	Yes	91.63%	502	93.33%	15	0.1	Yes	0				
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	Yes	98.37%	123	100%	8	0.01	Yes	0				
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	Yes	97.93%	629	96%	25	-0.48	Yes	0				
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	Yes	100%	274	100%	20	.	Yes	0				
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	14:36	629	18:56	25	-1.27	Yes	0				
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	Yes	4:14	274	4:30	20	-0.21	Yes	0				
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	12.06%	655	0%	25	2.11	No	2	3224	12.22%	5.96%	6.26%
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	17.52%	274	10%	20	0.82	Yes	1	1248	16.91%	9.72%	7.19%
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	11.90%	622	0%	24	2.04	No	2	2654	12.13%	5.26%	6.87%
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	17.89%	123	9.09%	11	0.65	Yes	0				
IA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	No	0.94%	98506	0.36%	12458	10.2	No	5	485482	0.92%	0.36%	0.56%
IA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	No	0.76%	98506	0.28%	12458	9.44	No	4	388738	0.81%	0.29%	0.52%
IA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A	35.93%	1450	35.71%	70	0.02	N/A	0				
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	Yes	100%	12	98.46%	65	-0.4	Yes	1	16	93.75%	98.93%	-5.18%
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	N/A			89.53%	86		N/A	0				
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	Yes	5	12	3.38	32	2.88	No	1	15	4.80	3.36	1.44
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	N/A			10.39	89		N/A	0				
IA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	Yes	85.71%	7	69.87%	156	-0.89	Yes	0				
IA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	Yes	85.71%	7	77.56%	156	-0.51	Yes	0				
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			29.25	4		N/A	0				
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A			2	1		N/A	0				
IA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			20.83	6		N/A	0				
IA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A			57.04	28		N/A	0				
IA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A			6			N/A	0				
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	N/A			79.76%	84		N/A	0				
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	1	94.87%	39	-0.23	Yes	0				
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	N/A			93.91%	115		N/A	0				
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	1	98.95%	95	-0.1	Yes	0				
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	N/A			18:37	115		N/A	0				
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	Yes	0:47	1	6:36	95	-0.32	Yes	0				
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			15%	120		N/A	0				
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	0%	1	12.63%	95	-0.38	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
IA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
IA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
IA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
IA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
IA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
IA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
IA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
IA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
IA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
IA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
IA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
IA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
IA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
IA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
IA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			10.08%	119		N/A			10.83%	120		N/A			11.11%	108	
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			2.94%	34		N/A			23.53%	51		N/A	50%	2	16.88%	77	0.93
IA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1.59%	63	0.54%	31671	0.97	Yes	0%	63	0.62%	31671	-0.63	Yes	0%	63	0.71%	31671	-0.67	Yes	3.17%	63	0.76%	31671	1.68
IA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0%	63	0.48%	31671	-0.55	Yes	0%	63	0.54%	31671	-0.58	Yes	3.17%	63	0.58%	31671	1.9
IA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	0%	1	39.93%	283	-0.81	Yes			42.18%	339		N/A	100%	1	40.63%	379	0.83	Yes	33.33%	3	33.06%	360	0.03
IA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A			92.67%	4543	
IA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	99.26%	3516	90.77%	4367	-12.94	Yes	97.52%	6096	91.88%	5602	-11.17	Yes	98.67%	5202	91.78%	5035	-12.7	Yes	99.12%	2154	92.67%	4543	-9.46
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A			6.01	4564	
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.96	1132	6.19	4395	-5.64	Yes	4.88	1683	6.72	5619	-10.31	Yes	4.45	3084	6.29	5053	-11.52	Yes	4.84	1368	6.01	4564	-6.38
IA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	98.27%	4811	65.17%	5007	-34.42	Yes	97.79%	5652	52.29%	5336	-47.73	Yes	97.17%	3679	55.65%	4809	-38.16	Yes	97.88%	2167	59.36%	4803	-30.3
IA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.76%	5652	60.98%	5336	-40.58	Yes	98.61%	3679	63.67%	4809	-33.17	Yes	98.75%	2167	67.29%	4803	-25.92
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	3.92	25	4.01	161	-0.07	Yes	13.56	151	3.44	155	16.77	No	4.2	69	2.51	109	2.33	No	4.42	19	3.88	100	0.46
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			3.88	100	
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			9.38	234	
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	2.5	2	9.17	259	-0.93	Yes			8.68	300		N/A			9.97	306		N/A			9.38	234	
IA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	14.36	33	108.7	240	-4.31	N/A	4.43	14	91.21	280	-2.93	N/A	8.73	40	80.68	304	-4.34	N/A	4	4	73.06	327	-1.52
IA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	32		154		4.24	N/A	12		181		1.65	N/A	19		214		-2.98	N/A	0		246		-3.46
IA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	97.73%	397	89.02%	7443	-5.41	Yes	98.84%	516	80.68%	11494	-10.22	Yes	99.08%	435	87.29%	10104	-7.23	Yes	98.99%	297	85.64%	8976	-6.45
IA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	99.77%	429	96.15%	10894	-3.82	Yes	99.82%	546	92.96%	16147	-6.16	Yes	100%	458	96.22%	14428	-4.17	Yes	100%	312	96.08%	13363	-3.53
IA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	7:42	429	15:32	10894	-9.97	Yes	7:05	546	18:57	16147	-14.66	Yes	6:36	458	16:52	14428	-2.89	Yes	7:57	312	16:17	13363	-9.04
IA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	14.22%	429	12.82%	11144	0.85	Yes	14.10%	546	12.50%	16490	1.11	Yes	13.76%	458	12.95%	14714	0.52	Yes	11.22%	312	13.48%	13914	-1.16
IA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	14.91%	389	12.42%	13786	1.45	Yes	14.98%	287	13.07%	12126	0.95	Yes	13.62%	213	13.72%	11308	-0.04
IA	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.97%	44101	1.30%	858034	-5.9	Yes	1.32%	41396	1.92%	858034	-8.73	Yes	1.24%	36819	1.71%	858034	-6.82	Yes	0.97%	32215	1.62%	858034	-9.11
IA	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.94%	41396	1.61%	858034	-10.54	Yes	0.78%	36819	1.41%	858034	-10.09	Yes	0.66%	32215	1.32%	858034	-10.15
IA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	33.69%	647	38.86%	18227	-2.65	N/A	33.41%	820	38.94%	27008	-3.2	N/A	32.25%	676	38.12%	23780	-3.1	N/A	32.17%	460	38.51%	22627	-2.76
IA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100%	60	88.89%	36	-1.68	Yes	97.22%	72	89.09%	55	-1.46	Yes	98.57%	70	85.29%	34	-1.79	Yes	96.61%	59	89.74%	39	-1.1
IA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.86	59	9.62	34	-1.4	Yes	4.28	69	9.04	51	-2.93	Yes	3.72	68	14.94	34	-2.12	Yes	4.34	58	12.4	42	-3.65
IA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	94.12%	68	93.48%	46	-0.14	Yes	94.67%	75	95.56%	45	0.12	Yes	95.65%	69	97.44%	39	0.36	Yes	98.57%	70	93.94%	66	-1.13
IA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	96%	75	95.56%	45	-0.11	Yes	95.65%	69	100%	39	1.19	Yes	98.57%	70	95.45%	66	-0.87
IA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			25.25	4		N/A	6	2	17.25	4	-0.86	Yes	6	1	36.25	4	-0.86	Yes	5.75	4	10.67	6	-0.74
IA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A			4.5	2		N/A			108	1		N/A					
IA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	1	1	142.23	13	-1.2	N/A	15	2	150.18	11	-1.76	N/A	23.5	2	113.11	18	-1.38	N/A	3	2	103.58	19	-1.82
IA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	1		6		0.67	N/A	2		5		1.2	N/A	0		5		-0.83	N/A	1		5		0.53
IA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	14	94.55%	55	-0.8	Yes	100%	18	100%	33	.	Yes	100%	11	100%	45	.	Yes	100%	12	100%	59	.
IA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	14	100%	56	.	Yes	100%	18	100%	35	.	Yes	100%	11	100%	45	.	Yes	100%	12	100%	60	.
IA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	3:01	14	4:51	56	-0.87	Yes	4:24	18	3:04	35	1.23	Yes	2:23	11	2:46	45	-0.42	Yes	3:25	12	2:10	60	1.57
IA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	21.43%	14	17.86%	56	0.27	Yes	27.78%	18	17.14%	35	0.86	Yes	18.18%	11	26.67%	45	-0.57	Yes	16.67%	12	20%	60	-0.26
IA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	11.11%	9	20%	20	-0.55	Yes	11.11%	9	20%	25	-0.57	Yes	20%	5	16.67%	30	0.14
IA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.98%	1422	1.03%	5413	-0.17	Yes	1.30%	1386	0.64%	5456	2.74	No	0.83%	1331	0.83%	5420	-0.01	Yes	0.94%	1282	1.11%	5413	-0.53
IA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.65%	1386	0.37%	5456	1.56	Yes	0.68%	1331	0.46%	5420	1.04	Yes	0.39%	1282	0.55%	5413	-0.71
IA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	46.15%	26	32.53%	83	1.24	N/A	35.71%	28	37.50%	56	-0.16	N/A	8.33%	12	39.19%	74	-2.03	N/A	25%	16	34.07%	91	-0.71
IA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			79.12%	364		N/A			80.19%	520		N/A			74.71%	522		N/A			82.80%	500	
IA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			14	406		N/A			16.33	589		N/A			15.66	592		N/A			15.19	607	
IA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			96.25%	507		N/A			93.69%	602		N/A			95.88%	607		N/A			96.23%	584	
IA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			95.52%	602		N/A			97.36%	607		N/A			97.43%	584	
IA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			13.72	54		N/A			13.94	97		N/A			14.41	118		N/A			11.84	77	
IA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A			12.28	25	
IA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			43.68	72		N/A			55.05	61		N/A			36.02	116		N/A			32.27	139	
IA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			35			N/A			26			N/A			45			N/A			36		
IA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			85.57%	298		N/A			81.84%	501		N/A			87.91%	422		N/A			76.05%	380	
IA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:47	298		N/A			2:59	501		N/A			2:10	422		N/A			3:03	380	
IA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			38.59%	298		N/A			38.32%	501		N/A			39.57%	422		N/A			32.89%	380	
IA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			41.62%	346		N/A			42.05%	283		N/A			35.14%	259	
IA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.27%	23427		N/A			2.16%	23175		N/A			1.85%	22824		N/A			1.68%	22646	
IA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			1.49%	23175		N/A			1.24%	22824		N/A			1.14%	22646	
IA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			28.71%	418		N/A			19.19%	620		N/A			21.27%	536		N/A			26.92%	520	
IA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	60%	5	79.12%	364	0.94	Yes	60%	5	80.19%	520	1.01	Yes	66.67%	3	74.71%	522	0.31	Yes	100%	1	82.80%	500	-0.46

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			11.71%	111		N/A	0				
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	0%	1	10.42%	48	-0.34	Yes	0				
IA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	No	3.23%	31	0.69%	31039	1.25	Yes	1	283	1.41%	0.66%	0.75%
IA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	No	3.23%	31	0.51%	31039	1.41	Yes	1	220	1.36%	0.53%	0.84%
IA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	Yes	0%	1	35.05%	331	-0.73	Yes	0				
IA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	N/A			93.54%	5012		N/A	0				
IA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	95.18%	2179	93.54%	5012	-2.61	Yes	0				
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A			6.27	5041		N/A	0				
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	5.21	708	6.27	5041	-3.87	Yes	0				
IA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	98.23%	2598	59.01%	4945	-32.91	Yes	0				
IA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	98.85%	2598	67.24%	4945	-27.79	Yes	0				
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	7.01	105	8.87	126	-0.44	Yes	2	369	8.82	4.54	4.28
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			8.87	126		N/A	0				
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			11.11	200		N/A	0				
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			11.11	200		N/A	0				
IA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	12.6	5	78.21	281	-1.72	N/A	0				
IA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A	1		181		-2.06	N/A	0				
IA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	97.58%	289	90.82%	8140	-3.91	Yes	0				
IA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	294	97.51%	12268	-2.71	Yes	0				
IA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	6:32	294	13:53	12268	-8.93	Yes	0				
IA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	10.20%	294	13.25%	12509	-1.52	Yes	0				
IA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	Yes	10.78%	204	13.51%	10119	-1.13	Yes	0				
IA	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	0.95%	30970	1.45%	861820	-7.26	Yes	0				
IA	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.66%	30970	1.17%	861820	-8.27	Yes	0				
IA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	21.60%	375	35.70%	19454	-5.64	N/A	0				
IA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	97.10%	69	95.40%	87	-0.5	Yes	0				
IA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	4.18	65	17.86	85	-8.84	Yes	0				
IA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	100%	72	94.67%	75	-1.44	Yes	0				
IA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	100%	72	96%	75	-1.24	Yes	0				
IA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	Yes	2.67	3	15	4	-1.38	Yes	0				
IA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A	2	1				N/A	0				
IA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	5	1	82.08	24	-1.11	N/A	0				
IA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A	1		8		0.94	N/A	0				
IA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	8	98%	50	-0.38	Yes	0				
IA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	8	100%	50	.	Yes	0				
IA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	2:39	8	3:14	50	-0.22	Yes	0				
IA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	8	26%	50	-1.56	Yes	0				
IA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	6	24.14%	29	-1.26	Yes	0				
IA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.65%	1231	0.92%	5427	-0.9	Yes	1	6652	0.95%	0.91%	0.04%
IA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.49%	1231	0.53%	5427	-0.2	Yes	0				
IA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	20%	10	35.06%	77	-0.94	N/A	0				
IA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	N/A			83.64%	495		N/A	0				
IA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			15.63	548		N/A	0				
IA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			96.49%	569		N/A	0				
IA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			97.54%	569		N/A	0				
IA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			16.27	81		N/A	0				
IA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			9.85	13		N/A	0				
IA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			31.7	103		N/A	0				
IA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			42			N/A	0				
IA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			82.87%	286		N/A	0				
IA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	N/A			2:52	286		N/A	0				
IA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			35.31%	286		N/A	0				
IA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			39.71%	204		N/A	0				
IA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	N/A			1.27%	22465		N/A	0				
IA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A			0.91%	22465		N/A	0				
IA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A			23.32%	373		N/A	0				
IA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	66.67%	3	83.64%	495	0.69	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
IA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
IA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
IA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
IA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
IA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
IA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
IA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
IA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
IA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
IA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
IA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
IA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
IA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
IA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
IA	04--01	MR-8	Trouble Rate, UBL Analog%		P	
IA	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
IA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
IA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
IA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
IA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
IA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
IA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
IA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
IA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
IA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
IA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
IA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
IA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
IA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
IA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
IA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
IA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
IA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
IA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
IA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
IA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
IA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
IA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
IA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
IA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
IA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
IA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
IA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
IA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
IA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
IA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
IA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
IA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
IA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	14.4	5	14	406	0.39	Yes	15.5	4	16.33	589	-0.13	Yes	10.25	4	15.66	592	-0.97	Yes	6	1	15.19	607	-0.99
IA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100%	5	96.25%	507	-0.44	Yes	60%	5	93.69%	602	2.1	No	100%	3	95.88%	607	-0.36	Yes	100%	2	96.23%	584	-0.28
IA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	60%	5	95.52%	602	2.36	No	100%	3	97.36%	607	-0.28	Yes	100%	2	97.43%	584	-0.23
IA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	15.5	2	13.72	54	0.46	Yes	15	2	13.94	97	0.54	Yes	14	1	14.41	118	-0.04	Yes			11.84	77	
IA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A			12.28	25	
IA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	6	1	43.68	72	-0.45	N/A	14.75	4	55.05	61	-0.92	N/A	3	1	36.02	116	-0.52	N/A	4	1	32.27	139	-0.52
IA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	1		35		0.69	N/A	1		26		-0.69	N/A	0		45		-0.79	N/A	0		36		-0.59
IA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P			85.57%	298		N/A	50%	6	81.84%	501	1.71	No	100%	1	87.91%	422	-0.37	Yes			76.05%	380	
IA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P			2:47	298		N/A	4:57	6	2:59	501	1.43	Yes	1:32	1	2:10	422	-0.25	Yes			3:03	380	
IA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P			38.59%	298		N/A	50%	6	38.32%	501	0.55	Yes	0%	1	39.57%	422	-0.81	Yes			32.89%	380	
IA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	50%	6	41.62%	346	0.39	Yes	0%	1	42.05%	283	-0.85	Yes			35.14%	259	
IA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	0%	35	1.27%	23427	-0.67	Yes	20%	30	2.16%	23175	4.12	No	3.85%	26	1.85%	22824	0.72	Yes	0%	23	1.68%	22646	-0.63
IA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	20%	30	1.49%	23175	4.59	No	3.85%	26	1.24%	22824	1	Yes	0%	23	1.14%	22646	-0.52
IA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS			28.71%	418		N/A	14.29%	7	19.19%	620	-0.33	N/A	0%	1	21.27%	536	-0.52	N/A			26.92%	520	
IA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100%	13	88.89%	36	-1.09	Yes	85.19%	27	89.09%	55	0.49	Yes	100%	25	85.29%	34	-1.58	Yes	96.55%	29	89.74%	39	-0.92
IA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3.77	13	9.62	34	-0.94	Yes	4.96	24	9.04	51	-1.87	Yes	4.31	26	14.94	34	-1.62	Yes	4.55	29	12.4	42	-2.98
IA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	95.45%	22	93.48%	46	-0.31	Yes	93.33%	30	95.56%	45	0.36	Yes	93.33%	30	97.44%	39	0.74	Yes	87.88%	33	93.94%	66	0.93
IA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	93.33%	30	95.56%	45	0.36	Yes	96.67%	30	100%	39	0.76	Yes	90.91%	33	95.45%	66	0.77
IA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			25.25	4		N/A	5	3	17.25	4	-1.06	Yes	6	1	36.25	4	-0.86	Yes	5	1	10.67	6	-0.51
IA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A	1	1	4.5	2	-1.35	Yes			108	1		N/A					
IA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	24	2	142.23	13	-1.37	N/A	18	1	150.18	11	-1.27	N/A	7.5	2	113.11	18	-1.63	N/A	2.5	2	103.58	19	-1.83
IA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	2		6		1.2	N/A	1		5		0.67	N/A	1		5		0.48	N/A	2		5		1.76
IA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100%	10	94.55%	55	-0.7	Yes	100%	19	100%	33	.	Yes	100%	8	100%	45	.	Yes	100%	11	100%	59	.
IA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100%	10	100%	56	.	Yes	100%	19	100%	35	.	Yes	100%	8	100%	45	.	Yes	100%	11	100%	60	.
IA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:41	10	4:51	56	-0.89	Yes	4:07	19	3:04	35	1.08	Yes	3:04	8	2:46	45	0.38	Yes	2:41	11	2:10	60	0.83
IA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	30%	10	17.86%	56	0.84	Yes	21.05%	19	17.14%	35	0.32	Yes	12.50%	8	26.67%	45	-0.83	Yes	18.18%	11	20%	60	-0.14
IA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	15.38%	13	20%	20	-0.32	Yes	16.67%	6	20%	25	-0.18	Yes	12.50%	8	16.67%	30	-0.28
IA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.84%	543	1.03%	5413	1.77	No	3.63%	524	0.64%	5456	8.17	No	1.60%	500	0.83%	5420	1.63	Yes	2.32%	475	1.11%	5413	2.11
IA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	2.48%	524	0.37%	5456	7.65	No	1.20%	500	0.46%	5420	1.94	No	1.68%	475	0.55%	5413	2.52
IA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	23.08%	13	32.53%	83	-0.68	N/A	5%	20	37.50%	56	-2.58	N/A	33.33%	12	39.19%	74	-0.39	N/A	8.33%	12	34.07%	91	-1.77
IA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			90.91%	66		N/A			83.75%	80		N/A			90.54%	74		N/A			93.22%	59	
IA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			6.19	68		N/A			7.12	83		N/A			7.24	75		N/A			10.19	64	
IA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			98.68%	76		N/A			100%	79		N/A			97.14%	70		N/A			98.39%	62	
IA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100%	79		N/A			97.14%	70		N/A			98.39%	62	
IA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			3.71	7		N/A			7.77	13		N/A			6.71	7		N/A			3	4	
IA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			89.74%	78		N/A			89.12%	147		N/A			86.02%	93		N/A			84.62%	78	
IA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			96.15%	78		N/A			97.96%	147		N/A			95.70%	93		N/A			96.15%	78	
IA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			9:03	78		N/A			8:18	147		N/A			10:22	93		N/A			12:18	78	
IA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			47.44%	78		N/A			36.73%	147		N/A			37.63%	93		N/A			34.62%	78	
IA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			34.52%	84		N/A			41.30%	46		N/A			36.54%	52	
IA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.53%	5085		N/A			2.83%	5186		N/A			1.73%	5381		N/A			1.41%	5523	
IA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.62%	5186		N/A			0.85%	5381		N/A			0.94%	5523	
IA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			60.20%	196		N/A			48.60%	286		N/A			54.63%	205		N/A			45.83%	144	
IA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			91.18%	34		N/A			88.57%	35		N/A			73.91%	23		N/A			77.78%	18	
IA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			11.78	50		N/A			20.08	59		N/A			15.56	34		N/A			16.21	39	
IA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			98.18%	55		N/A			100%	47		N/A			100%	37		N/A			100%	35	
IA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100%	47		N/A			100%	37		N/A			100%	35	
IA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			20.6	5		N/A			54.6	10		N/A			3.4	5		N/A			16.5	10	
IA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A			77	1		N/A					
IA	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			50.7	33		N/A			48.92	26		N/A			37.63	41		N/A	14	1	35.09	32	-0.42
IA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			18			N/A			14			N/A			17			N/A	0		12		-0.76
IA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100%	9		N/A			70%	10		N/A			85.71%	7		N/A			92.86%	14	
IA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:41	9		N/A			2:52	10		N/A			1:54	7		N/A			1:23	14	
IA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			44.44%	9		N/A			0%	10		N/A			57.14%	7		N/A			28.57%	14	
IA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0%	6		N/A			60%	5		N/A			33.33%	6	
IA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.62%	1442		N/A			0.70%	1426		N/A			0.50%	1399		N/A			1.01%	1382	
IA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.42%	1426		N/A			0.36%	1399		N/A			0.43%	1382	

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes	9	1	15.63	548	-0.53	Yes	0				
IA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	4	96.49%	569	-0.38	Yes	1	19	89.47%	95.68%	-6.20%
IA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	4	97.54%	569	-0.32	Yes	1	14	85.71%	96.95%	-11.24%
IA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A	2	1	16.27	81	-0.61	Yes	0				
IA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			9.85	13		N/A	0				
IA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A	13	1	31.7	103	-0.32	N/A	0				
IA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A	0		42		-0.83	N/A	0				
IA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	N/A			82.87%	286		N/A	1	7	57.14%	82.78%	-25.63%
IA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	N/A			2:52	286		N/A	0				
IA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A			35.31%	286		N/A	0				
IA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A			39.71%	204		N/A	0				
IA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	Yes	0%	20	1.27%	22465	-0.51	Yes	1	134	5.22%	1.65%	3.58%
IA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	Yes	0%	20	0.91%	22465	-0.43	Yes	1	99	7.07%	1.20%	5.87%
IA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A	100%	1	23.32%	373	1.2	N/A	0				
IA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	96.88%	32	95.40%	87	-0.34	Yes	0				
IA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	4.47	32	17.86	85	-6.87	Yes	0				
IA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	86.84%	38	94.67%	75	1.38	Yes	0				
IA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	89.47%	38	96%	75	1.28	Yes	0				
IA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	Yes	11	2	15	4	-0.4	Yes	0				
IA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A						N/A	0				
IA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A			82.08	24		N/A	0				
IA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A			8			N/A	0				
IA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	Yes	100%	12	98%	50	-0.44	Yes	0				
IA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes	100%	12	100%	50	.	Yes	0				
IA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	3:20	12	3:14	50	0.54	Yes	0				
IA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	8.33%	12	26%	50	-1.25	Yes	0				
IA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	10%	10	24.14%	29	-0.9	Yes	0				
IA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	No	2.64%	455	0.92%	5427	2.96	No	4	2497	2.40%	0.91%	1.50%
IA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	No	2.20%	455	0.53%	5427	3.39	No	4	1954	1.89%	0.48%	1.42%
IA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A	0%	12	35.06%	77	-2.37	N/A	0				
IA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	N/A			93.10%	58		N/A	0				
IA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			10.17	60		N/A	0				
IA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			86.21%	58		N/A	0				
IA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			89.66%	58		N/A	0				
IA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			3	4		N/A	0				
IA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			96%	100		N/A	0				
IA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			100%	100		N/A	0				
IA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A			5:51	100		N/A	0				
IA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			29%	100		N/A	0				
IA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			30.26%	76		N/A	0				
IA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.73%	5767		N/A	0				
IA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.32%	5767		N/A	0				
IA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A			35.90%	156		N/A	0				
IA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			78.57%	14		N/A	0				
IA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			17.97	30		N/A	0				
IA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	39		N/A	0				
IA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	39		N/A	0				
IA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			22.67	3		N/A	0				
IA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			16	1		N/A	0				
IA	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			40.85	26		N/A	0				
IA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			13			N/A	0				
IA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			100%	4		N/A	0				
IA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			1:08	4		N/A	0				
IA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			25%	4		N/A	0				
IA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0%	1		N/A	0				
IA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.29%	1363		N/A	0				
IA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.07%	1363		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
IA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
IA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
IA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
IA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
IA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
IA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
IA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
IA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
IA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
IA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
IA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
IA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
IA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
IA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
IA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
IA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
IA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
IA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
IA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
IA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
IA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
IA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
IA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
IA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
IA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
IA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
IA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
IA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
IA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
IA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
IA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
IA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
IA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
IA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
IA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
IA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
IA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
IA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
IA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
IA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
IA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
IA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
IA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
IA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
IA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
IA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
IA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
IA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
IA	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
IA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
IA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
IA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
IA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
IA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
IA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
IA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			10%	10		N/A			28.57%	14		N/A			12.50%	8		N/A			26.32%	19	
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02	690				N/A	0:02	848				N/A	0:02	757				N/A	0:02	471			
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A					
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	98.28%	174				Yes	100%	186				Yes	99.42%	173				Yes	100%	105			
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100%	14				Yes	100%	19				Yes	100%	27				Yes	100%	30			
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	174				N/A	0%	186				N/A	0.58%	173				N/A	0%	105			
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0%	14				N/A	0%	19				N/A	0%	27				N/A	0%	30			
IA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	87.50%	8				No	100%	7				Yes	100%	8				Yes	60%	5			
IA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	4	8				Yes	7.71	7				Yes	7.71	7				Yes	10.2	5			
IA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100%	29	99.28%	11191	-0.46	Yes	100%	28	99.35%	18437	-0.43	Yes	100%	44	99.48%	12416	-0.48	Yes	93.33%	15	99.37%	11209	1.67
IA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			90.77%	4367		N/A			91.88%	5602		N/A			91.78%	5035		N/A			92.67%	4543	
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			6.19	4395		N/A			6.72	5619		N/A			6.29	5053		N/A			6.01	4564	
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3	18	3.82	8906	-1.87	Yes	3	25	3.59	13029	-1.72	Yes	3	34	3.67	8291	-1.08	Yes	3	7	3.56	7826	-1.02
IA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100%	29	91.20%	19828	-1.67	Yes	100%	37	87.74%	20767	-2.27	Yes	96.67%	30	87.17%	16626	-1.55	Yes	94.12%	17	88.36%	16764	-0.74
IA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100%	37	89.97%	20767	-2.03	Yes	100%	30	89.49%	16626	-1.88	Yes	94.12%	17	90.63%	16764	-0.49
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.01	161		N/A			3.44	155		N/A			2.51	109		N/A			3.88	100	
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.18	72		N/A			4.12	82		N/A			7.98	48		N/A	8	1	5.26	57	1.44
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			9.17	259		N/A			8.68	300		N/A			9.97	306		N/A			9.38	234	
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			4.93	14		N/A			7.17	35		N/A			23.25	16		N/A			6.71	14	
IA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	13	2				N/A	6	1				N/A						N/A					
IA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	0					N/A	0					N/A						N/A					
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			87.44%	6242		N/A			78.14%	9546		N/A			85.45%	8338		N/A	100%	1	83.10%	7167	-0.45
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			97.25%	1201		N/A			93.12%	1948		N/A	100%	1	95.98%	1766	-0.2	Yes			95.69%	1809	
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			95.26%	8494		N/A			91.37%	12723		N/A			95.28%	11057		N/A	100%	1	95%	9910	-0.23
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.33%	2400		N/A			98.86%	3424		N/A	100%	1	99.32%	3371	-0.08	Yes			99.19%	3453	
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			17:49	8494		N/A			21:39	12723		N/A			18:38	11057		N/A	23:31	1	19:27	9910	0.6
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			7:25	2400		N/A			8:52	3424		N/A	16:04	1	11:03	3371	0.78	Yes			7:13	3453	
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			61.90%	21		N/A			44%	25		N/A			63.64%	22		N/A	0%	1	41.67%	24	-0.83
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			42.11%	57		N/A			35.25%	122		N/A	0%	1	29.58%	71	-0.64	N/A			31.48%	54	
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			47.06%	17		N/A			61.54%	13		N/A	0%	1	53.33%	15	-1.04
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			31.34%	67		N/A			33.33%	33		N/A			29.73%	37	
IA	04--10	MR-8	Trouble Rate, Line Sharing%		P	0%	193	1.30%	858034	-1.59	Yes	0%	193	1.92%	858034	-1.94	Yes	0.52%	193	1.71%	858034	-1.28	Yes	0.52%	193	1.62%	858034	-1.21
IA	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0%	193	1.61%	858034	-1.78	Yes	0%	193	1.41%	858034	-1.66	Yes	0.52%	193	1.32%	858034	-0.97
IA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0%	2				N/A	0%	2				N/A	0%	2			
IA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0%	2				N/A	0%	2				N/A	0%	2			
IA	05--01	OP-3	Install Commit Met, UDIT DS1%		P			79.12%	364		N/A	100%	1	80.19%	520	-0.5	Yes			74.71%	522		N/A			82.80%	500	
IA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			14	406		N/A	6	1	16.33	589	-0.79	Yes			15.66	592		N/A			15.19	607	
IA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100%	1	96.25%	507	-0.2	Yes	100%	1	93.69%	602	-0.26	Yes			95.88%	607		N/A	100%	2	96.23%	584	-0.28
IA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100%	1	95.52%	602	-0.22	Yes			97.36%	607		N/A	100%	2	97.43%	584	-0.23
IA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			13.72	54		N/A			13.94	97		N/A			14.41	118		N/A			11.84	77	
IA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A			12.28	25	
IA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			43.68	72		N/A			55.05	61		N/A			36.02	116		N/A			32.27	139	
IA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			35			N/A			26			N/A			45			N/A			36		
IA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			85.57%	298		N/A			81.84%	501		N/A			87.91%	422		N/A			76.05%	380	
IA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:47	298		N/A			2:59	501		N/A			2:10	422		N/A			3:03	380	
IA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			38.59%	298		N/A			38.32%	501		N/A			39.57%	422		N/A			32.89%	380	
IA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			41.62%	346		N/A			42.05%	283		N/A			35.14%	259	
IA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0%	32	1.27%	23427	-0.64	Yes	0%	32	2.16%	23175	-0.84	Yes	0%	31	1.85%	22824	-0.76	Yes	0%	31	1.68%	22646	-0.73
IA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	32	1.49%	23175	-0.7	Yes	0%	31	1.24%	22824	-0.62	Yes	0%	31	1.14%	22646	-0.6
IA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			28.71%	418		N/A	100%	1	19.19%	620	1.31	N/A			21.27%	536		N/A			26.92%	520	
IA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100%	9	91.18%	34	-0.83	Yes	100%	2	88.57%	35	-0.49	Yes			73.91%	23		N/A			77.78%	18	
IA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	5.78	9	11.78	50	-2.13	Yes	2.5	2	20.08	59	-1.08	Yes			15.56	34		N/A			16.21	39	
IA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100%	6	98.18%	55	-0.32	Yes	100%	1	100%	47	.	Yes			100%	37		N/A			100%	35	
IA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100%	1	100%	47	.	Yes			100%	37		N/A			100%	35	
IA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			20.6	5		N/A			54.6	10		N/A			3.4	5		N/A			16.5	10	
IA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A						N/A			77	1		N/A					
IA	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			50.7	33		N/A			48.92	26		N/A			37.63	41		N/A			35.09	32	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			42.86%	7		N/A	0				
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	N/A	0:03	285				N/A	0				
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A						N/A	0				
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	100%	81				Yes	0				
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	Yes	95.45%	22				Yes	0				
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0%	81				N/A	0				
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	22				N/A	0				
IA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	No	70%	10				No	3	38	84.21%		
IA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	7.9	10				Yes	0				
IA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	No	100%	19	99.46%	12706	-0.32	Yes	1	135	99.26%	99.39%	-0.13%
IA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			93.54%	5012		N/A	0				
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			6.27	5041		N/A	0				
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3	8	3.49	8741	-0.94	Yes	0				
IA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	91.67%	24	87.84%	16666	-0.57	Yes	0				
IA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes	91.67%	24	90.28%	16666	-0.23	Yes	0				
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			8.87	126		N/A	0				
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			4.44	57		N/A	0				
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			11.11	200		N/A	0				
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			12.45	11		N/A	0				
IA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	N/A						N/A	0				
IA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	N/A						N/A	0				
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	Yes			88.89%	6335		N/A	0				
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	N/A			97.62%	1805		N/A	0				
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	Yes	50%	2	96.68%	8798	1.84	No	1	3	66.67%	94.49%	-27.82%
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	N/A			99.63%	3470		N/A	0				
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	Yes	86:20:00	2	16:47	8798	3.72	No	1	3	17:23	19:05	22:18
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	N/A			6:33	3470		N/A	0				
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A	0%	2	9.09%	11	-0.41	N/A	0				
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			31.46%	89		N/A	0				
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A	0%	2	0%	4	.	N/A	0				
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			31.94%	72		N/A	0				
IA	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes	1.08%	186	1.45%	861820	-0.43	Yes	0				
IA	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes	1.08%	186	1.17%	861820	-0.13	Yes	0				
IA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0%	2				N/A	0				
IA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0%	2				N/A	0				
IA	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A	100%	3	83.64%	495	-0.76	Yes	0				
IA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A	4.67	3	15.63	548	-1.51	Yes	0				
IA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	Yes	100%	2	96.49%	569	-0.27	Yes	0				
IA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	Yes	100%	2	97.54%	569	-0.22	Yes	0				
IA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			16.27	81		N/A	0				
IA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			9.85	13		N/A	0				
IA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			31.7	103		N/A	0				
IA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A			42			N/A	0				
IA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	N/A			82.87%	286		N/A	0				
IA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	N/A			2:52	286		N/A	0				
IA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	N/A			35.31%	286		N/A	0				
IA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	N/A			39.71%	204		N/A	0				
IA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0%	31	1.27%	22465	-0.63	Yes	0				
IA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	Yes	0%	31	0.91%	22465	-0.53	Yes	0				
IA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A			23.32%	373		N/A	0				
IA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A			78.57%	14		N/A	0				
IA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A			17.97	30		N/A	0				
IA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	39		N/A	0				
IA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	39		N/A	0				
IA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			22.67	3		N/A	0				
IA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			16	1		N/A	0				
IA	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			40.85	26		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
IA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
IA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
IA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
IA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
IA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
IA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
IA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
IA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
IA	04--10	MR-8	Trouble Rate, Line Sharing%		P	
IA	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
IA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	
IA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	
IA	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
IA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
IA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
IA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
IA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
IA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
IA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
IA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
IA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
IA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
IA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
IA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
IA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
IA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
IA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
IA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
IA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
IA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
IA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
IA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
IA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
IA	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			18			N/A			14			N/A			17			N/A			12		
IA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100%	9		N/A			70%	10		N/A			85.71%	7		N/A			92.86%	14	
IA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			1:41	9		N/A			2:52	10		N/A			1:54	7		N/A			1:23	14	
IA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			44.44%	9		N/A			0%	10		N/A			57.14%	7		N/A			28.57%	14	
IA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0%	6		N/A			60%	5		N/A			33.33%	6	
IA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0%	14	0.62%	1442	-0.3	Yes	0%	6	0.70%	1426	-0.21	Yes	0%	6	0.50%	1399	-0.17	Yes	0%	6	1.01%	1382	-0.25
IA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0%	6	0.42%	1426	-0.16	Yes	0%	6	0.36%	1399	-0.15	Yes	0%	6	0.43%	1382	-0.16
IA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			10%	10		N/A			28.57%	14		N/A			12.50%	8		N/A	100%	1	26.32%	19	1.07
IA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS						N/A	0%	4				N/A	0%	5				N/A	0%	5			
IA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A	0%	4				N/A	0%	5				N/A	0%	5			
IA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:47	72639				N/A	0:55	71982				N/A	0:52	61394				N/A	2:02	70587			
IA	07--01	OP-3	Install Commit Met, E911%		P						N/A						N/A	100%	1				N/A					
IA	07--01	OP-4	Install Interv, E911, Avg Days		P			248.5	2		N/A						N/A	12	1				N/A					
IA	07--01	OP-5	New Service Install Quality, E911%		P			100%	2		N/A	100%	1	100%	3	.	Yes	100%	1	100%	4	.	Yes	100%	1	100%	3	.
IA	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100%	1	100%	3	.	Yes	100%	1	100%	4	.	Yes	100%	1	100%	3	.
IA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A					
IA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A			100%	4		N/A			100%	1	
IA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A			0:44	4		N/A			1:02	1	
IA	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A			0%	4		N/A			0%	1	
IA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A			0%	3		N/A			0%	1	
IA	07--01	MR-8	Trouble Rate, E911%		P	0%	70	0%	1244	.	Yes	0%	70	0%	1239	.	Yes	0%	70	0.32%	1236	-0.46	Yes	0%	68	0.08%	1228	-0.23
IA	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0%	70	0%	1239	.	Yes	0%	70	0.24%	1236	-0.4	Yes	0%	68	0.08%	1228	-0.23
IA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			100%	1		N/A						N/A			20%	5		N/A			50%	2	
IA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.33	1		N/A			8.78	.		N/A			8.67	.		N/A			10.62	.	
IA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A			9.67	.	
IA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.13	63971				N/A	0.09	88316				N/A	0.06	87775				N/A	0.07	69856			
IA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	95.01%	55185				N/A	95.39%	78562				N/A	95.52%	74611				N/A	95.79%	58780			
IA	09--01	NP-1A	NXX Code Activation, All%		P						N/A	100%	2				N/A						N/A					
IA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A	0%	2				N/A						N/A					
IA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
IA	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.85%	688				Yes	100%	806				Yes	100%	700				Yes	99.09%	441			
IA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.83%	2983				Yes	99.94%	4994				Yes	99.71%	4418				Yes	99.06%	1694			
IA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	3687				Yes	100%	5844				Yes	100%	5513				Yes	100%	2185			
IA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	3687				N/A	100%	5844				N/A	100%	5513				N/A	100%	2185			
IA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			43.55%	1201		N/A			38.86%	1948		N/A			44.90%	1766		N/A			51.52%	1809	
IA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.33%	2400		N/A	100%	2	98.86%	3424	-0.15	Yes			99.32%	3371		N/A			99.19%	3453	
IA	14--01	OP-3	Install Commit Met, Residence%	D	P	97.31%	260	91.36%	3334	-3.29	Yes	99.13%	231	92.15%	4482	-3.85	Yes	95.08%	61	92.82%	3956	-0.68	Yes	87.80%	41	93.07%	3606	1.25
IA	14--01	OP-3	Install Commit Met, Residence%	ND	P	100%	1343	99.30%	10980	-2.91	Yes	100%	1065	99.39%	18109	-2.48	Yes	100%	1277	99.55%	12182	-2.29	Yes	99.75%	402	99.40%	10903	-0.89
IA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	4.21	261	5.94	3347	-4.77	Yes	4.39	231	6.74	4493	-5.6	Yes	3.24	63	6.31	3964	-3.53	Yes	5.17	41	6.05	3619	-0.97
IA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.96	521	3.82	8775	-10.42	Yes	2.98	540	3.6	12782	-8.36	Yes	2.95	312	3.64	8137	-8.28	Yes	2.91	281	3.56	7631	-7.57
IA	14--01	OP-5	New Service Install Quality, Residence%		P	97.17%	1450	91.27%	18471	-7.67	Yes	96.74%	1318	87.71%	19379	-9.66	Yes	97.53%	892	87.05%	15338	-9.07	Yes	96.18%	760	88.35%	15447	-6.57
IA	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	97.19%	1318	89.99%	19379	-8.43	Yes	98.09%	892	89.40%	15338	-8.2	Yes	96.84%	760	90.66%	15447	-5.72
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1.5	4	3.56	100	-0.78	Yes			2.66	115		N/A	2	2	2.38	64	-0.18	Yes	1.67	3	4.17	63	-0.74
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			5.22	68		N/A			3.79	75		N/A			3.4	40		N/A	1	1	4.27	52	-0.31
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	10.75	4	8.62	193	0.85	Yes	2.5	2	8.21	234	-1.12	Yes	2.5	2	10.14	221	-0.77	Yes	14.5	2	8.66	188	1.35
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			4.93	14		N/A			7.09	33		N/A			5.07	15		N/A			6.54	13	
IA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	200.88	8	102.75	420	2.12	N/A	124.42	12	89.24	441	0.91	N/A	199	7	86.02	413	2.33	N/A	124.8	10	86.83	395	1.17
IA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	0		234		-3.14	N/A	3		270		-2.54	N/A	1		249		-2.47	N/A	1		266		-3.82
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	88.37%	86	87.53%	5736	-0.23	Yes	83.06%	124	77.79%	8787	-1.4	Yes	83.02%	106	85.45%	7679	0.72	Yes	81.71%	82	82.81%	6578	0.29
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	93.75%	16	97.54%	1096	0.85	Yes	100%	14	93.05%	1783	-1.02	Yes	100%	19	96.08%	1607	-0.88	Yes	100%	16	95.45%	1648	-0.87
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	94.44%	108	95.21%	7851	0.42	Yes	92.41%	145	91.16%	11822	-0.53	Yes	96.83%	126	95.20%	10243	-0.85	Yes	96.19%	105	94.87%	9129	-0.61
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	29	99.35%	2157	-0.43	Yes	100%	38	98.88%	3113	-0.65	Yes	100%	27	99.30%	3007	-0.43	Yes	100%	34	99.22%	3080	-0.51
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	16:41	108	18:01	7851	-0.82	Yes	18:31	145	21:58	11822	-2.15	Yes	17:16	126	18:49	10243	-1.03	Yes	15:43	105	19:41	9129	-2.41
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	4:22	29	7:40	2157	-1.79	Yes	6:09	38	9:07	3113	-1.56	Yes	6:15	27	11:36	3007	-0.17	Yes	3:21	34	7:31	3080	-2.42
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	11.82%	110	13.45%	8079	-0.5	Yes	9.21%	152	12.45%	12145	-1.2	Yes	7.09%	127	13.01%	10502	-1.97	Yes	9.35%	107	14.08%	9463	-1.4
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	13.79%	29	11.50%	2157	0.43	Yes	2.63%	38	12.85%	3113	-1.87	Yes	14.81%	27	13.40%	3007	0.26	Yes	14.29%	35	11.68%	3271	0.51
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	8.33%	144	12.34%	11638	-1.45	Yes	7.32%	123	12.90%	10066	-1.84	Yes	9.71%	103	13.94%	9007	-1.23

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			13			N/A	0				
IA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	N/A			100%	4		N/A	0				
IA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	N/A			1:08	4		N/A	0				
IA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			25%	4		N/A	0				
IA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			0%	1		N/A	0				
IA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	6	0.29%	1363	-0.13	Yes	0				
IA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	6	0.07%	1363	-0.07	Yes	0				
IA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A			42.86%	7		N/A	0				
IA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0%	5				N/A	0				
IA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0%	5				N/A	0				
IA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	1:19	54398				N/A	0				
IA	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A	0				
IA	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A	0				
IA	07--01	OP-5	New Service Install Quality, E911%		P	Yes	100%	1	100%	5	.	Yes	0				
IA	07--01	OP-5*	New Service Install Quality, E911%		P	Yes	100%	1	100%	5	.	Yes	0				
IA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	N/A						N/A	0				
IA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A			100%	3		N/A	0				
IA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A			0:38	3		N/A	0				
IA	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A			0%	3		N/A	0				
IA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A			0%	3		N/A	0				
IA	07--01	MR-8	Trouble Rate, E911%		P	Yes	0%	68	0.25%	1216	-0.4	Yes	0				
IA	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0%	68	0.25%	1216	-0.4	Yes	0				
IA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A	100%	1	0%	3	1.25	N/A	0				
IA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			10.13	.		N/A	0				
IA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.43	.		N/A	0				
IA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.08	75765				N/A	0				
IA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	95.82%	64962				N/A	0				
IA	09--01	NP-1A	NXX Code Activation, All%		P	N/A	100%	1				N/A	0				
IA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A	0%	1				N/A	0				
IA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
IA	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	97.86%	280				Yes	0				
IA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	99.05%	2001				Yes	0				
IA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100%	2344				Yes	0				
IA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	2344				N/A	0				
IA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			55.01%	1805		N/A	0				
IA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A			99.63%	3470		N/A	0				
IA	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	94.44%	54	94.19%	3943	-0.08	Yes	0				
IA	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	99.80%	1022	99.50%	12406	-1.32	Yes	0				
IA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	3.65	54	6.25	3959	-2.96	Yes	0				
IA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.96	441	3.49	8574	-9.35	Yes	0				
IA	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	98.30%	1703	87.80%	15152	-12.55	Yes	0				
IA	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	98.65%	1703	90.23%	15152	-11.09	Yes	0				
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	Yes	1	1	7.44	82	-0.23	Yes	0				
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	Yes	3	1	4.69	52	-0.28	Yes	0				
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	Yes	5.5	2	10.07	149	-0.51	Yes	0				
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	N/A	4	1	6.3	10	-0.28	Yes	0				
IA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	114.6	10	80.74	395	1.02	N/A	0				
IA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	3		229		-1.77	N/A	0				
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	91.78%	73	88.90%	5783	-0.78	Yes	0				
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100%	17	97.95%	1610	-0.59	Yes	0				
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	98.88%	89	96.69%	8056	-1.15	Yes	0				
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	27	99.64%	3088	-0.31	Yes	0				
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	14:37	89	16:57	8056	-1.54	Yes	0				
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	2:55	27	6:42	3088	-2.14	Yes	0				
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	7.37%	95	13.56%	8282	-1.75	Yes	0				
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	7.41%	27	12.11%	3088	-0.75	Yes	0				
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	7.61%	92	13.53%	7940	-1.65	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
IA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
IA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
IA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
IA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
IA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
IA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
IA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
IA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	
IA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	
IA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
IA	07--01	OP-3	Install Commit Met, E911%		P	
IA	07--01	OP-4	Install Interv, E911, Avg Days		P	
IA	07--01	OP-5	New Service Install Quality, E911%		P	
IA	07--01	OP-5*	New Service Install Quality, E911%		P	
IA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
IA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
IA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
IA	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
IA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
IA	07--01	MR-8	Trouble Rate, E911%		P	
IA	07--01	MR-8*	Trouble Rate, E911%		P	
IA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
IA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
IA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
IA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
IA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
IA	09--01	NP-1A	NXX Code Activation, All%		P	
IA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
IA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
IA	11--01	OP-8B	LNP Timeliness, LNP%		95%	
IA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
IA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
IA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
IA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
IA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
IA	14--01	OP-3	Install Commit Met, Residence%	D	P	
IA	14--01	OP-3	Install Commit Met, Residence%	ND	P	
IA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
IA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
IA	14--01	OP-5	New Service Install Quality, Residence%		P	
IA	14--01	OP-5*	New Service Install Quality, Residence%		P	
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
IA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
IA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	7.14%	14	13.66%	1120	-0.71	Yes	16.67%	6	15.68%	1084	0.13	Yes	12.50%	16	12.52%	1342	0
IA	14--01	MR-8	Trouble Rate, Residence%		P	1.33%	10441	1.46%	698939	-1.12	Yes	1.82%	10441	2.18%	698939	-2.52	Yes	1.48%	10441	1.93%	698939	-3.37	Yes	1.36%	10441	1.82%	698939	-3.5
IA	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.51%	10441	1.83%	698939	-2.36	Yes	1.24%	10441	1.60%	698939	-2.91	Yes	1.14%	10441	1.48%	698939	-2.86
IA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	96.36%	110	93.46%	8079	-1.22	Yes	93.42%	152	92.52%	12145	-0.42	Yes	93.70%	127	93.75%	10502	0.07	Yes	95.33%	107	92.70%	9463	-1.04
IA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	96.55%	29	99.12%	2157	1.13	Yes	100%	38	98.94%	3113	-0.63	Yes	100%	27	98.64%	3007	-0.61	Yes	100%	35	98.50%	3271	-0.73
IA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	35.05%	214	38.70%	16699	-1.09	N/A	38.31%	308	38.94%	24990	-0.23	N/A	35.29%	238	38.08%	21818	-0.88	N/A	41.56%	243	38.41%	20677	1
IA	14--02	OP-3	Install Commit Met, Business%	D	P			88.87%	1033		N/A	75%	4	90.80%	1120	0.9	Yes	100%	1	87.95%	1079	-0.37	Yes	100%	2	91.14%	937	-0.44
IA	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	5	98.10%	211	-0.31	Yes	100%	3	97.26%	328	-0.29	Yes	100%	2	95.73%	234	-0.3	Yes	100%	6	98.04%	306	-0.34
IA	14--02	OP-4	Install Interv, Business, Avg Days	D	P			7	1048		N/A	4	4	6.65	1126	-0.73	Yes	3	2	6.24	1089	-0.61	Yes	5.5	2	5.88	945	-0.08
IA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.67	3	3.67	131	-0.53	Yes	3	2	3.26	247	-0.12	Yes	3	1	5.46	154	-0.1	Yes	2.6	5	3.46	195	-0.79
IA	14--02	OP-5	New Service Install Quality, Business%		P	100%	6	90.35%	1357	-0.8	Yes	83.33%	6	88.19%	1389	0.4	Yes	100%	6	88.66%	1288	-0.87	Yes	87.50%	8	88.47%	1318	0.16
IA	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	83.33%	6	89.70%	1389	0.51	Yes	100%	6	90.61%	1288	-0.79	Yes	87.50%	8	90.29%	1318	0.32
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			4.75	61		N/A	3	1	5.68	40	-0.29	Yes			2.71	45		N/A			3.38	37	
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			22.5	4		N/A			7.71	7		N/A			30.88	8		N/A			15.6	5	
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			10.76	66		N/A			10.33	66		N/A			9.51	85		N/A			12.35	46	
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A			8.5	2		N/A			296	1		N/A			9	1	
IA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			109.45	238		N/A			91.24	272		N/A			87.74	262		N/A			78.79	263	
IA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			50			N/A			78			N/A			85			N/A			83		
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100%	1	86.36%	506	-0.4	Yes	75%	4	82.21%	759	0.38	Yes			85.43%	659		N/A	100%	3	86.42%	589	-0.68
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			94.29%	105		N/A	100%	1	93.94%	165	-0.25	Yes	100%	1	94.97%	159	-0.23	Yes	100%	1	98.14%	161	-0.14
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	1	95.80%	643	-0.21	Yes	100%	4	94.12%	901	-0.5	Yes	100%	1	96.31%	814	-0.2	Yes	100%	5	96.41%	781	-0.43
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100%	1	99.18%	243	-0.09	Yes	100%	1	98.71%	311	-0.11	Yes	100%	2	99.45%	364	-0.1	Yes	100%	1	98.93%	373	-0.1
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	2:10	1	15:28	643	-0.9	Yes	18:33	4	17:32	901	0.37	Yes	3:53	1	16:16	814	-0.85	Yes	15:53	5	16:39	781	-0.12
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1:09	1	5:18	243	-0.46	Yes	3:35	1	6:21	311	-0.25	Yes	11:01	2	6:28	364	0.83	Yes	0:27	1	4:50	373	-0.47
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0%	1	10.68%	665	-0.35	Yes	0%	4	11.29%	921	-0.71	Yes	100%	1	12.25%	841	1.55	Yes	0%	5	14.45%	803	-0.92
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0%	1	9.47%	243	-0.32	Yes	0%	1	14.79%	311	-0.42	Yes	0%	2	9.07%	364	-0.45	Yes	0%	1	11.94%	377	-0.37
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0%	3	11.25%	871	-0.62	Yes	100%	1	11.86%	784	1.57	Yes	0%	5	14.38%	744	-0.91
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			15.92%	157		N/A	0%	1	11.98%	192	-0.37	Yes			9.30%	215	
IA	14--02	MR-8	Trouble Rate, Business%		P	0.27%	742	0.57%	159095	-1.09	Yes	0.67%	742	0.77%	159095	-0.31	Yes	0.40%	742	0.76%	159095	-1.11	Yes	0.81%	742	0.74%	159095	0.21
IA	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.40%	742	0.65%	159095	-0.82	Yes	0.27%	742	0.61%	159095	-1.2	Yes	0.67%	742	0.60%	159095	0.25
IA	14--02	MR-9	Repair Appoint Met, Business%	D	P	100%	1	85.86%	665	-0.41	Yes	75%	4	88.82%	921	0.76	Yes	100%	1	87.87%	841	-0.37	Yes	60%	5	89.41%	803	1.66
IA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100%	1	98.35%	243	-0.13	Yes	100%	1	98.07%	311	-0.14	Yes	100%	2	97.80%	364	-0.21	Yes	100%	1	99.20%	377	-0.09
IA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	33.33%	3	40.58%	1528	-0.26	N/A	50%	10	38.95%	2018	0.69	N/A	40%	5	38.58%	1962	0.08	N/A	45.45%	11	39.49%	1950	0.4
IA	14--03	OP-3	Install Commit Met, Centrex%	D	P			76.47%	17		N/A			76.19%	21		N/A			71.43%	14		N/A			86.67%	15	
IA	14--03	OP-3	Install Commit Met, Centrex%	ND	P			50%	2		N/A			100%	2		N/A			100%	1		N/A			100%	1	
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			14.71	17		N/A			9.14	21		N/A			5.21	14		N/A			5.33	15	
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			10.5	2		N/A			2.5	2		N/A						N/A			3	1	
IA	14--03	OP-5	New Service Install Quality, Centrex%		P			81.82%	22		N/A			73.68%	19		N/A			68.75%	16		N/A			72.22%	18	
IA	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			73.68%	19		N/A			81.25%	16		N/A			77.78%	18	
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			48.67	3		N/A			2	1		N/A			10	1		N/A			6	1	
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P			37.5	2		N/A						N/A						N/A					
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			20	1		N/A			13.75	4		N/A			4.67	3		N/A			1	1	
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P			18	1		N/A						N/A						N/A					
IA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			73.4	10		N/A			85.89	9		N/A			58.29	7		N/A			40.25	8	
IA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			5			N/A			3			N/A			1			N/A			3		
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			90%	20		N/A			80%	25		N/A			85.19%	27		N/A			78.95%	19	
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100%	6		N/A			100%	6		N/A			80%	5		N/A			100%	5	
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			92.86%	28		N/A			82.86%	35		N/A			100%	38		N/A			91.67%	24	
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100%	11		N/A			100%	16		N/A			100%	16		N/A			100%	9	
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			16:18	28		N/A			######	35		N/A			13:33	38		N/A			22:43	24	
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			4:46	11		N/A			2:59	16		N/A			6:00	16		N/A			3:54	9	
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			7.14%	28		N/A			2.78%	36		N/A			13.16%	38		N/A			4.17%	24	
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			9.09%	11		N/A			0%	16		N/A			12.50%	16		N/A			22.22%	9	
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			3.03%	33		N/A			11.43%	35		N/A			4.55%	22	
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0%	9		N/A			0%	6		N/A			25%	4	
IA	14--03	MR-8	Trouble Rate, Centrex%		P	0%	5	0.32%	12347	-0.13	Yes	0%	5	0.42%	12348	-0.15	Yes	0%	5	0.44%	12348	-0.15	Yes	0%	5	0.27%	12352	-0.12
IA	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0%	5	0.34%	12348	-0.13	Yes	0%	5	0.33%	12348	-0.13	Yes	0%	5	0.21%	12352	-0.1

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	10%	10	12.41%	1249	-0.23	Yes	0				
IA	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.10%	11051	1.62%	702360	-4.26	Yes	0				
IA	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	0.92%	11051	1.31%	702360	-3.54	Yes	0				
IA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	93.68%	95	93.77%	8282	0.09	Yes	0				
IA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	100%	27	99.77%	3088	-0.25	Yes	0				
IA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	35.45%	189	35.79%	17707	-0.1	N/A	0				
IA	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	100%	2	91.11%	1069	-0.44	Yes	0				
IA	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	5	98%	300	-0.32	Yes	0				
IA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	3	2	6.35	1082	-0.58	Yes	0				
IA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.4	5	3.68	167	-0.41	Yes	0				
IA	14--02	OP-5	New Service Install Quality, Business%		P	Yes	87.50%	8	88.24%	1514	0.14	Yes	0				
IA	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	87.50%	8	90.75%	1514	0.36	Yes	0				
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A			11.55	44		N/A	0				
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A			1.8	5		N/A	0				
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			14.12	51		N/A	0				
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A			74	1		N/A	0				
IA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A	11	1	72.35	268	-0.64	N/A	0				
IA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A	0		66		-0.57	N/A	0				
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100%	1	88.77%	552	-0.36	Yes	0				
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes			94.87%	195		N/A	0				
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	3	96.63%	742	-0.32	Yes	0				
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	Yes	100%	1	99.48%	382	-0.07	Yes	0				
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	22:15	3	14:56	742	1.05	Yes	0				
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	Yes	0:03	1	5:23	382	-0.41	Yes	0				
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	0%	3	14.53%	757	-0.71	Yes	0				
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	0%	1	13.09%	382	-0.39	Yes	0				
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	0%	2	14.35%	711	-0.58	Yes	0				
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	N/A	0%	1	16.44%	219	-0.44	Yes	0				
IA	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.53%	750	0.71%	159460	-0.59	Yes	0				
IA	14--02	MR-8*	Trouble Rate, Business%		P	Yes	0.40%	750	0.58%	159460	-0.66	Yes	0				
IA	14--02	MR-9	Repair Appoint Met, Business%	D	P	No	100%	3	91.41%	757	-0.53	Yes	1	14	78.57%	88.74%	-10.17%
IA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	Yes	100%	1	98.17%	382	-0.14	Yes	0				
IA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	42.86%	7	34.80%	1747	0.44	N/A	0				
IA	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			77.78%	18		N/A	0				
IA	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A			100%	1		N/A	0				
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			4.06	18		N/A	0				
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			4	1		N/A	0				
IA	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			50%	14		N/A	0				
IA	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			64.29%	14		N/A	0				
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A			1.5	2		N/A	0				
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A			3	2		N/A	0				
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
IA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			73	8		N/A	0				
IA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A			0			N/A	0				
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	N/A			93.33%	15		N/A	0				
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100%	8		N/A	0				
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	N/A			96%	25		N/A	0				
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	N/A			100%	20		N/A	0				
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	N/A			18:56	25		N/A	0				
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A			4:30	20		N/A	0				
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	N/A			0%	25		N/A	0				
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A			10%	20		N/A	0				
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A			0%	24		N/A	0				
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A			9.09%	11		N/A	0				
IA	14--03	MR-8	Trouble Rate, Centrex%		P	Yes	0%	5	0.36%	12458	-0.13	Yes	0				
IA	14--03	MR-8*	Trouble Rate, Centrex%		P	Yes	0%	5	0.28%	12458	-0.12	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
IA	14--01	MR-8	Trouble Rate, Residence%		P	
IA	14--01	MR-8*	Trouble Rate, Residence%		P	
IA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
IA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
IA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
IA	14--02	OP-3	Install Commit Met, Business%	D	P	
IA	14--02	OP-3	Install Commit Met, Business%	ND	P	
IA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
IA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
IA	14--02	OP-5	New Service Install Quality, Business%		P	
IA	14--02	OP-5*	New Service Install Quality, Business%		P	
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
IA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
IA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
IA	14--02	MR-8	Trouble Rate, Business%		P	
IA	14--02	MR-8*	Trouble Rate, Business%		P	
IA	14--02	MR-9	Repair Appoint Met, Business%	D	P	
IA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
IA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
IA	14--03	OP-3	Install Commit Met, Centrex%	D	P	
IA	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
IA	14--03	OP-5	New Service Install Quality, Centrex%		P	
IA	14--03	OP-5*	New Service Install Quality, Centrex%		P	
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P	
IA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
IA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
IA	14--03	MR-8	Trouble Rate, Centrex%		P	
IA	14--03	MR-8*	Trouble Rate, Centrex%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			92.86%	28		N/A			77.14%	35		N/A			89.47%	38		N/A			79.17%	24	
IA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			100%	11		N/A			100%	16		N/A			100%	16		N/A			100%	7	
IA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			39.06%	64		N/A			42.22%	90		N/A			28.95%	76		N/A			31.25%	48	
IA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100%	4	100%	46	.	Yes	80%	5	100%	64	1.9	No	100%	10	97.73%	44	-0.44	Yes	100%	2	98.36%	61	-0.18
IA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100%	1	82.35%	68	-0.46	Yes	100%	1	89.55%	67	-0.34	Yes	100%	1	93.06%	72	-0.27	Yes	100%	5	84.29%	70	-0.93
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			2.65	17		N/A	3.5	2	2.84	31	0.45	Yes	3	1	2.96	23	-0.13	Yes	5	2	5.39	18	-0.11
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	5	1	6.08	71	-0.17	Yes	5	1	8.58	67	-0.22	Yes	5	1	9.21	75	-0.29	Yes	14.2	5	9.48	71	0.91
IA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100%	6	80.65%	124	-1.17	Yes	88.89%	9	72%	125	-1.09	Yes	100%	9	66.67%	126	-2.05	Yes	100%	10	65.97%	144	-2.2
IA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	88.89%	9	80.80%	125	-0.6	Yes	100%	9	76.19%	126	-1.62	Yes	100%	10	73.61%	144	-1.83
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			1.43	7		N/A			5	3		N/A			6.33	3		N/A			5.75	4	
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A	2	1				N/A			1	1		N/A			5	1	
IA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			8.5	6		N/A			22.25	4		N/A			20.67	3		N/A			9.43	7	
IA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	10	1	86.82	28	-0.87	N/A			73.79	29		N/A			66.77	26		N/A			64.9	29	
IA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	0		4		-0.4	N/A			5			N/A			6			N/A			6		
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100%	6	85.53%	76	-0.97	Yes	66.67%	6	76.04%	96	0.5	Yes	100%	2	88%	100	-0.52	Yes	100%	2	82.56%	86	-0.64
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	100%	2	100%	26	.	Yes			95.65%	23		N/A	100%	1	97.14%	35	-0.17	Yes	100%	1	100%	44	.
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100%	7	92.93%	99	-0.71	Yes	100%	6	92%	125	-0.71	Yes	100%	3	93.65%	126	-0.45	Yes	100%	5	94.92%	118	-0.51
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100%	2	100%	66	.	Yes	100%	3	98.57%	70	-0.2	Yes	100%	1	100%	94	.	Yes	100%	3	100%	118	.
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	9:14	7	18:06	99	-1.02	Yes	17:36	6	19:57	125	-0.32	Yes	17:04	3	17:11	126	-0.01	Yes	8:10	5	17:33	118	-1.21
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	4:29	2	3:11	66	0.76	Yes	1:02	3	9:04	70	-0.87	Yes	17:49	1	5:50	94	1.13	Yes	0:40	3	4:54	118	-1.03
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0%	2	10.61%	66	-0.48	Yes	0%	3	7.14%	70	-0.47	Yes	0%	1	14.89%	94	-0.42	Yes	66.67%	3	14.88%	121	1.86
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0%	7	20.19%	104	-1.29	Yes	16.67%	6	10.32%	126	0.47	Yes	0%	3	11.45%	131	-0.62	Yes	40%	5	13.33%	120	1.41
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	0%	2	2.94%	34	-0.24	Yes	0%	1	23.53%	51	-0.55	Yes	66.67%	3	16.88%	77	1.74
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	16.67%	6	10.08%	119	0.49	Yes	0%	3	10.83%	120	-0.6	Yes	40%	5	11.11%	108	1.57
IA	14--04	MR-8	Trouble Rate, Centrex 21%		P	1.43%	629	0.54%	31671	3.04	No	1.43%	629	0.62%	31671	2.57	No	0.64%	629	0.71%	31671	-0.22	Yes	1.27%	629	0.76%	31671	1.46
IA	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	1.27%	629	0.48%	31671	2.83	No	0.64%	629	0.54%	31671	0.33	Yes	1.27%	629	0.58%	31671	2.24
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	85.71%	7	83.65%	104	-0.14	Yes	100%	6	88.89%	126	-0.85	Yes	100%	3	90.84%	131	-0.54	Yes	100%	5	90.83%	120	-0.7
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100%	2	98.48%	66	-0.17	Yes	100%	3	97.14%	70	-0.29	Yes	100%	1	98.94%	94	-0.1	Yes	100%	3	98.35%	121	-0.22
IA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0%	9	39.93%	283	-2.41	N/A	30.77%	13	42.18%	339	-0.82	N/A	20%	5	40.63%	379	-0.93	N/A	50%	16	33.06%	360	1.36
IA	14--05	OP-3	Install Commit Met, PBX%	D	P	100%	1	88.89%	9	-0.34	Yes			82.35%	17		N/A			100%	6		N/A			83.33%	6	
IA	14--05	OP-3	Install Commit Met, PBX%	ND	P			66.67%	6		N/A			96.43%	28		N/A			100%	5		N/A			100%	1	
IA	14--05	OP-3	Install Commit Met, PBX%		P			77.78%	9		N/A			50%	18		N/A			74.36%	39		N/A			84%	25	
IA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	3	1	3.9	10	-0.35	Yes			14.83	18		N/A			10.86	7		N/A			9.17	6	
IA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			4	6		N/A			2	27		N/A			1.8	5		N/A			2	1	
IA	14--05	OP-4	Install Interv, PBX, Avg Days		P			12.83	12		N/A	16	1	20.23	30	-0.35	Yes			13.42	52		N/A			11.89	45	
IA	14--05	OP-5	New Service Install Quality, PBX%		P	100%	1	96.30%	54	-0.19	Yes	100%	1	89.87%	79	-0.33	Yes			89.71%	68		N/A	100%	1	79.17%	48	-0.51
IA	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100%	1	93.67%	79	-0.26	Yes			92.65%	68		N/A	100%	1	95.83%	48	-0.21
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			2	1		N/A			1	1		N/A						N/A					
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P			5	2		N/A			1	1		N/A						N/A					
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			10.5	4		N/A	10	1	15.22	18	-0.41	Yes			13.38	13		N/A			6.86	7	
IA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A			12	2		N/A						N/A			1	1	
IA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			72.29	7		N/A			97.5	4		N/A			46.3	10		N/A			21.73	22	
IA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			0			N/A			0			N/A			3			N/A			1		
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			85.71%	14		N/A			73.08%	26		N/A			86.67%	15		N/A			69.23%	13	
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	1	91.67%	12	-0.29	Yes	100%	4	100%	30	.	Yes	100%	2	100%	28	.	Yes	100%	1	100%	38	.
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100%	17		N/A			88.24%	34		N/A			100%	17		N/A	100%	1	90%	20	-0.33
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	1	100%	16	.	Yes	100%	5	100%	42	.	Yes	100%	2	100%	32	.	Yes	100%	1	97.96%	49	-0.14
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			15:05	17		N/A			22:48	34		N/A			12:44	17		N/A	5:30	1	20:37	20	-0.77
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:32	1	3:56	16	-0.35	Yes	0:32	5	5:24	42	-1.12	Yes	2:18	2	5:34	32	-0.61	Yes	0:28	1	4:38	49	-0.29
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			10%	20		N/A			17.14%	35		N/A			5.56%	18		N/A	0%	1	5%	20	-0.22
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0%	1	0%	16	.	Yes	0%	5	23.81%	42	-1.18	Yes	0%	2	6.25%	32	-0.35	Yes	0%	1	12.24%	49	-0.37
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			18.52%	27		N/A			6.25%	16		N/A	0%	1	0%	18	.
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0%	2	33.33%	21	-0.96	Yes	0%	2	5.88%	17	-0.33	Yes			18.18%	22	
IA	14--05	MR-8	Trouble Rate, PBX%		P	0.01%	7062	0.08%	42948	-1.87	Yes	0.07%	7060	0.18%	43365	-1.98	Yes	0.03%	7034	0.12%	43188	-2	Yes	0.03%	7117	0.17%	41648	-2.64
IA	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.03%	7060	0.11%	43365	-1.93	Yes	0.03%	7034	0.08%	43188	-1.35	Yes	0.01%	7117	0.10%	41648	-2.06
IA	14--05	MR-9	Repair Appoint Met, PBX%	D	P			83.33%	18		N/A			80.65%	31		N/A			81.82%	11		N/A	100%	1	94.12%	17	-0.24
IA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100%	7		N/A	100%	2	95.65%	23	-0.29	Yes			100%	11		N/A			100%	18	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	N/A			82.61%	23		N/A	0				
IA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A			94.12%	17		N/A	0				
IA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A			35.71%	70		N/A	0				
IA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	Yes	100%	7	98.46%	65	-0.31	Yes	1	28	96.43%	98.93%	-2.50%
IA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	Yes	100%	5	89.53%	86	-0.74	Yes	0				
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	Yes	4.83	6	3.38	32	1.9	No	1	11	4.45	3.36	1.09
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	Yes	5.4	5	10.39	89	-0.59	Yes	0				
IA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	91.67%	12	69.87%	156	-1.59	Yes	0				
IA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes	91.67%	12	77.56%	156	-1.13	Yes	0				
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			29.25	4		N/A	0				
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A			2	1		N/A	0				
IA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A			20.83	6		N/A	0				
IA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			57.04	28		N/A	0				
IA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			6			N/A	0				
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	Yes	83.33%	6	79.76%	84	-0.21	Yes	0				
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	Yes			94.87%	39		N/A	0				
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	Yes	100%	9	93.91%	115	-0.74	Yes	0				
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	Yes	100%	2	98.95%	95	-0.14	Yes	0				
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	Yes	16:44	9	18:37	115	-0.29	Yes	0				
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	Yes	1:25	2	6:36	95	-0.4	Yes	0				
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	No	50%	2	12.63%	95	1.12	Yes	1	11	27.27%	12.56%	14.72%
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	Yes	22.22%	9	15%	120	0.57	Yes	0				
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	No	50%	2	10.42%	48	1.2	Yes	1	8	37.50%	14.76%	22.74%
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	Yes	22.22%	9	11.71%	111	0.86	Yes	0				
IA	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	1.77%	621	0.69%	31039	3.21	No	3	3137	1.31%	0.66%	0.64%
IA	14--04	MR-8*	Trouble Rate, Centrex 21%		P	No	1.77%	621	0.51%	31039	4.35	No	3	2508	1.24%	0.53%	0.71%
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	Yes	88.89%	9	86.67%	120	-0.19	Yes	0				
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	Yes	100%	2	96.84%	95	-0.25	Yes	0				
IA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A	8.33%	12	35.05%	331	-1.91	N/A	0				
IA	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			100%	13		N/A	0				
IA	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A			50%	4		N/A	0				
IA	14--05	OP-3	Install Commit Met, PBX%		P	N/A	100%	1	88.89%	9	-0.34	Yes	0				
IA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			3.23	13		N/A	0				
IA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			4.5	2		N/A	0				
IA	14--05	OP-4	Install Interv, PBX, Avg Days		P	N/A	7	1	16.91	22	-0.7	Yes	0				
IA	14--05	OP-5	New Service Install Quality, PBX%		P	Yes	100%	1	76.92%	39	-0.54	Yes	0				
IA	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes	100%	1	79.49%	39	-0.5	Yes	0				
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A			22	2		N/A	0				
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			11.13	8		N/A	0				
IA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
IA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			28.22	9		N/A	0				
IA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			1			N/A	0				
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A			95.24%	21		N/A	0				
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes			96%	25		N/A	0				
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	Yes			96%	25		N/A	0				
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	Yes			100%	39		N/A	0				
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	Yes			14:08	25		N/A	0				
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes			3:51	39		N/A	0				
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	Yes			34.62%	26		N/A	0				
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes			12.82%	39		N/A	0				
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	Yes			33.33%	24		N/A	0				
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A			9.52%	21		N/A	0				
IA	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0%	7089	0.16%	41438	-3.08	Yes	0				
IA	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0%	7089	0.11%	41438	-2.57	Yes	0				
IA	14--05	MR-9	Repair Appoint Met, PBX%	D	P	Yes			84.21%	19		N/A	0				
IA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	N/A			95.45%	22		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
IA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
IA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
IA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
IA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
IA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
IA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
IA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
IA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
IA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
IA	14--04	MR-8	Trouble Rate, Centrex 21%		P	
IA	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
IA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
IA	14--05	OP-3	Install Commit Met, PBX%	D	P	
IA	14--05	OP-3	Install Commit Met, PBX%	ND	P	
IA	14--05	OP-3	Install Commit Met, PBX%		P	
IA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
IA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
IA	14--05	OP-4	Install Interv, PBX, Avg Days		P	
IA	14--05	OP-5	New Service Install Quality, PBX%		P	
IA	14--05	OP-5*	New Service Install Quality, PBX%		P	
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
IA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
IA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
IA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
IA	14--05	MR-8	Trouble Rate, PBX%		P	
IA	14--05	MR-8*	Trouble Rate, PBX%		P	
IA	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
IA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	66.67%	3	53.25%	77	0.36	N/A	0%	5	38.40%	125	-1.73	N/A	60%	5	40.48%	84	0.79	N/A	50%	4	31.68%	101	0.7
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			75%	4		N/A						N/A						N/A			100%	5	
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A			100%	1		N/A						N/A			100%	2	
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			90.63%	32		N/A			88.89%	54		N/A			85.29%	34		N/A			87.50%	32	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			2	4		N/A						N/A						N/A			12	5	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A			0	1		N/A						N/A			3	1	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			10.63	30		N/A			9.22	50		N/A			14.94	34		N/A			12.72	36	
IA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			93.48%	46		N/A			95.56%	45		N/A			97.44%	39		N/A			93.94%	66	
IA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			95.56%	45		N/A			100%	39		N/A			95.45%	66	
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P			1	1		N/A						N/A						N/A					
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			33.33	3		N/A			17.25	4		N/A			36.25	4		N/A			10.67	6	
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A					
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			4.5	2		N/A			108	1		N/A					
IA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			142.23	13		N/A			150.18	11		N/A			113.11	18		N/A			103.58	19	
IA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			6			N/A			5			N/A			5			N/A			5		
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			90.48%	21		N/A			100%	16		N/A			100%	21		N/A			100%	26	
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			97.06%	34		N/A			100%	17		N/A			100%	24		N/A			100%	33	
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	21		N/A			100%	16		N/A			100%	21		N/A			100%	26	
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	35		N/A			100%	19		N/A			100%	24		N/A			100%	34	
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			8:22	21		N/A			4:55	16		N/A			4:01	21		N/A			3:12	26	
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			2:45	35		N/A			1:31	19		N/A			1:40	24		N/A			1:22	34	
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			28.57%	21		N/A			25%	16		N/A			23.81%	21		N/A			23.08%	26	
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			11.43%	35		N/A			10.53%	19		N/A			29.17%	24		N/A			17.65%	34	
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			21.43%	14		N/A			26.67%	15		N/A			20%	15	
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			16.67%	6		N/A			10%	10		N/A			13.33%	15	
IA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	9	1.03%	5413	-0.31	Yes	0%	9	0.64%	5456	-0.24	Yes	0%	9	0.83%	5420	-0.27	Yes	0%	9	1.11%	5413	-0.32
IA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	9	0.37%	5456	-0.18	Yes	0%	9	0.46%	5420	-0.2	Yes	0%	9	0.55%	5413	-0.22
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A			100%	1		N/A						N/A					
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100%	1		N/A			100%	2		N/A						N/A			100%	1	
IA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			32.53%	83		N/A			37.50%	56		N/A			39.19%	74		N/A			34.07%	91	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			90.63%	64		N/A			83.54%	79		N/A			90.28%	72		N/A			93.22%	59	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.11%	1581		N/A			99.44%	1787		N/A	100%	1	97.93%	1884	-0.15	Yes			99.60%	1517	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%		P			100%	5		N/A			80%	5		N/A			100%	6		N/A			83.33%	6	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6.17	66		N/A			7.13	82		N/A			7.36	73		N/A			10.19	64	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.88	1208		N/A			4.93	1347		N/A			4.88	995		N/A			9.37	980	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.6	5		N/A			4	4		N/A			1.8	5		N/A			5.33	6	
IA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			99.94%	1763		N/A	100%	1	100%	1919	.	Yes	100%	1	99.89%	1775	-0.03	Yes	100%	2	99.94%	1607	-0.04
IA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100%	1	100%	1919	.	Yes	100%	1	99.89%	1775	-0.03	Yes	100%	2	99.94%	1607	-0.04
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3.71	7		N/A			7.77	13		N/A			6.71	7		N/A			3	4	
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			2.5	6		N/A			4.8	10		N/A			7.37	19		N/A			3.33	6	
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A			5	1		N/A						N/A			6	1	
IA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			89.74%	78		N/A			89.12%	147		N/A			86.02%	93		N/A			84.62%	78	
IA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			96.15%	78		N/A			97.96%	147		N/A			95.70%	93		N/A			96.15%	78	
IA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			9:03	78		N/A			8:18	147		N/A			10:22	93		N/A			12:18	78	
IA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			47.44%	78		N/A			36.73%	147		N/A			37.63%	93		N/A			34.62%	78	
IA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			34.52%	84		N/A			41.30%	46		N/A			36.54%	52	
IA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0%	3	1.53%	5085	-0.22	Yes	0%	3	2.83%	5186	-0.3	Yes	0%	3	1.73%	5381	-0.23	Yes	0%	3	1.41%	5523	-0.21
IA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	3	1.62%	5186	-0.22	Yes	0%	3	0.85%	5381	-0.16	Yes	0%	3	0.94%	5523	-0.17
IA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			60.20%	196		N/A			48.60%	286		N/A			54.63%	205		N/A			45.83%	144	
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A			100%	1		N/A						N/A					
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100%	3		N/A			100%	1		N/A						N/A					
IA	14--08	OP-3	Install Commit Met, ISDN Primary%		P			73.33%	15		N/A			95.24%	63		N/A			34.55%	55		N/A			67.09%	79	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A			3	1		N/A						N/A					
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			4	3		N/A			10	1		N/A						N/A			9	1	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			20.32	28		N/A			11.47	137		N/A			21.79	89		N/A			11.71	89	
IA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			98.89%	90		N/A			100%	122		N/A			98.21%	112		N/A			100%	93	
IA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			100%	122		N/A			98.21%	112		N/A			100%	93	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	100%	1	35.64%	101	0.92	N/A	0				
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100%	4		N/A	0				
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A			100%	1		N/A	0				
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			95.12%	82		N/A	0				
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			5.75	4		N/A	0				
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			18.46	81		N/A	0				
IA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	N/A			94.67%	75		N/A	0				
IA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	N/A			96%	75		N/A	0				
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			15	4		N/A	0				
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A						N/A	0				
IA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			82.08	24		N/A	0				
IA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			8			N/A	0				
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			100%	20		N/A	0				
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A			96.67%	30		N/A	0				
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	20		N/A	0				
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	30		N/A	0				
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			4:16	20		N/A	0				
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A			2:33	30		N/A	0				
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			25%	20		N/A	0				
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			26.67%	30		N/A	0				
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			25%	16		N/A	0				
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			23.08%	13		N/A	0				
IA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	9	0.92%	5427	-0.29	Yes	0				
IA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	9	0.53%	5427	-0.22	Yes	0				
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A						N/A	0				
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
IA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			35.06%	77		N/A	0				
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			93.10%	58		N/A	0				
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A	100%	1	99.36%	1558	-0.08	Yes	0				
IA	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A	100%	2	100%	9	.	Yes	0				
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			10.17	60		N/A	0				
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A	2	1	9.69	1096	-5.57	Yes	0				
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A	5	1	4.11	9	0.02	Yes	0				
IA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100%	5	99.51%	1647	-0.16	Yes	0				
IA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	Yes	100%	5	99.64%	1647	-0.14	Yes	0				
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			3	4		N/A	0				
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A			5	10		N/A	0				
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
IA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			96%	100		N/A	0				
IA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			100%	100		N/A	0				
IA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			5:51	100		N/A	0				
IA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			29%	100		N/A	0				
IA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			30.26%	76		N/A	0				
IA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0%	3	1.73%	5767	-0.23	Yes	0				
IA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	3	1.32%	5767	-0.2	Yes	0				
IA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			35.90%	156		N/A	0				
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A						N/A	0				
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A						N/A	0				
IA	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			80.43%	46		N/A	0				
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			14.15	53		N/A	0				
IA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			97.22%	72		N/A	0				
IA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			98.61%	72		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
IA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
IA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
IA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
IA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
IA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
IA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
IA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
IA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
IA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
IA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
IA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
IA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
IA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
IA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
IA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
IA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
IA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
IA	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
IA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
IA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A					
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			25	8		N/A			10	11		N/A			18.21	38		N/A			6.06	32	
IA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P						N/A						N/A						N/A					
IA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			97.6	5		N/A			30.8	20		N/A			20.91	23		N/A			24.11	18	
IA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			3			N/A			1			N/A			4			N/A			3		
IA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			92.31%	13		N/A			86.67%	15		N/A			83.33%	18		N/A			83.33%	12	
IA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:04	13		N/A			2:18	15		N/A			1:39	18		N/A			2:03	12	
IA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			15.38%	13		N/A			13.33%	15		N/A			5.56%	18		N/A			8.33%	12	
IA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			16.67%	6		N/A			0%	10		N/A			14.29%	7	
IA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0%	48	0.02%	61464	-0.1	Yes	0%	48	0.02%	61137	-0.11	Yes			0.03%	59559		N/A			0.02%	58426	
IA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0%	48	0.01%	61137	-0.07	Yes			0.02%	59559		N/A			0.01%	58426	
IA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	100%	1	35%	20	0.9	N/A			21.05%	19		N/A			18.18%	22		N/A			33.33%	18	
IA	14--09	OP-3	Install Commit Met, DS0%	D	P			50%	2		N/A	0%	1	100%	2	1.04	Yes			100%	1		N/A			50%	2	
IA	14--09	OP-3	Install Commit Met, DS0%	ND	P	0%	1				N/A	100%	1	0%	3	.	N/A	100%	1	100%	7	.	Yes			85.71%	7	
IA	14--09	OP-3	Install Commit Met, DS0%		P			53.85%	13		N/A			75%	8		N/A	100%	2	71.43%	7	-0.79	Yes			25%	4	
IA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P			6.5	2		N/A	1	1	13	2	-0.99	Yes			0	1		N/A			13	2	
IA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	11	1				N/A	4	1	26	3	-1.03	Yes	5	1	5.71	7	-0.88	Yes			3.86	7	
IA	14--09	OP-4	Install Interv, DS0, Avg Days		P			25.86	14		N/A			11	8		N/A	4	2	20.6	10	-0.84	Yes			14.8	5	
IA	14--09	OP-5	New Service Install Quality, DS0%		P	100%	2	46.67%	15	-1.42	Yes	100%	3	75%	16	-0.92	Yes	100%	2	87.50%	16	-0.5	Yes	100%	1	53.33%	15	-0.91
IA	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100%	3	87.50%	16	-0.6	Yes	100%	2	93.75%	16	-0.34	Yes	100%	1	66.67%	15	-0.68
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P			1	1		N/A	1	1				N/A						N/A			17	1	
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	4	1				N/A			22.67	3		N/A						N/A			2	1	
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			38.83	6		N/A						N/A			24.75	4		N/A			19	2	
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A					
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			6	1		N/A			19	2		N/A						N/A			5	1	
IA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			59.91	11		N/A	3	1	74.25	8	-0.59	N/A	10	1	81.5	6	-0.55	N/A			100.2	5	
IA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			1			N/A	0		0		.	N/A	0		1		-0.41	N/A			0		
IA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			83.46%	272		N/A	20%	5	87.14%	381	3.25	No	0%	1	87.20%	336	1.53	Yes			82.22%	388	
IA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			3:09	272		N/A	7:05	5	2:01	381	2.58	No	4:26	1	2:02	336	1.14	Yes			2:40	388	
IA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			19.49%	272		N/A	0%	5	20.21%	381	-1.12	Yes	0%	1	16.67%	336	-0.45	Yes			27.32%	388	
IA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	0%	5	20.09%	234	-1.11	Yes	0%	1	13.79%	203	-0.4	Yes			26.78%	239	
IA	14--09	MR-8	Trouble Rate, DS0%		P	0%	859	0.70%	38765	-2.44	Yes	0.58%	859	0.98%	38958	-1.17	Yes	0.12%	857	0.88%	38340	-2.36	Yes	0%	856	1.02%	37926	-2.94
IA	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.58%	859	0.60%	38958	-0.07	Yes	0.12%	857	0.53%	38340	-1.65	Yes	0%	856	0.63%	37926	-2.3
IA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			50.09%	545		N/A	0%	5	39.91%	634	-1.82	N/A	0%	1	47.25%	637	-0.95	N/A			43.03%	681	
IA	14--10	OP-3	Install Commit Met, DS1%		P			79.12%	364		N/A	100%	2	80.19%	520	-0.7	Yes			74.71%	522		N/A	50%	2	82.80%	500	0.94
IA	14--10	OP-4	Install Interv, DS1, Avg Days		P	17	3	14	406	0.74	Yes	17	2	16.33	589	0.39	Yes			15.66	592		N/A	19.33	3	15.19	607	0.83
IA	14--10	OP-5	New Service Install Quality, DS1%		P	100%	3	96.25%	507	-0.34	Yes	100%	1	93.69%	602	-0.26	Yes	100%	2	95.88%	607	-0.29	Yes	100%	2	96.23%	584	-0.28
IA	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	100%	1	95.52%	602	-0.22	Yes	100%	2	97.36%	607	-0.23	Yes	100%	2	97.43%	584	-0.23
IA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			13.72	54		N/A			13.94	97		N/A			14.41	118		N/A	14	1	11.84	77	0.4
IA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A			12.28	25	
IA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			43.68	72		N/A			55.05	61		N/A			36.02	116		N/A			32.27	139	
IA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			35			N/A			26			N/A			45			N/A			36		
IA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	75%	4	85.57%	298	0.55	Yes	66.67%	3	81.84%	501	0.6	Yes	100%	6	87.91%	422	-0.9	Yes	50%	4	76.05%	380	1.07
IA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:50	4	2:47	298	-0.26	Yes	3:26	3	2:59	501	0.67	Yes	0:59	6	2:10	422	-1.15	Yes	8:22	4	3:03	380	1.85
IA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	50%	4	38.59%	298	0.43	Yes	33.33%	3	38.32%	501	-0.18	Yes	50%	6	39.57%	422	0.49	Yes	75%	4	32.89%	380	1.58
IA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	50%	2	41.62%	346	0.19	Yes	100%	3	42.05%	283	1.82	No	100%	3	35.14%	259	2.06
IA	14--10	MR-8	Trouble Rate, DS1%		P	1.67%	239	1.27%	23427	0.59	Yes	1.24%	242	2.16%	23175	-0.98	Yes	2.56%	234	1.85%	22824	0.82	Yes	1.69%	236	1.68%	22646	0.09
IA	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0.83%	242	1.49%	23175	-0.85	Yes	1.28%	234	1.24%	22824	0.13	Yes	1.27%	236	1.14%	22646	0.26
IA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	0%	4	28.71%	418	-1.26	N/A	0%	3	19.19%	620	-0.84	N/A	14.29%	7	21.27%	536	-0.45	N/A	0%	4	26.92%	520	-1.21
IA	14--11	OP-3	Install Commit Met, DS3%		P			91.18%	34		N/A			88.57%	35		N/A			73.91%	23		N/A			77.78%	18	
IA	14--11	OP-4	Install Interv, DS3, Avg Days		P			11.78	50		N/A			20.08	59		N/A			15.56	34		N/A			16.21	39	
IA	14--11	OP-5	New Service Install Quality, DS3%		P			98.18%	55		N/A			100%	47		N/A			100%	37		N/A			100%	35	
IA	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100%	47		N/A			100%	37		N/A			100%	35	
IA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			20.6	5		N/A			54.6	10		N/A			3.4	5		N/A			16.5	10	
IA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A						N/A			77	1		N/A					
IA	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			50.7	33		N/A			48.92	26		N/A			37.63	41		N/A			35.09	32	
IA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			18			N/A			14			N/A			17			N/A			12		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			19.8	10		N/A	0				
IA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A			1	1		N/A	0				
IA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			16.16	25		N/A	0				
IA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			3			N/A	0				
IA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A			100%	11		N/A	0				
IA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A			1:40	11		N/A	0				
IA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A			0%	11		N/A	0				
IA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A			0%	7		N/A	0				
IA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	N/A			0.02%	56574		N/A	0				
IA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	N/A			0.01%	56574		N/A	0				
IA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A			8.33%	12		N/A	0				
IA	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A			60%	5		N/A	0				
IA	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A			66.67%	3		N/A	0				
IA	14--09	OP-3	Install Commit Met, DS0%		P	N/A	100%	1	100%	5	.	Yes	0				
IA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A			51.8	5		N/A	0				
IA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A			4	3		N/A	0				
IA	14--09	OP-4	Install Interv, DS0, Avg Days		P	N/A	5	1	21.29	7	-0.65	Yes	0				
IA	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	100%	1	70%	20	-0.64	Yes	0				
IA	14--09	OP-5*	New Service Install Quality, DS0%		P	Yes	100%	1	75%	20	-0.56	Yes	0				
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A			117	2		N/A	0				
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	N/A			1	1		N/A	0				
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			7	2		N/A	0				
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	ND	P	N/A						N/A	0				
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A						N/A	0				
IA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			71	7		N/A	0				
IA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			0			N/A	0				
IA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	N/A	50%	2	84.06%	345	0.99	Yes	1	8	25.00%	84.84%	-59.84%
IA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	N/A	4:01	2	2:07	345	1.19	Yes	1	8	5:59	2:21	3:37
IA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	N/A	0%	2	23.19%	345	-0.77	Yes	0				
IA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A	0%	2	22.55%	235	-0.76	Yes	0				
IA	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0.22%	928	0.92%	37583	-2.22	Yes	0				
IA	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0.22%	928	0.63%	37583	-1.56	Yes	0				
IA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A	0%	2	42.88%	604	-1.22	N/A	0				
IA	14--10	OP-3	Install Commit Met, DS1%		P	Yes			83.64%	495		N/A	0				
IA	14--10	OP-4	Install Interv, DS1, Avg Days		P	Yes			15.63	548		N/A	0				
IA	14--10	OP-5	New Service Install Quality, DS1%		P	Yes	100%	8	96.49%	569	-0.54	Yes	0				
IA	14--10	OP-5*	New Service Install Quality, DS1%		P	Yes	100%	8	97.54%	569	-0.45	Yes	0				
IA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	Yes			16.27	81		N/A	0				
IA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			9.85	13		N/A	0				
IA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A	2	1	31.7	103	-0.52	N/A	0				
IA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A	0		42		-0.83	N/A	0				
IA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	100%	5	82.87%	286	-1.01	Yes	0				
IA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	No	0:30	5	2:52	286	-1.12	Yes	1	22	2:42	2:45	-0:03
IA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	40%	5	35.31%	286	0.21	Yes	0				
IA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	No	0%	1	39.71%	204	-0.81	Yes	2	9	77.78%	39.84%	37.94%
IA	14--10	MR-8	Trouble Rate, DS1%		P	Yes	2.13%	235	1.27%	22465	1.12	Yes	0				
IA	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	0.43%	235	0.91%	22465	-0.78	Yes	0				
IA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	16.67%	6	23.32%	373	-0.38	N/A	0				
IA	14--11	OP-3	Install Commit Met, DS3%		P	N/A			78.57%	14		N/A	0				
IA	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			17.97	30		N/A	0				
IA	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	39		N/A	0				
IA	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	39		N/A	0				
IA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			22.67	3		N/A	0				
IA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A			16	1		N/A	0				
IA	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			40.85	26		N/A	0				
IA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			13			N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
IA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
IA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
IA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
IA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
IA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
IA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
IA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
IA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
IA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
IA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
IA	14--09	OP-3	Install Commit Met, DS0%	D	P	
IA	14--09	OP-3	Install Commit Met, DS0%	ND	P	
IA	14--09	OP-3	Install Commit Met, DS0%		P	
IA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
IA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
IA	14--09	OP-4	Install Interv, DS0, Avg Days		P	
IA	14--09	OP-5	New Service Install Quality, DS0%		P	
IA	14--09	OP-5*	New Service Install Quality, DS0%		P	
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	ND	P	
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
IA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
IA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
IA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
IA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
IA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
IA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
IA	14--09	MR-8	Trouble Rate, DS0%		P	
IA	14--09	MR-8*	Trouble Rate, DS0%		P	
IA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
IA	14--10	OP-3	Install Commit Met, DS1%		P	
IA	14--10	OP-4	Install Interv, DS1, Avg Days		P	
IA	14--10	OP-5	New Service Install Quality, DS1%		P	
IA	14--10	OP-5*	New Service Install Quality, DS1%		P	
IA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
IA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
IA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
IA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
IA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
IA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
IA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
IA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
IA	14--10	MR-8	Trouble Rate, DS1%		P	
IA	14--10	MR-8*	Trouble Rate, DS1%		P	
IA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
IA	14--11	OP-3	Install Commit Met, DS3%		P	
IA	14--11	OP-4	Install Interv, DS3, Avg Days		P	
IA	14--11	OP-5	New Service Install Quality, DS3%		P	
IA	14--11	OP-5*	New Service Install Quality, DS3%		P	
IA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
IA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
IA	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
IA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
IA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100%	9		N/A			70%	10		N/A			85.71%	7		N/A			92.86%	14	
IA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:41	9		N/A			2:52	10		N/A			1:54	7		N/A			1:23	14	
IA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			44.44%	9		N/A			0%	10		N/A			57.14%	7		N/A			28.57%	14	
IA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0%	6		N/A			60%	5		N/A			33.33%	6	
IA	14--11	MR-8	Trouble Rate, DS3%		P			0.62%	1442		N/A			0.70%	1426		N/A			0.50%	1399		N/A			1.01%	1382	
IA	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.42%	1426		N/A			0.36%	1399		N/A			0.43%	1382	
IA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			10%	10		N/A			28.57%	14		N/A			12.50%	8		N/A			26.32%	19	
IA	14--12	OP-3	Install Commit Met, Frame Relay%		P			73.44%	64		N/A			77.33%	75		N/A			80%	65		N/A			76.12%	67	
IA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A						N/A			18	1		N/A			12.88	8	
IA	14--12	OP-5	New Service Install Quality, Frame Relay%		P			92.11%	76		N/A			90.41%	73		N/A			97.06%	68		N/A			88.76%	89	
IA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			90.41%	73		N/A			98.53%	68		N/A			91.01%	89	
IA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			32.94	16		N/A			19.82	17		N/A			14.4	10		N/A			13.71	7	
IA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			74.67	3		N/A			19	1		N/A			22.33	3		N/A			29.33	3	
IA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			35.43	14		N/A			46.39	18		N/A			56.54	24		N/A			48.36	22	
IA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			3			N/A			6			N/A			6			N/A			6		
IA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			81.18%	85		N/A			77.17%	127		N/A			85.84%	113		N/A			84.55%	110	
IA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:29	85		N/A			2:56	127		N/A			2:13	113		N/A			2:19	110	
IA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			21.18%	85		N/A			27.56%	127		N/A			24.78%	113		N/A			19.09%	110	
IA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			27.91%	86		N/A			25%	76		N/A			18.57%	70	
IA	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.44%	5920		N/A			2.12%	5987		N/A			1.90%	5951		N/A			1.84%	5986	
IA	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.44%	5987		N/A			1.28%	5951		N/A			1.17%	5986	
IA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			41.38%	145		N/A			29.05%	179		N/A			23.13%	147		N/A			33.33%	165	
ID	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	5	100%	17	.	Yes	100%	25	100%	30	.	Yes	66.67%	3	100%	12	1.35	Yes	100%	9	100%	15	.
ID	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	19.5	6	15.95	20	1.53	Yes	27.68	28	23.91	34	1.49	Yes	20	4	14.92	13	2.46	No	18.33	9	18.24	17	-0.26
ID	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	94.12%	17	100%	27	0.86	Yes	100%	16	100%	24	.	Yes	100%	7	86.67%	15	-0.86	Yes	100%	8	100%	13	.
ID	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	16	100%	24	.	Yes	100%	7	93.33%	15	-0.58	Yes	100%	8	100%	13	.
ID	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P						N/A	1	1				N/A	13	1				N/A					
ID	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100%	1	100%	1	.	Yes			100%	1		N/A	100%	3	100%	9	.	Yes	100%	2	100%	2	.
ID	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:23	1	0:52	1	.	N/A			0:56	1		N/A	1:24	3	1:08	9	0.55	Yes	2:56	2	2:04	2	-0.37
ID	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	100%	1	0%	1	0.67	Yes			0%	1		N/A	0%	3	33.33%	9	-1.06	Yes	0%	2	0%	2	.
ID	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A						N/A	0%	1	16.67%	6	-0.41	Yes	0%	1	0%	1	.
ID	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0%	20286	0%	24119	0.13	Yes	0%	19806	0%	23063	-0.68	Yes	0.02%	15030	0.04%	22991	-0.92	Yes	0.01%	14620	0.01%	22847	0.5
ID	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0%	19806	0%	23063	.	Yes	0.01%	15030	0.03%	22991	-1.15	Yes	0.01%	14620	0%	22847	0.35
ID	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	50%	2	66.67%	3	-0.39	N/A	100%	4	66.67%	3	0.77	N/A	50%	6	18.18%	11	1.24	N/A	33.33%	3	66.67%	6	-1
ID	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0%	3600	0.25%	5880	-4.47	Yes	0%	2760	0%	5832	-4.84	Yes	0.09%	1752	0.04%	5832	9.07	Yes	0%	1560	0.01%	5928	-8.28
ID	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	144	0%	11376	.	Yes	0%	144	0%	11376	-0.95	Yes	0%	144	0.04%	11376	-3.07	Yes	0%	144	0%	11328	.
ID	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0%	3600	0.25%	5880	-4.47	N/A	0.44%	3024	0%	5832	1047.13	N/A	0.09%	1752	0.04%	5832	9.07	N/A	0.10%	1680	0.01%	5928	90.18
ID	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0%	144	0%	11376	.	N/A	0%	144	0%	11376	-0.95	N/A	0%	144	0.04%	11376	-3.07	N/A	0%	144	0%	11328	.
ID	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A	64	1				Yes						N/A					
ID	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A	100%	1				Yes						N/A					
ID	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A						N/A					
ID	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A						N/A	100%	1			
ID	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.89	2736972	5.33	2644568	-213.15	Yes	2.2	2965881	7.21	2878721	-235.52	Yes	2.38	2972358	7.02	2992874	-253.81	Yes	2.25	2836580	7.11	2310482	-235.8
ID	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	98.72%	851438				Yes	99.99%	795822				Yes	99.90%	475372				Yes	97.39%	120485			
ID	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.89	2694632	5.33	2644568	-212.61	N/A	2.19	2926466	7.21	2878721	-235.08	N/A	2.37	2932557	7.02	2992874	-253.05	N/A	2.26	2787812	7.11	2310482	-234.16
ID	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	2.18	42340	5.33	2644568	-34.37	N/A	2.74	39415	7.21	2878721	-34.26	N/A	2.51	39801	7.02	2992874	-39.97	N/A	1.4	48768	7.11	2310482	-53.65
ID	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	99.98%	4262				N/A	100%	4276				N/A	100%	4267				N/A	100%	3921			
ID	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.28%	887243	99.69%	23465717	67.55	No	99.56%	971505.86	99.62%	23332195	9.22	No	99.41%	924535.33	98.61%	24228219	-64.26	Yes	99.36%	931336.69	98.82%	23164780	-47.35
ID	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	98.47%	1694	99.31%	71352	4.13	No	99.07%	6524	99.54%	76778	5.4	No	95.80%	2119	99.28%	68734	18.71	No	96.81%	1535	99.37%	72984	12.51
ID	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
ID	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
ID	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
ID	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
ID	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
ID	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
ID	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
ID	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
IA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			100%	4		N/A	0				
IA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			1:08	4		N/A	0				
IA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			25%	4		N/A	0				
IA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			0%	1		N/A	0				
IA	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.29%	1363		N/A	0				
IA	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.07%	1363		N/A	0				
IA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			42.86%	7		N/A	0				
IA	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			86%	100		N/A	0				
IA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A						N/A	0				
IA	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			97.56%	123		N/A	0				
IA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			97.56%	123		N/A	0				
IA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			16.63	16		N/A	0				
IA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A						N/A	0				
IA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			35.42	24		N/A	0				
IA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			10			N/A	0				
IA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			81.91%	94		N/A	0				
IA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:45	94		N/A	0				
IA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			23.40%	94		N/A	0				
IA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			24.64%	69		N/A	0				
IA	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			1.55%	6057		N/A	0				
IA	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			1.14%	6057		N/A	0				
IA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			31.39%	137		N/A	0				
ID	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	83.33%	6	100%	8	0.77	Yes	0				
ID	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	12.33	6	16.5	8	-1.48	Yes	1	53	22.85	19.22	3.63
ID	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100%	5	100%	6	.	Yes	0				
ID	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	5	100%	6	.	Yes	0				
ID	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	N/A	6	1				N/A	0				
ID	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	100%	8	100%	4	.	Yes	0				
ID	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes	0:53	8	1:36	4	-2.97	Yes	0				
ID	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	37.50%	8	25%	4	0.19	Yes	0				
ID	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	Yes	33.33%	6	0%	3	0.85	Yes	0				
ID	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.06%	13833	0.02%	23495	2.92	No	1	83575	0.02%	0.01%	0.00%
ID	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0.04%	13833	0.01%	23495	2.53	No	1	63289	0.01%	0.01%	0.00%
ID	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A	20%	10	0%	4	0.72	N/A	0				
ID	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0%	1680	0%	5929	-4	Yes	0				
ID	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0%	144	0.01%	11328	-2.23	Yes	0				
ID	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0%	1680	0%	5929	-4	N/A	0				
ID	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0%	144	0.01%	11328	-2.23	N/A	0				
ID	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	N/A						N/A	0				
ID	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	N/A						N/A	0				
ID	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	N/A						N/A	0				
ID	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	Yes						N/A	0				
ID	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	2.27	3318771	6.71	3006875	-277.49	Yes	0				
ID	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	Yes	93.90%	128130				No	1	2371247	99.05%		
ID	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
ID	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
ID	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	4302				N/A	0				
ID	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	Yes	99.92%	953408	98.38%	23282121	-116.85	Yes	2	4668029	99.51%	99.02%	0.49%
ID	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	No	98.58%	1895	99.21%	83291	3.08	No	5	13767	98.17%	99.34%	-1.17%
ID	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
ID	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
ID	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
ID	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
ID	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
ID	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
ID	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
ID	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
IA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
IA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
IA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
IA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
IA	14--11	MR-8	Trouble Rate, DS3%		P	
IA	14--11	MR-8*	Trouble Rate, DS3%		P	
IA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
IA	14--12	OP-3	Install Commit Met, Frame Relay%		P	
IA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
IA	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
IA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
IA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
IA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
IA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
IA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
IA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
IA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
IA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
IA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
IA	14--12	MR-8	Trouble Rate, Frame Relay%		P	
IA	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
IA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
ID	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
ID	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
ID	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
ID	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
ID	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
ID	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
ID	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
ID	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
ID	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
ID	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
ID	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
ID	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
ID	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
ID	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
ID	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
ID	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
ID	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
ID	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	
ID	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
ID	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
ID	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
ID	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
ID	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
ID	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
ID	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
ID	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
ID	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
ID	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
ID	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
ID	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
ID	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
ID	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
ID	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
ID	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
ID	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
ID	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
ID	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
ID	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
ID	02--01	OA-1	Order Accuracy, %		NS	99.64%	555				N/A	99.36%	781				N/A	99.10%	782				N/A					
ID	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
ID	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.09	672	0.03	11996	7.38	N/A	0.15	643	0.03	14313	17	N/A	0.14	927	0.05	12679	8.51	N/A	0.1	654	0.05	11505	4.23
ID	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
ID	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
ID	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
ID	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
ID	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			
ID	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
ID	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
ID	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
ID	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
ID	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
ID	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
ID	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
ID	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
ID	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
ID	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
ID	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
ID	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
ID	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
ID	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
ID	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
ID	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
ID	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
ID	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
ID	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
ID	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
ID	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
ID	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
ID	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
ID	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
ID	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
ID	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
ID	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
ID	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
ID	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
ID	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
ID	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
ID	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
ID	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
ID	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
ID	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
ID	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
ID	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
ID	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
ID	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
ID	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
ID	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
ID	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
ID	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
ID	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
ID	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
ID	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
ID	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.06	579	0.03	12513	3.3	N/A	0				
ID	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
ID	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
ID	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
ID	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
ID	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				
ID	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
ID	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
ID	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
ID	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
ID	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
ID	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
ID	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
ID	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
ID	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
ID	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
ID	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
ID	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
ID	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
ID	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
ID	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
ID	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
ID	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
ID	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
ID	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
ID	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
ID	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
ID	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
ID	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
ID	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
ID	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
ID	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
ID	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
ID	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
ID	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
ID	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
ID	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
ID	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
ID	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
ID	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
ID	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
ID	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
ID	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
ID	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
ID	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
ID	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
ID	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	02--01	GA-4	System Avail - EXACT, %		99.25%	
ID	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
ID	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
ID	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
ID	02--01	OA-1	Order Accuracy, %		NS	
ID	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
ID	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
ID	02--01	PO-16	Timely Release Notifs, %		92.50%	
ID	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
ID	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
ID	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
ID	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
ID	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
ID	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
ID	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
ID	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
ID	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
ID	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
ID	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
ID	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
ID	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
ID	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
ID	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
ID	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
ID	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
ID	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
ID	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
ID	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
ID	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
ID	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
ID	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
ID	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
ID	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
ID	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
ID	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
ID	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
ID	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
ID	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
ID	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
ID	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
ID	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
ID	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
ID	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
ID	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
ID	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
ID	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
ID	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	40.36%	166				N/A	79.03%	124				N/A	86.22%	225				N/A	76.45%	259			
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	30.43%	23				N/A	10.42%	48				N/A	68.18%	44				N/A	46.03%	63			
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	20%	20				N/A	15.79%	38				N/A	21.05%	38				N/A	20.59%	34			
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	74.07%	108				N/A	81.36%	59				N/A	69.61%	102				N/A	80.30%	132			
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	63.79%	290				N/A	65.19%	385				N/A	67.78%	481				N/A	71.67%	300			
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	58.67%	225				N/A	57.01%	321				N/A	51.70%	352				N/A	43.17%	227			
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0%	1				N/A	50%	2				N/A	0%	6				N/A	0%	1			
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	56.13%	155				N/A	60.91%	220				N/A	59.63%	270				N/A	69.47%	285			
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	80%	5				No	75%	8				No	80%	10				No	77.78%	9			
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	47.18%	142				No	96.08%	102				Yes	95.57%	203				Yes	99%	200			
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	88.89%	90				No	97.96%	49				Yes	93.42%	76				Yes	97.25%	109			
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	100%	7				Yes	83.33%	6				Yes	93.75%	32				Yes	96.67%	30			
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	90.63%	96				Yes	94.37%	142				Yes	88.46%	182				No	94.74%	209			
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	94.87%	195				No	96.54%	260				Yes	95.04%	343				Yes	95.56%	225			
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%						N/A	100%	1				Yes						N/A	0%	1			
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	91.03%	145				Yes	85.51%	214				Yes	89.66%	203				Yes	91.59%	107			
ID	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:18	11				Yes	6:04	20				Yes	2:13	19				Yes	5:52	36			
ID	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			
ID	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:19	41				Yes	1:49	73				Yes	1:28	59				Yes	1:18	77			
ID	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
ID	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	5:33	20				Yes	22:14	35				Yes	13:08	15				Yes	14:12	21			
ID	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
ID	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
ID	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
ID	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
ID	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	39.22%	51				N/A	41.67%	84				N/A	26.79%	56				N/A	36.21%	58			
ID	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	100%	145				Yes	100%	146				Yes	100%	265				Yes	100%	300			
ID	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	7				Yes	100%	4				Yes	100%	30				Yes	100%	26			
ID	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100%	4				Yes	100%	6				Yes	100%	8				Yes	100%	7			
ID	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	272				Yes	100%	382				Yes	99.79%	484				Yes	99.27%	412			
ID	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	115				Yes	100%	163				Yes	99.41%	170				Yes	98.77%	81			
ID	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%						N/A	100%	1				Yes						N/A					
ID	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	100%	125				Yes	94.12%	34				Yes	100%	56				Yes	100%	77			
ID	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	100%	13				Yes	97.22%	36				Yes	92.86%	14				Yes	100%	31			
ID	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100%	13				Yes	100%	22				Yes	100%	24				Yes	100%	23			
ID	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	98.81%	168				Yes	100%	207				Yes	99.24%	263				Yes	99.38%	162			
ID	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	99.09%	110				Yes	99.31%	144				Yes	100%	177				Yes	100%	144			
ID	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100%	1				Yes	100%	1				Yes	100%	6				Yes	100%	1			
ID	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100%	13				Yes	84.62%	26				No	93.33%	15				Yes	87.50%	16			
ID	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%						N/A	100%	1				Yes						N/A					
ID	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100%	8				Yes	83.33%	6				No	100%	5				Yes	100%	15			
ID	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	8				Yes	100%	1				Yes	100%	1				Yes	100%	3			
ID	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	1:24	342				Yes	1:18	243				Yes	0:58	416				Yes	0:21	455			
ID	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:28	630				Yes	1:10	764				Yes	0:55	854				Yes	0:17	703			
ID	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	100%	318	98.45%	67071	-2.23	Yes	100%	289	98.43%	79421	-2.14	Yes	99.60%	503	98.24%	73406	-2.31	Yes	99.32%	589	97.32%	67878	-2.99
ID	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			98.45%	67071		N/A			98.43%	79421		N/A			98.24%	73406		N/A			97.32%	67878	
ID	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3	1	5.25	284	-0.16	Yes			6.25	319		N/A	3.67	3	4.74	263	-0.25	Yes	1.5	4	4.06	285	1.91
ID	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	3.77	22	5.25	284	0.97	Yes	5.75	4	6.25	319	-0.74	Yes	3	4	4.74	263	0.15	Yes	3.4	5	4.06	285	-0.03
ID	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A					
ID	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	5	3	5.25	284	-0.36	Yes	8.33	3	6.25	319	-0.24	Yes	2.4	5	4.74	263	0.78	Yes	1	1	4.06	285	0.89
ID	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0%	2	27.80%	277	0.65	Yes	0%	1	26.64%	304	0.32	Yes	0%	1	30.95%	252	0.38	Yes	0%	4	25.30%	249	1.04
ID	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	14.29%	7	27.80%	277	0.71	Yes	50%	2	26.64%	304	-0.74	Yes	0%	70	30.95%	252	5.99	No	0%	1	25.30%	249	0.3
ID	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A						N/A						N/A			0%	2	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
ID	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
ID	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
ID	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	81.85%	259				N/A	0				
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	11.63%	43				N/A	0				
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	N/A	15.38%	26				N/A	0				
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	78.52%	135				N/A	0				
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	74.62%	260				N/A	0				
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	66.21%	145				N/A	0				
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A						N/A	0				
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	67.40%	227				N/A	0				
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	No	66.67%	6				No	5	38	76.32%		
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	Yes	98.60%	215				Yes	1	862	89.21%		
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	Yes	95.50%	111				Yes	1	435	94.48%		
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	100%	5				Yes	0				
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	Yes	88.95%	172				No	2	801	91.51%		
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	Yes	97.98%	198				Yes	1	1221	95.90%		
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	No						N/A	1	2	50.00%		
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	95.05%	101				Yes	0				
ID	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	2:28	26				Yes	0				
ID	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				
ID	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	1:03	46				Yes	0				
ID	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
ID	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	9:31	17				Yes	0				
ID	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
ID	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
ID	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
ID	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
ID	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	35.42%	48				N/A	0				
ID	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	317				Yes	0				
ID	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	100%	2				Yes	0				
ID	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	100%	4				Yes	0				
ID	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	345				Yes	0				
ID	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	89				Yes	0				
ID	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	N/A						N/A	0				
ID	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	100%	74				Yes	0				
ID	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	100%	41				Yes	0				
ID	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	100%	17				Yes	0				
ID	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	100%	135				Yes	0				
ID	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	100%	55				Yes	0				
ID	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	Yes						N/A	0				
ID	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	No	92.31%	13				Yes	2	83	90.36%		
ID	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	N/A						N/A	0				
ID	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes	100%	10				Yes	1	44	97.73%		
ID	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	100%	12				Yes	0				
ID	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:53	469				Yes	0				
ID	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	1:38	650				Yes	0				
ID	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	Yes	99.26%	544	97.84%	78325	-2.28	Yes	0				
ID	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			97.84%	78325		N/A	0				
ID	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	No	2	2	3.85	187	0.13	Yes	1	10	2.40	4.94	(2.54)
ID	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	4	4	3.85	187	-0.05	Yes	0				
ID	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A						N/A	0				
ID	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes			3.85	187		N/A	0				
ID	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	66.67%	3	17.31%	283	-2.25	Yes	0				
ID	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	Yes	0%	6	17.31%	283	1.03	Yes	1	86	2.33%	25.49%	-23.17%
ID	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A	0%	1				N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
ID	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
ID	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
ID	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
ID	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
ID	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
ID	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
ID	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
ID	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
ID	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
ID	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
ID	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
ID	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
ID	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
ID	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
ID	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
ID	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
ID	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
ID	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
ID	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	
ID	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
ID	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
ID	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
ID	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
ID	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
ID	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
ID	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
ID	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
ID	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
ID	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
ID	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
ID	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
ID	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
ID	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
ID	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
ID	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
ID	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
ID	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
ID	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
ID	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
ID	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	66.67%	3	27.80%	277	-1.49	Yes	0%	4	26.64%	304	1.09	Yes	20%	5	30.95%	252	0.43	Yes	0%	1	25.30%	249	0.3
ID	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	77.78%	27	93.18%	3649	2.58	No	92.11%	38	93.41%	3947	0.38	Yes	89.13%	46	94.01%	3489	1.3	Yes	97.73%	44	93.82%	3447	-1.07
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100%	30	99.60%	5990	-0.35	Yes	98.08%	52	99.64%	7293	1.32	Yes	100%	47	99.62%	6018	-0.42	Yes	100%	59	99.59%	5827	-0.49
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	9.78	27	5.64	3670	2.26	No	4.47	38	5.62	3959	-1.19	Yes	7.72	47	5.1	3501	2.75	No	3.59	44	5.16	3459	-1.92
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.81	16	3.76	5121	-2.29	Yes	2.95	19	3.47	5960	-1.95	Yes	2.33	15	3.6	4821	-3.91	Yes	2.52	25	3.54	4682	-3.81
ID	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	94.59%	74	92.05%	10457	-0.81	Yes	84.78%	92	91.14%	10389	1.99	No	89.90%	99	89.52%	9408	-0.12	Yes	81%	100	90.83%	9645	3.03
ID	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	85.87%	92	92.56%	10389	2.22	No	90.91%	99	91.06%	9408	0.1	Yes	86%	100	92.47%	9645	2.23
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	4.67	3	4.93	120	-0.05	Yes			4.22	88		N/A	1.5	2	4.41	66	-0.89	Yes			6.97	79	
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			4.23	22		N/A	1	1	2.9	20	-1.01	Yes			5.67	18		N/A			14.5	18	
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	35	3	10.22	147	2.03	No	2.33	3	10.07	175	-1.34	Yes	7	4	7.8	147	-0.19	Yes	11	1	8.84	138	0.66
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			2.67	3		N/A			6.17	6		N/A			8.86	7		N/A			4.86	7	
ID	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	108.5	2	101.84	549	0.28	N/A	54.4	5	93.75	574	-0.77	N/A	66.33	3	84.96	555	-0.29	N/A	55.5	8	81.4	513	-0.68
ID	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	0		176		-0.97	N/A	3		186		1.19	N/A	2		194		0.99	N/A	3		166		0.31
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	90%	30	91.20%	3205	0.29	Yes	96.88%	32	91.61%	2967	-1.07	Yes	91.18%	34	93.56%	4643	0.6	Yes	97.30%	37	92.09%	3149	-1.17
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100%	3	94.46%	415	-0.42	Yes	100%	8	98.06%	516	-0.39	Yes	100%	15	98.29%	586	-0.5	Yes	100%	12	98.53%	681	-0.42
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	96.88%	32	98.46%	3908	0.7	Yes	100%	39	98.67%	3680	-0.72	Yes	97.56%	41	98.68%	5511	0.62	Yes	100%	42	98.42%	4050	-0.82
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100%	15	99.77%	881	-0.18	Yes	100%	28	99.72%	1073	-0.28	Yes	100%	45	99.92%	1193	-0.19	Yes	100%	52	99.77%	1323	-0.34
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	14:14	32	13:49	3908	0.28	Yes	8:32	39	14:00	3680	-2.88	Yes	11:44	41	12:17	5511	-0.29	Yes	10:02	42	13:31	4050	-1.93
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:16	15	6:40	881	-1.49	Yes	2:42	28	6:08	1073	-2.15	Yes	4:50	45	5:56	1193	-0.93	Yes	2:11	52	4:57	1323	-2.13
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	0%	15	11.58%	881	-1.39	Yes	21.43%	28	10.16%	1073	1.75	No	13.33%	45	9.89%	1193	0.77	Yes	7.69%	52	9.52%	1323	-0.44
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	0%	33	9.79%	3964	-1.88	Yes	15%	40	10.39%	3733	0.94	Yes	18.60%	43	10.67%	5606	1.57	Yes	11.90%	42	10.58%	4110	0.32
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	11.43%	35	10.24%	3566	0.28	Yes	19.51%	41	10.54%	5416	1.72	No	13.51%	37	10.58%	3952	0.6
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	30%	20	11.20%	500	2.23	No	12.50%	24	11.81%	508	0.15	Yes	2.78%	36	10.40%	692	-1.46
ID	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.50%	9537	1.10%	441777	-5.51	Yes	0.70%	9724	1.09%	442162	-3.65	Yes	0.85%	10309	1.53%	443075	-5.56	Yes	0.90%	10434	1.22%	444128	-2.96
ID	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.57%	9724	0.92%	442162	-3.62	Yes	0.63%	10309	1.34%	443075	-6.17	Yes	0.70%	10434	1.05%	444128	-3.43
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	96.97%	33	95.11%	3964	-0.49	Yes	100%	40	95.29%	3733	-1.4	Yes	90.70%	43	94.31%	5606	0.99	Yes	92.86%	42	92.58%	4110	-0.07
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100%	15	97.16%	881	-0.66	Yes	100%	28	97.95%	1073	-0.76	Yes	100%	45	97.82%	1193	-0.98	Yes	100%	52	98.79%	1323	-0.78
ID	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	38.46%	78	37.65%	7771	0.15	N/A	35.24%	105	38.61%	7829	-0.71	N/A	38.46%	143	33.95%	10294	1.13	N/A	33.80%	142	35.41%	8411	-0.4
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			93.33%	15		N/A			100%	19		N/A			100%	15		N/A			85.71%	21	
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P			100%	14		N/A			100%	6		N/A			100%	1		N/A					
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			4.6	15		N/A			5.53	19		N/A			3.6	15		N/A			6	21	
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P			3.36	14		N/A			2.17	6		N/A			1	1		N/A					
ID	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			92.59%	27		N/A			85.71%	21		N/A			63.16%	19		N/A			73.08%	26	
ID	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			95.24%	21		N/A			73.68%	19		N/A			80.77%	26	
ID	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			4	1		N/A						N/A						N/A			1	1	
ID	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A						N/A						N/A			13	2	
ID	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			173.5	16		N/A			173.56	16		N/A			162.67	15		N/A			129.63	19	
ID	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			1			N/A			2			N/A			2			N/A			2		
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			95%	20		N/A			85.71%	21		N/A			94.44%	18		N/A			100%	12	
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			100%	9		N/A			100%	7		N/A			100%	9		N/A			100%	15	
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			96.77%	31		N/A			93.55%	31		N/A			100%	22		N/A			100%	18	
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			100%	15		N/A			100%	15		N/A			100%	21		N/A			100%	26	
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			11:22	31		N/A			13:40	31		N/A			9:13	22		N/A			8:47	18	
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			4:08	15		N/A			3:05	15		N/A			6:31	21		N/A			5:26	26	
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			16.13%	31		N/A			3.23%	31		N/A			13.04%	23		N/A			16.67%	18	
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			0%	15		N/A			13.33%	15		N/A			4.76%	21		N/A			19.23%	26	
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			3.33%	30		N/A			13.64%	22		N/A			17.65%	17	
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			16.67%	6		N/A			9.09%	11		N/A			20%	10	
ID	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.41%	11100		N/A			0.41%	11164		N/A			0.39%	11185		N/A	0%	4	0.39%	11197	-0.13
ID	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.32%	11164		N/A			0.30%	11185		N/A	0%	4	0.24%	11197	-0.1
ID	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			40.26%	77		N/A			39.47%	76		N/A			35.29%	68		N/A			25.42%	59	
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			89.09%	55		N/A			93.75%	48		N/A			80.43%	46		N/A			82.76%	29	
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100%	1	100%	30	.	Yes			99.29%	564		N/A			100%	25		N/A			91.30%	23	
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			6.82	56		N/A			5.46	50		N/A			8.62	47		N/A			5.45	29	
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			3.86	21		N/A			4.95	334		N/A			3.59	22		N/A			3	14	
ID	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100%	1	94.57%	350	-0.24	Yes			94.17%	343		N/A			69.35%	62		N/A			75.44%	57	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes	0%	2	17.31%	283	0.4	Yes	0				
ID	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753	.	Yes	1	114504	82.87%	81.71%	1.16%
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	96.97%	33	93.68%	3703	-0.77	Yes	1	188	91.49%	93.61%	-2.12%
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100%	63	99.57%	6285	-0.52	Yes	0				
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	5.7	33	5.27	3710	0.53	Yes	2	189	6.05	5.37	0.68
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	3.18	33	3.49	5022	-1.69	Yes	0				
ID	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	No	85.07%	134	89.45%	9561	1.58	Yes	2	499	86.57%	90.64%	-4.07%
ID	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	No	90.30%	134	91.31%	9561	0.44	Yes	2	425	88.47%	91.87%	-3.40%
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A	1	1	4.88	91	-0.61	Yes	0				
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			3.96	25		N/A	0				
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes			8.49	145		N/A	1	11	13.73	9.13	4.60
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			6.33	3		N/A	0				
ID	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	130	4	71.55	587	1.16	N/A	0				
ID	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	0		152		-1.18	N/A	0				
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	92.68%	41	90.48%	3465	-0.48	Yes	0				
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	100%	20	95.65%	736	-0.94	Yes	0				
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	98.08%	52	98.08%	4586	0.1	Yes	0				
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	60	99.49%	1560	-0.55	Yes	0				
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	10:07	52	13:53	4586	-1.94	Yes	0				
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	3:43	60	6:15	1560	-1.98	Yes	0				
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	11.67%	60	11.99%	1560	-0.08	Yes	1	200	11.50%	10.65%	0.85%
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	13.21%	53	12.86%	4659	0.12	Yes	0				
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	12.24%	49	12.94%	4507	-0.14	Yes	1	162	14.20%	11.11%	3.09%
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	15.63%	32	12.28%	733	0.59	Yes	1	112	13.40%	11.43%	1.97%
ID	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	1.06%	10654	1.40%	445485	-2.92	Yes	0				
ID	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	0.76%	10654	1.18%	445485	-3.94	Yes	0				
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	90.57%	53	91.97%	4659	0.42	Yes	0				
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	96.67%	60	97.05%	1560	0.24	Yes	0				
ID	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	35.43%	175	33.31%	9325	0.59	N/A	0				
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	N/A			85.19%	27		N/A	0				
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	N/A			100%	3		N/A	0				
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	N/A			4.41	27		N/A	0				
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A			3	3		N/A	0				
ID	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	N/A			70.83%	24		N/A	0				
ID	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	N/A			83.33%	24		N/A	0				
ID	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A			3.25	4		N/A	0				
ID	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A						N/A	0				
ID	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A			111.37	19		N/A	0				
ID	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A			2			N/A	0				
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	N/A			94.12%	17		N/A	0				
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	N/A			87.50%	16		N/A	0				
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	N/A			100%	27		N/A	0				
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	N/A			96.55%	29		N/A	0				
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	N/A			8:39	27		N/A	0				
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	N/A			6:50	29		N/A	0				
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			17.86%	28		N/A	0				
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			13.79%	29		N/A	0				
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			18.52%	27		N/A	0				
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			16.67%	12		N/A	0				
ID	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	Yes	0%	4	0.50%	11303	-0.14	Yes	0				
ID	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	Yes	0%	4	0.35%	11303	-0.12	Yes	0				
ID	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A			30.49%	82		N/A	0				
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	N/A			93.02%	43		N/A	0				
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	N/A			100%	19		N/A	0				
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	N/A			5.77	43		N/A	0				
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	N/A			3.21	14		N/A	0				
ID	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	N/A	100%	1	74.39%	82	-0.58	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
ID	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
ID	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
ID	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
ID	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
ID	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
ID	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
ID	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
ID	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
ID	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
ID	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
ID	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
ID	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
ID	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
ID	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
ID	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
ID	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
ID	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
ID	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A			95.63%	343		N/A			77.42%	62		N/A			80.70%	57	
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			9	4		N/A			3	2		N/A			15.67	6		N/A			1.5	2	
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A			2	4		N/A						N/A			2.5	2	
ID	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			1.5	2		N/A			5	2		N/A			8.67	3		N/A			8.33	3	
ID	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			96.08	13		N/A			66.71	17		N/A			56	18		N/A			61.77	13	
ID	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			1			N/A			1			N/A			3			N/A			3		
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			89.83%	59		N/A			98%	50		N/A			97.22%	72		N/A			94.92%	59	
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			87.50%	16		N/A			100%	10		N/A			91.30%	23		N/A			100%	28	
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			94.52%	73		N/A			100%	63		N/A			100%	86		N/A			97.18%	71	
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			97.14%	35		N/A			100%	30		N/A			98.04%	51		N/A			100%	53	
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			13:42	73		N/A			11:40	63		N/A			9:25	86		N/A			11:21	71	
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			6:11	35		N/A			3:54	30		N/A			7:23	51		N/A			3:05	53	
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			12.33%	73		N/A			15.87%	63		N/A			11.63%	86		N/A			12.50%	72	
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			22.86%	35		N/A			6.67%	30		N/A			7.84%	51		N/A			15.09%	53	
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			14.81%	54		N/A			11.25%	80		N/A			13.85%	65	
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			11.76%	17		N/A			8%	25		N/A			10.34%	29	
ID	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0%	39	0.52%	20594	-0.45	Yes	0%	24	0.46%	20129	-0.33	Yes	0%	24	0.69%	19939	-0.41	Yes	0%	26	0.62%	20094	-0.4
ID	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0%	24	0.35%	20129	-0.29	Yes	0%	24	0.53%	19939	-0.36	Yes	0%	26	0.47%	20094	-0.35
ID	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			38.98%	177		N/A			34.97%	143		N/A			35.38%	212		N/A			33.86%	189	
ID	02--05	OP-3	Install Commit Met, EELs%		NS	86.67%	15				N/A	84.62%	13				N/A	80%	10				N/A	100%	8			
ID	02--05	OP-4	Install Interv, EELs, Avg Days		NS	9.25	8				N/A	7.2	10				N/A	11.5	10				N/A	9.17	6			
ID	02--05	OP-5	New Service Install Quality, EELs%		NS	88.89%	18				N/A	90%	20				N/A	83.33%	18				N/A	73.33%	15			
ID	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	90%	20				N/A	83.33%	18				N/A	80%	15			
ID	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	4	2				N/A	4	4				N/A	10	3				N/A	3	1			
ID	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS						N/A	0.67	3				N/A						N/A					
ID	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS						N/A	0					N/A						N/A					
ID	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	83.33%	6				N/A	71.43%	7				N/A	100%	7				N/A	100%	9			
ID	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	1:32	6				N/A	2:44	7				N/A	1:40	7				N/A	2:06	9			
ID	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	0%	6				N/A	14.29%	7				N/A	57.14%	7				N/A	33.33%	9			
ID	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	20%	5				N/A	66.67%	6				N/A	25%	8			
ID	02--05	MR-8	Trouble Rate, EELs%		NS	5.31%	113				N/A	8.86%	79				N/A	10.94%	64				N/A	25%	36			
ID	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	6.33%	79				N/A	9.38%	64				N/A	22.22%	36			
ID	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A	100%	1	93.82%	3447	-0.26
ID	04--01	OP-3	Install Commit Met, UBL Analog%		90%	94.35%	177	93.18%	3649	-0.6	Yes	99.67%	306	93.41%	3947	-4.25	Yes	99.67%	601	94.01%	3489	-5.4	Yes	100%	309	93.82%	3447	-4.32
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A	3	1	5.16	3459	-0.4
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.5	103	5.64	3670	-0.2	Yes	4.64	132	5.62	3959	-1.87	Yes	4.25	365	5.1	3501	-3.09	Yes	5.03	131	5.16	3459	-0.28
ID	04--01	OP-5	New Service Install Quality, UBL Analog%		P	99.18%	245	78.22%	3815	-7.71	Yes	98.90%	454	75.34%	3730	-11	Yes	99.56%	456	71.67%	3480	-12.43	Yes	99.68%	312	75.34%	3585	-9.57
ID	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.56%	454	79.28%	3730	-10.07	Yes	99.56%	456	75.83%	3480	-11.13	Yes	100%	312	79.75%	3585	-8.54
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			6.97	79	
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	4.06	16	4.93	120	-0.36	Yes	3	1	4.22	88	-0.24	Yes	3	2	4.41	66	-0.43	Yes			6.97	79	
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			8.84	138	
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P			10.22	147		N/A			10.07	175		N/A			7.8	147		N/A			8.84	138	
ID	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	13	3	106.01	271	-1.43	N/A	2.31	16	93.15	286	-3.37	N/A			82.03	285		N/A			76.73	276	
ID	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	3		118		1.77	N/A	14		114		3.79	N/A			129			N/A			114		
ID	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100%	29	91.57%	3620	-1.63	Yes	100%	43	92.56%	3483	-1.85	Yes	98.04%	51	94.09%	5229	-1.19	Yes	100%	21	93.24%	3830	-1.23
ID	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100%	32	98.71%	4789	-0.65	Yes	100%	47	98.91%	4753	-0.72	Yes	100%	52	98.90%	6704	-0.76	Yes	100%	21	98.75%	5373	-0.51
ID	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:48	32	12:30	4789	-4.13	Yes	3:22	47	12:14	4753	-5.22	Yes	4:39	52	11:09	6704	-4.09	Yes	4:44	21	11:24	5373	-2.61
ID	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	18.75%	32	10.11%	4845	1.5	Yes	17.02%	47	10.34%	4806	1.42	Yes	9.62%	52	10.53%	6799	-0.21	Yes	0%	21	10.33%	5433	-1.55
ID	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	28.57%	28	10.35%	4066	2.68	No	9.68%	31	10.65%	5924	-0.18	Yes	0%	15	10.55%	4644	-1.33
ID	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.61%	5224	1.10%	441777	-3.34	Yes	0.90%	5214	1.09%	442162	-1.28	Yes	1.03%	5035	1.53%	443075	-2.88	Yes	0.46%	4543	1.22%	444128	-4.64
ID	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.54%	5214	0.92%	442162	-2.88	Yes	0.62%	5035	1.34%	443075	-4.43	Yes	0.33%	4543	1.05%	444128	-4.72
ID	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	34.69%	49	37.65%	7771	-0.43	N/A	11.32%	53	38.61%	7829	-4.07	N/A	10.34%	58	33.95%	10294	-3.79	N/A	22.22%	27	35.41%	8411	-1.43
ID	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	96.43%	28	91.43%	35	-0.7	Yes	100%	21	90.48%	21	-1.05	Yes	100%	15	100%	67	.	Yes	100%	17	79.25%	53	-1.84
ID	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.23	26	8.89	35	-3.27	Yes	4.58	19	14.2	15	-1.79	Yes	3.92	12	20.3	67	-5.13	Yes	3.75	16	15.29	52	-2.89
ID	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	100%	26	89.66%	29	-1.26	Yes	100%	21	95.56%	45	-0.82	Yes	100%	18	90.16%	61	-1.23	Yes	100%	22	100%	43	.
ID	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100%	21	97.78%	45	-0.57	Yes	100%	18	93.44%	61	-0.99	Yes	100%	22	100%	43	.
ID	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	4	1	10.5	4	-0.72	Yes			67	1		N/A						N/A			23.09	11	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	N/A	100%	1	84.15%	82	-0.43	Yes	0				
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			6.5	2		N/A	0				
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
ID	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			5	1		N/A	0				
ID	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A			74.47	15		N/A	0				
ID	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A			1			N/A	0				
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	N/A			92.98%	57		N/A	0				
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	N/A			100%	23		N/A	0				
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	N/A			98.70%	77		N/A	0				
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	N/A			94.83%	58		N/A	0				
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	N/A			12:01	77		N/A	0				
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	N/A			8:45	58		N/A	0				
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			11.69%	77		N/A	0				
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			12.07%	58		N/A	0				
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			11.11%	72		N/A	0				
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			8.33%	24		N/A	0				
ID	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	24	0.67%	20059	-0.4	Yes	0				
ID	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	24	0.48%	20059	-0.34	Yes	0				
ID	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	N/A			32.16%	199		N/A	0				
ID	02--05	OP-3	Install Commit Met, EELs%		NS	N/A	92.31%	13				N/A	0				
ID	02--05	OP-4	Install Interv, EELs, Avg Days		NS	N/A	10.5	6				N/A	0				
ID	02--05	OP-5	New Service Install Quality, EELs%		NS	N/A	90.91%	11				N/A	0				
ID	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A	90.91%	11				N/A	0				
ID	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	N/A	11	2				N/A	0				
ID	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A						N/A	0				
ID	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	N/A						N/A	0				
ID	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	N/A	100%	1				N/A	0				
ID	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	N/A	3:16	1				N/A	0				
ID	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	N/A	0%	1				N/A	0				
ID	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	N/A	0%	1				N/A	0				
ID	02--05	MR-8	Trouble Rate, EELs%		NS	N/A	4.55%	22				N/A	0				
ID	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A	4.55%	22				N/A	0				
ID	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	Yes			93.68%	3703		N/A	0				
ID	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	99.68%	314	93.68%	3703	-4.2	Yes	0				
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	Yes			5.27	3710		N/A	0				
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	5.15	124	5.27	3710	-0.23	Yes	0				
ID	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	99.13%	346	72.34%	3648	-10.65	Yes	0				
ID	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	99.42%	346	77.22%	3648	-9.41	Yes	0				
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			4.88	91		N/A	0				
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	N/A	13	1	4.88	91	1.39	Yes	0				
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			8.49	145		N/A	0				
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			8.49	145		N/A	0				
ID	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	22	1	71.8	303	-0.59	N/A	0				
ID	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A	0		94		-0.67	N/A	0				
ID	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	100%	26	91.38%	4201	-1.56	Yes	0				
ID	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	28	98.44%	6146	-0.67	Yes	0				
ID	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	2:56	28	11:57	6146	-3.55	Yes	0				
ID	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	17.86%	28	12.64%	6219	0.83	Yes	0				
ID	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	Yes	6.25%	16	12.84%	5240	-0.79	Yes	1	90	13.33%	11.14%	2.19%
ID	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	0.64%	4376	1.40%	445485	-4.24	Yes	0				
ID	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.37%	4376	1.18%	445485	-4.95	Yes	0				
ID	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	22.22%	36	33.31%	9325	-1.41	N/A	0				
ID	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	96.15%	26	86.67%	30	-1.04	Yes	0				
ID	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	4.24	25	10.56	27	-2.8	Yes	0				
ID	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	95.83%	24	80%	35	-1.49	Yes	0				
ID	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	100%	24	91.43%	35	-1.16	Yes	0				
ID	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	N/A	7	1	13.75	4	-0.82	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
ID	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
ID	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
ID	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
ID	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
ID	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
ID	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
ID	02--05	OP-3	Install Commit Met, EELs%		NS	
ID	02--05	OP-4	Install Interv, EELs, Avg Days		NS	
ID	02--05	OP-5	New Service Install Quality, EELs%		NS	
ID	02--05	OP-5*	New Service Install Quality, EELs%		NS	
ID	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	
ID	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
ID	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	
ID	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	
ID	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	
ID	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	
ID	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	
ID	02--05	MR-8	Trouble Rate, EELs%		NS	
ID	02--05	MR-8*	Trouble Rate, EELs%		NS	
ID	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
ID	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
ID	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
ID	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
ID	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
ID	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
ID	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
ID	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
ID	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
ID	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
ID	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
ID	04--01	MR-8	Trouble Rate, UBL Analog%		P	
ID	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
ID	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
ID	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
ID	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
ID	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
ID	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
ID	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A			3	1		N/A						N/A					
ID	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			239	6		N/A			156	9		N/A			158.88	8		N/A			132.67	9	
ID	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS			1			N/A			1			N/A			0			N/A			0		
ID	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	1	100%	43	.	Yes	100%	3	97.06%	34	-0.29	Yes	100%	5	100%	50	.	Yes			97.37%	38	
ID	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	1	100%	44	.	Yes	100%	3	100%	34	.	Yes	100%	5	100%	50	.	Yes			100%	38	
ID	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1:48	1	2:10	44	-0.17	Yes	3:46	3	3:25	34	0.43	Yes	0.08333	5	2:32	50	-0.43	Yes			4:36	38	
ID	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0%	1	20.45%	44	-0.5	Yes	0%	3	20.59%	34	-0.85	Yes	0%	5	22%	50	-1.13	Yes			15.79%	38	
ID	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0%	1	14.29%	21	-0.4	Yes	0%	1	11.11%	27	-0.35	Yes			15.38%	26	
ID	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.21%	468	1.56%	2813	-2.18	Yes	0.67%	449	1.19%	2855	-0.95	Yes	1.15%	434	1.74%	2869	-0.88	Yes	0%	423	1.32%	2872	-2.22
ID	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.22%	449	0.74%	2855	-1.18	Yes	0.23%	434	0.94%	2869	-1.43	Yes	0%	423	0.91%	2872	-1.84
ID	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	0%	1	18.52%	54	-0.47	N/A	25%	4	10.53%	38	0.7	N/A	0%	5	9.09%	55	-0.68	N/A			13.64%	44	
ID	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			73.53%	170		N/A			85.89%	241		N/A			90.42%	167		N/A			85.03%	147	
ID	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			20.35	242		N/A			18.76	275		N/A			14.9	202		N/A			13.66	180	
ID	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			93.51%	262		N/A			91.29%	241		N/A			86.08%	194		N/A			97.14%	175	
ID	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			97.10%	241		N/A			89.18%	194		N/A			98.86%	175	
ID	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			19.11	64		N/A			21.38	37		N/A			11.74	19		N/A			12.04	27	
ID	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			20.83	12		N/A			9.33	3		N/A						N/A			46.67	3	
ID	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			78.84	25		N/A			63.91	35		N/A			44.46	48		N/A			71.52	25	
ID	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			8			N/A			13			N/A			12			N/A			4		
ID	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			79.31%	116		N/A			90.71%	140		N/A			83.05%	177		N/A			82.02%	89	
ID	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			3:04	116		N/A			1:41	140		N/A			2:42	177		N/A			2:20	89	
ID	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			20.69%	116		N/A			27.86%	140		N/A			24.86%	177		N/A			25.84%	89	
ID	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			40.68%	59		N/A			24.60%	126		N/A			28.07%	57	
ID	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.39%	8348		N/A			1.67%	8361		N/A			2.14%	8285		N/A			1.10%	8128	
ID	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			0.71%	8361		N/A			1.52%	8285		N/A			0.70%	8128	
ID	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			25.64%	156		N/A			19.08%	173		N/A			12.38%	202		N/A			30.47%	128	
ID	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100%	7	73.53%	170	-1.56	Yes	66.67%	3	85.89%	241	0.79	Yes			90.42%	167		N/A	100%	1	85.03%	147	-0.42
ID	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	4.43	7	20.35	242	-2.28	Yes	7	3	18.76	275	-0.9	Yes			14.9	202		N/A			13.66	180	
ID	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100%	5	93.51%	262	-0.58	Yes	100%	2	91.29%	241	-0.44	Yes	100%	1	86.08%	194	-0.4	Yes	100%	2	97.14%	175	-0.24
ID	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100%	2	97.10%	241	-0.24	Yes	100%	1	89.18%	194	-0.35	Yes	100%	2	98.86%	175	-0.15
ID	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			19.11	64		N/A	1	1	21.38	37	-0.37	Yes			11.74	19		N/A			12.04	27	
ID	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			20.83	12		N/A			9.33	3		N/A						N/A			46.67	3	
ID	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			78.84	25		N/A	13	1	63.91	35	-0.57	N/A			44.46	48		N/A			71.52	25	
ID	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS			8			N/A	0		13		-0.76	N/A			12			N/A			4		
ID	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	100%	1	79.31%	116	-0.51	Yes	50%	2	90.71%	140	1.31	Yes	100%	1	83.05%	177	-0.45	Yes			82.02%	89	
ID	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	1:35	1	3:04	116	-0.22	Yes	3:35	2	1:41	140	1.22	Yes	2:22	1	2:42	177	-0.1	Yes			2:20	89	
ID	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	100%	1	20.69%	116	1.26	Yes	50%	2	27.86%	140	0.57	Yes	0%	1	24.86%	177	-0.57	Yes			25.84%	89	
ID	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	50%	2	40.68%	59	0.18	Yes	0%	1	24.60%	126	-0.57	Yes			28.07%	57	
ID	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2.94%	34	1.39%	8348	0.73	Yes	7.14%	28	1.67%	8361	1.7	No	3.85%	26	2.14%	8285	0.61	Yes	0%	25	1.10%	8128	-0.53
ID	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	7.14%	28	0.71%	8361	2.39	No	3.85%	26	1.52%	8285	0.86	Yes	0%	25	0.70%	8128	-0.42
ID	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0%	1	25.64%	156	-0.59	N/A	0%	2	19.08%	173	-0.68	N/A	0%	1	12.38%	202	-0.37	N/A			30.47%	128	
ID	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	87.50%	8	91.43%	35	0.29	Yes	100%	4	90.48%	21	-0.59	Yes	100%	2	100%	67	.	Yes	83.33%	6	79.25%	53	-0.23
ID	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.5	8	8.89	35	-1.68	Yes	4.33	3	14.2	15	-1.01	Yes	4.5	2	20.3	67	-2.16	Yes	4.33	6	15.29	52	-1.82
ID	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	100%	7	89.66%	29	-0.81	Yes	75%	4	95.56%	45	1.19	Yes	75%	4	90.16%	61	0.78	Yes	100%	8	100%	43	.
ID	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	75%	4	97.78%	45	1.45	Yes	100%	4	93.44%	61	-0.51	Yes	100%	8	100%	43	.
ID	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	4	1	10.5	4	-0.72	Yes			67	1		N/A						N/A	1	1	23.09	11	-1.35
ID	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A			3	1		N/A						N/A					
ID	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			239	6		N/A			156	9		N/A			158.88	8		N/A			132.67	9	
ID	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			1			N/A			1			N/A			0			N/A			0		
ID	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100%	1	100%	43	.	Yes	100%	1	97.06%	34	-0.17	Yes	100%	3	100%	50	.	Yes	100%	4	97.37%	38	-0.31
ID	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100%	1	100%	44	.	Yes	100%	1	100%	34	.	Yes	100%	3	100%	50	.	Yes	100%	4	100%	38	.
ID	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:18	1	2:10	44	0.45	Yes	2:45	1	3:25	34	-0.13	Yes	0:55	3	2:32	50	-1.02	Yes	1:11	4	4:36	38	-0.95
ID	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	0%	1	20.45%	44	-0.5	Yes	0%	1	20.59%	34	-0.5	Yes	0%	3	22%	50	-0.89	Yes	50%	4	15.79%	38	1.4
ID	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	0%	1	14.29%	21	-0.4	Yes			11.11%	27		N/A			15.38%	26	
ID	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.77%	130	1.56%	2813	-0.71	Yes	0.80%	125	1.19%	2855	-0.39	Yes	2.50%	120	1.74%	2869	0.65	Yes	3.36%	119	1.32%	2872	1.64
ID	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.80%	125	0.74%	2855	0.15	Yes	0%	120	0.94%	2869	-1.05	Yes	0%	119	0.91%	2872	-1.02
ID	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	0%	1	18.52%	54	-0.47	N/A	0%	1	10.53%	38	-0.34	N/A	0%	3	9.09%	55	-0.53	N/A	0%	4	13.64%	44	-0.76

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A						N/A	0				
ID	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A			120.2	10		N/A	0				
ID	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A			0			N/A	0				
ID	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	N/A	100%	4	100%	47	.	Yes	0				
ID	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	N/A	100%	4	100%	47	.	Yes	0				
ID	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	N/A	5:17	4	2:24	47	1.22	Yes	0				
ID	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	N/A	25%	4	21.28%	47	0.15	Yes	0				
ID	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	N/A	33.33%	3	25%	24	0.23	Yes	0				
ID	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.97%	411	1.64%	2870	-0.99	Yes	0				
ID	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.73%	411	0.84%	2870	-0.22	Yes	0				
ID	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	0%	4	14.55%	55	-0.8	N/A	0				
ID	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	N/A			92.25%	142		N/A	0				
ID	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			12.4	166		N/A	0				
ID	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			92.57%	148		N/A	0				
ID	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			95.95%	148		N/A	0				
ID	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			15	13		N/A	0				
ID	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			3	1		N/A	0				
ID	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			83.18	22		N/A	0				
ID	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			5			N/A	0				
ID	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			83.21%	137		N/A	0				
ID	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	N/A			2:14	137		N/A	0				
ID	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			37.23%	137		N/A	0				
ID	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			40.79%	76		N/A	0				
ID	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	N/A			1.70%	8081		N/A	0				
ID	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A			0.94%	8081		N/A	0				
ID	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A			12.18%	156		N/A	0				
ID	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	100%	2	92.25%	142	-0.41	Yes	0				
ID	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	N/A	9	1	12.4	166	-0.43	Yes	0				
ID	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	3	92.57%	148	-0.49	Yes	0				
ID	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	3	95.95%	148	-0.35	Yes	0				
ID	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			15	13		N/A	0				
ID	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			3	1		N/A	0				
ID	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A			83.18	22		N/A	0				
ID	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A			5			N/A	0				
ID	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	N/A			83.21%	137		N/A	0				
ID	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	N/A			2:14	137		N/A	0				
ID	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A			37.23%	137		N/A	0				
ID	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A			40.79%	76		N/A	0				
ID	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	Yes	0%	25	1.70%	8081	-0.66	Yes	1	138	2.90%	1.60%	1.30%
ID	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	Yes	0%	25	0.94%	8081	-0.49	Yes	1	104	2.88%	0.97%	1.92%
ID	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A			12.18%	156		N/A	0				
ID	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	100%	9	86.67%	30	-1.03	Yes	0				
ID	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	4.25	8	10.56	27	-1.93	Yes	0				
ID	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	77.78%	9	80%	35	0.13	Yes	0				
ID	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	77.78%	9	91.43%	35	1.03	Yes	0				
ID	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	Yes			13.75	4		N/A	0				
ID	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A						N/A	0				
ID	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A			120.2	10		N/A	0				
ID	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A			0			N/A	0				
ID	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	Yes	100%	2	100%	47	.	Yes	0				
ID	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes	100%	2	100%	47	.	Yes	0				
ID	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	7:34	2	2:24	47	1.7	No	1	11	2:30	2:56	-0:25
ID	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	0%	2	21.28%	47	-0.72	Yes	0				
ID	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	N/A	0%	2	25%	24	-0.78	Yes	0				
ID	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	Yes	1.69%	118	1.64%	2870	0.12	Yes	0				
ID	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	Yes	1.69%	118	0.84%	2870	0.94	Yes	0				
ID	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A	0%	2	14.55%	55	-0.57	N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
ID	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
ID	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
ID	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
ID	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
ID	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
ID	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
ID	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
ID	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
ID	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
ID	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
ID	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
ID	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
ID	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
ID	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
ID	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
ID	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
ID	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
ID	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
ID	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
ID	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
ID	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
ID	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
ID	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
ID	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
ID	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
ID	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
ID	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
ID	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
ID	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
ID	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
ID	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
ID	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
ID	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
ID	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
ID	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
ID	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
ID	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
ID	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
ID	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
ID	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
ID	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
ID	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
ID	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
ID	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
ID	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
ID	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
ID	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
ID	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
ID	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
ID	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
ID	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
ID	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
ID	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
ID	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
ID	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
ID	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			92.70%	178		N/A			95.03%	161		N/A			94.55%	202		N/A			95.62%	137	
ID	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.54	178		N/A			5.55	163		N/A			6.37	203		N/A			9.93	138	
ID	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100%	171		N/A			98.36%	183		N/A			96.49%	171		N/A			98.71%	155	
ID	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			98.91%	183		N/A			99.42%	171		N/A			98.71%	155	
ID	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			2.64	11		N/A			3.63	8		N/A			2.55	11		N/A			3.33	6	
ID	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			8	2		N/A						N/A						N/A					
ID	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			81.82%	55		N/A			90.16%	122		N/A			83.17%	101		N/A			87.01%	77	
ID	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			94.55%	55		N/A			95.90%	122		N/A			95.10%	102		N/A			94.81%	77	
ID	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			14:36	55		N/A			8:11	122		N/A			11:27	102		N/A			13:27	77	
ID	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			43.64%	55		N/A			29.51%	122		N/A			27.45%	102		N/A			27.27%	77	
ID	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			42.86%	49		N/A			35.14%	37		N/A			31.82%	44	
ID	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.19%	4625		N/A			2.57%	4753		N/A			2.09%	4883		N/A			1.54%	5005	
ID	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.03%	4753		N/A			0.76%	4883		N/A			0.88%	5005	
ID	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			55.28%	123		N/A			45.29%	223		N/A			44.26%	183		N/A			46.15%	143	
ID	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			87.50%	8		N/A			100%	25		N/A			80%	5		N/A			42.86%	14	
ID	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			23.85	20		N/A			33.26	31		N/A			14.83	6		N/A	17	1	31.68	19	-0.36
ID	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100%	26		N/A			100%	19		N/A	100%	1	92.31%	13	-0.28	Yes	100%	1	100%	23	.
ID	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100%	19		N/A	100%	1	100%	13	.	Yes	100%	1	100%	23	.
ID	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			7.67	3		N/A						N/A			1	1		N/A	8	1	38	9	-0.58
ID	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			1	1		N/A						N/A						N/A					
ID	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			6	1		N/A			47	1		N/A			15	2		N/A			74.5	2	
ID	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			0			N/A			0			N/A			0			N/A			0		
ID	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100%	4		N/A			100%	7		N/A			75%	4		N/A			100%	1	
ID	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			0:21	4		N/A			0:52	7		N/A			2:09	4		N/A			0:32	1	
ID	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			0%	4		N/A			14.29%	7		N/A			0%	4		N/A			0%	1	
ID	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			16.67%	6		N/A			0%	2		N/A			0%	1	
ID	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.74%	540		N/A			1.29%	541		N/A			0.75%	530		N/A			0.19%	537	
ID	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			1.11%	541		N/A			0.38%	530		N/A			0.19%	537	
ID	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			42.86%	7		N/A			41.67%	12		N/A			33.33%	6		N/A			0%	1	
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02	62				N/A	0:03	95				N/A	0:02	110				N/A	0:02	66			
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A					
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100%	8				Yes	100%	6				Yes	100%	5				Yes	100%	2			
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100%	21				Yes	100%	23				Yes	100%	42				Yes	96.30%	27			
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	21				N/A	0%	23				N/A	0%	42				N/A	0%	27			
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0%	8				N/A	0%	6				N/A	0%	5				N/A	0%	2			
ID	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	14.29%	7				No	100%	2				Yes	100%	4				Yes					
ID	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	11	2				Yes						N/A	8	2				Yes					
ID	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			93.18%	3649		N/A			93.41%	3947		N/A			94.01%	3489		N/A			93.82%	3447	
ID	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100%	1	99.60%	5990	-0.06	Yes			99.64%	7293		N/A	100%	1	99.62%	6018	-0.06	Yes	100%	1	99.59%	5827	-0.06
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.64	3670		N/A			5.62	3959		N/A			5.1	3501		N/A			5.16	3459	
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.76	5121		N/A			3.47	5960		N/A			3.6	4821		N/A			3.54	4682	
ID	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100%	1	92.05%	10457	-0.29	Yes	100%	1	91.14%	10389	-0.31	Yes	100%	1	89.52%	9408	-0.34	Yes	0%	1	90.83%	9645	1.69
ID	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100%	1	92.56%	10389	-0.28	Yes	100%	1	91.06%	9408	-0.31	Yes	100%	1	92.47%	9645	-0.29
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.93	120		N/A			4.22	88		N/A			4.41	66		N/A			6.97	79	
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			4.23	22		N/A			2.9	20		N/A			5.67	18		N/A			14.5	18	
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			10.22	147		N/A			10.07	175		N/A			7.8	147		N/A			8.84	138	
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			2.67	3		N/A			6.17	6		N/A			8.86	7		N/A			4.86	7	
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			91.20%	3205		N/A			91.61%	2967		N/A			93.56%	4643		N/A			92.09%	3149	
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			94.46%	415		N/A			98.06%	516		N/A			98.29%	586		N/A			98.53%	681	
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			98.46%	3908		N/A			98.67%	3680		N/A			98.68%	5511		N/A			98.42%	4050	
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.77%	881		N/A			99.72%	1073		N/A			99.92%	1193		N/A	100%	1	99.77%	1323	-0.05
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:40	881		N/A			6:08	1073		N/A			5.56	1193		N/A	20:36	1	4:57	1323	1.88
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			13:49	3908		N/A			14:00	3680		N/A			12:17	5511		N/A			13:31	4050	
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			50%	14		N/A			31.82%	22		N/A			29.17%	24		N/A			26.92%	26	
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			41.46%	41		N/A			29%	100		N/A			26.92%	78		N/A	0%	1	27.45%	51	-0.61
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			57.14%	7		N/A			100%	1		N/A			18.18%	11	
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			40.48%	42		N/A			33.33%	36		N/A			36.36%	33	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	N/A			97.65%	170		N/A	0				
ID	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			9.91	171		N/A	0				
ID	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	N/A	100%	1	95.24%	189	-0.22	Yes	0				
ID	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	N/A	100%	1	96.30%	189	-0.2	Yes	0				
ID	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			2.25	4		N/A	0				
ID	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A						N/A	0				
ID	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			88.12%	101		N/A	0				
ID	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			98.02%	101		N/A	0				
ID	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A			9:35	101		N/A	0				
ID	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			32.67%	101		N/A	0				
ID	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			36.92%	65		N/A	0				
ID	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.96%	5163		N/A	0				
ID	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.26%	5163		N/A	0				
ID	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A			35.67%	157		N/A	0				
ID	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			80%	10		N/A	0				
ID	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	Yes			21.96	26		N/A	0				
ID	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	Yes			100%	20		N/A	0				
ID	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	Yes			100%	20		N/A	0				
ID	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	Yes			33.4	5		N/A	0				
ID	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A	0				
ID	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			92.5	4		N/A	0				
ID	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			1			N/A	0				
ID	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			100%	2		N/A	0				
ID	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			0:47	2		N/A	0				
ID	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			50%	2		N/A	0				
ID	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			50%	2		N/A	0				
ID	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.38%	526		N/A	0				
ID	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.38%	526		N/A	0				
ID	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			60%	5		N/A	0				
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	N/A	0:03	92				N/A	0				
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A						N/A	0				
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	Yes	83.33%	6				No	1	27	96.30%		
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	100%	42				Yes	0				
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0%	42				N/A	0				
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	6				N/A	0				
ID	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	N/A	100%	1				Yes	1	14	57.15%		
ID	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	N/A	5	1				Yes	0				
ID	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			93.68%	3703		N/A	0				
ID	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	Yes	100%	1	99.57%	6285	-0.07	Yes	0				
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			5.27	3710		N/A	0				
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	N/A			3.49	5022		N/A	0				
ID	04--10	OP-5	New Service Install Quality, Line Sharing%		P	No	100%	1	89.45%	9561	-0.34	Yes	1	5	80.00%	90.64%	-10.64%
ID	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes	100%	1	91.31%	9561	-0.31	Yes	0				
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			4.88	91		N/A	0				
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			3.96	25		N/A	0				
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			8.49	145		N/A	0				
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			6.33	3		N/A	0				
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	N/A			90.48%	3465		N/A	0				
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	N/A			95.65%	736		N/A	0				
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	N/A			98.08%	4586		N/A	0				
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	Yes			99.49%	1560		N/A	0				
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	No			6:15	1560		N/A	1	1	20:36	5:56	14:39
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	N/A			13:53	4586		N/A	0				
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			36%	25		N/A	0				
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			31.58%	76		N/A	0				
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			30%	10		N/A	0				
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			38.18%	55		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
ID	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
ID	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
ID	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
ID	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
ID	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
ID	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
ID	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
ID	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
ID	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
ID	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
ID	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
ID	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
ID	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
ID	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
ID	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
ID	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
ID	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
ID	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
ID	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
ID	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
ID	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
ID	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
ID	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
ID	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
ID	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
ID	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
ID	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
ID	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
ID	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
ID	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
ID	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
ID	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
ID	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
ID	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	04--10	MR-8	Trouble Rate, Line Sharing%		P	0%	4	1.10%	441777	-0.21	Yes	0%	4	1.09%	442162	-0.21	Yes	0%	4	1.53%	443075	-0.25	Yes	33.33%	3	1.22%	444128	2.09
ID	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0%	4	0.92%	442162	-0.19	Yes	0%	4	1.34%	443075	-0.23	Yes	0%	3	1.05%	444128	-0.18
ID	05--01	OP-3	Install Commit Met, UDIT DS1%		P			73.53%	170		N/A			85.89%	241		N/A			90.42%	167		N/A			85.03%	147	
ID	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			20.35	242		N/A			18.76	275		N/A			14.9	202		N/A			13.66	180	
ID	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			93.51%	262		N/A			91.29%	241		N/A			86.08%	194		N/A			97.14%	175	
ID	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			97.10%	241		N/A			89.18%	194		N/A			98.86%	175	
ID	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			19.11	64		N/A			21.38	37		N/A			11.74	19		N/A			12.04	27	
ID	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			20.83	12		N/A			9.33	3		N/A						N/A			46.67	3	
ID	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			78.84	25		N/A			63.91	35		N/A			44.46	48		N/A			71.52	25	
ID	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			8			N/A			13			N/A			12			N/A			4		
ID	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	100%	1	79.31%	116	-0.51	Yes			90.71%	140		N/A	100%	2	83.05%	177	-0.64	Yes	100%	1	82.02%	89	-0.47
ID	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1:15	1	3:04	116	-0.26	Yes			1:41	140		N/A	0:14	2	2:42	177	-0.98	Yes	2:02	1	2:20	89	-0.11
ID	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0%	1	20.69%	116	-0.51	Yes			27.86%	140		N/A	50%	2	24.86%	177	0.66	Yes	0%	1	25.84%	89	-0.59
ID	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			40.68%	59		N/A			24.60%	126		N/A	0%	1	28.07%	57	-0.62
ID	05--01	MR-8	Trouble Rate, UDIT DS1%		P	5.26%	19	1.39%	8348	1.12	Yes	0%	19	1.67%	8361	-0.57	Yes	10.53%	19	2.14%	8285	1.83	No	5.26%	19	1.10%	8128	1.26
ID	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	19	0.71%	8361	-0.37	Yes	0%	19	1.52%	8285	-0.54	Yes	5.26%	19	0.70%	8128	1.5
ID	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0%	1	25.64%	156	-0.59	N/A			19.08%	173		N/A	0%	2	12.38%	202	-0.53	N/A	0%	1	30.47%	128	-0.66
ID	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			87.50%	8		N/A			100%	25		N/A			80%	5		N/A			42.86%	14	
ID	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			23.85	20		N/A			33.26	31		N/A			14.83	6		N/A			31.68	19	
ID	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			100%	26		N/A			100%	19		N/A			92.31%	13		N/A			100%	23	
ID	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100%	19		N/A			100%	13		N/A			100%	23	
ID	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			7.67	3		N/A						N/A			1	1		N/A			38	9	
ID	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			1	1		N/A						N/A						N/A					
ID	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			6	1		N/A			47	1		N/A			15	2		N/A			74.5	2	
ID	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			0			N/A			0			N/A			0			N/A			0		
ID	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100%	4		N/A			100%	7		N/A			75%	4		N/A			100%	1	
ID	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			0:21	4		N/A			0:52	7		N/A			2:09	4		N/A			0:32	1	
ID	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			0%	4		N/A			14.29%	7		N/A			0%	4		N/A			0%	1	
ID	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			16.67%	6		N/A			0%	2		N/A			0%	1	
ID	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0%	12	0.74%	540	-0.3	Yes	0%	12	1.29%	541	-0.39	Yes	0%	5	0.75%	530	-0.19	Yes	0%	5	0.19%	537	-0.1
ID	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0%	12	1.11%	541	-0.36	Yes	0%	5	0.38%	530	-0.14	Yes	0%	5	0.19%	537	-0.1
ID	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			42.86%	7		N/A			41.67%	12		N/A			33.33%	6		N/A			0%	1	
ID	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:37	25046				N/A	0:44	31816				N/A	1:11	29071				N/A	2:27	26063			
ID	07--01	OP-3	Install Commit Met, E911%		P						N/A						N/A			0%	2		N/A					
ID	07--01	OP-4	Install Interv, E911, Avg Days		P			28	1		N/A						N/A			49	2		N/A					
ID	07--01	OP-5	New Service Install Quality, E911%		P			100%	1		N/A			100%	2		N/A			100%	2		N/A					
ID	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100%	2		N/A			100%	2		N/A					
ID	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A			37	2		N/A					
ID	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A					
ID	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A					
ID	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A					
ID	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A					
ID	07--01	MR-8	Trouble Rate, E911%		P	0%	28	0%	195	.	Yes	0%	28	0%	192	.	Yes	0%	28	0%	192	.	Yes	0%	28	0%	186	.
ID	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0%	28	0%	192	.	Yes	0%	28	0%	192	.	Yes	0%	28	0%	186	.
ID	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A						N/A					
ID	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A			8.54	.	
ID	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A			9.26	.	
ID	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.1	35888				N/A	0.09	44282				N/A	0.11	39087				N/A	0.09	38151			
ID	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	94.29%	29822				N/A	96.79%	34904				N/A	96.65%	33234				N/A	96%	29342			
ID	09--01	NP-1A	NXX Code Activation, All%		P	100%	1				N/A						N/A						N/A	100%	1			
ID	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0%	1				N/A						N/A						N/A	0%	1			
ID	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
ID	11--01	OP-8B	LNP Timeliness, LNP%		95%	100%	62				Yes	100%	96				Yes	100%	97				Yes	100%	66			
ID	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.85%	1320				Yes	100%	446				Yes	98.62%	650				Yes	98.92%	371			
ID	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	1401				Yes	100%	595				Yes	100%	832				Yes	100%	449			
ID	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	1401				N/A	100%	595				N/A	100%	832				N/A	100%	449			
ID	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			47.71%	415		N/A			49.81%	516		N/A			46.93%	586		N/A			63.88%	681	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	04--10	MR-8	Trouble Rate, Line Sharing%		P	No	0%	3	1.40%	445485	-0.21	Yes	1	18	5.56%	1.27%	4.29%
ID	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes	0%	3	1.18%	445485	-0.19	Yes	0				
ID	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			92.25%	142		N/A	0				
ID	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A			12.4	166		N/A	0				
ID	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	N/A			92.57%	148		N/A	0				
ID	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	N/A			95.95%	148		N/A	0				
ID	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			15	13		N/A	0				
ID	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			3	1		N/A	0				
ID	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			83.18	22		N/A	0				
ID	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A			5			N/A	0				
ID	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	Yes			83.21%	137		N/A	0				
ID	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	Yes			2:14	137		N/A	0				
ID	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	Yes			37.23%	137		N/A	0				
ID	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	Yes			40.79%	76		N/A	0				
ID	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0%	19	1.70%	8081	-0.57	Yes	1	95	4.21%	1.60%	2.61%
ID	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	Yes	0%	19	0.94%	8081	-0.42	Yes	0				
ID	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A			12.18%	156		N/A	0				
ID	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A			80%	10		N/A	0				
ID	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A			21.96	26		N/A	0				
ID	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	20		N/A	0				
ID	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	20		N/A	0				
ID	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			33.4	5		N/A	0				
ID	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A	0				
ID	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			92.5	4		N/A	0				
ID	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			1			N/A	0				
ID	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	N/A			100%	2		N/A	0				
ID	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	N/A			0:47	2		N/A	0				
ID	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			50%	2		N/A	0				
ID	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			50%	2		N/A	0				
ID	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	5	0.38%	526	-0.14	Yes	0				
ID	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	5	0.38%	526	-0.14	Yes	0				
ID	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A			60%	5		N/A	0				
ID	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	1:29	28684				N/A	0				
ID	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A	0				
ID	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A	0				
ID	07--01	OP-5	New Service Install Quality, E911%		P	N/A						N/A	0				
ID	07--01	OP-5*	New Service Install Quality, E911%		P	N/A						N/A	0				
ID	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	N/A						N/A	0				
ID	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A						N/A	0				
ID	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A						N/A	0				
ID	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
ID	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
ID	07--01	MR-8	Trouble Rate, E911%		P	Yes	0%	29	0%	186	.	Yes	0				
ID	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0%	29	0%	186	.	Yes	0				
ID	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A						N/A	0				
ID	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			7.95	.		N/A	0				
ID	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.42	.		N/A	0				
ID	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.09	46010				N/A	0				
ID	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	96.33%	32550				N/A	0				
ID	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A	0				
ID	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A	0				
ID	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
ID	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	96.74%	92				Yes	0				
ID	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	99.74%	378				Yes	0				
ID	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100%	488				Yes	0				
ID	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	488				N/A	0				
ID	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			45.65%	736		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	04--10	MR-8	Trouble Rate, Line Sharing%		P	
ID	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
ID	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
ID	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
ID	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
ID	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
ID	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
ID	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
ID	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
ID	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
ID	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
ID	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
ID	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
ID	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
ID	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
ID	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
ID	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
ID	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
ID	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
ID	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
ID	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
ID	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
ID	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
ID	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
ID	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
ID	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
ID	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
ID	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
ID	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
ID	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
ID	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
ID	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
ID	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
ID	07--01	OP-3	Install Commit Met, E911%		P	
ID	07--01	OP-4	Install Interv, E911, Avg Days		P	
ID	07--01	OP-5	New Service Install Quality, E911%		P	
ID	07--01	OP-5*	New Service Install Quality, E911%		P	
ID	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
ID	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
ID	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
ID	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
ID	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
ID	07--01	MR-8	Trouble Rate, E911%		P	
ID	07--01	MR-8*	Trouble Rate, E911%		P	
ID	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
ID	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
ID	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
ID	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
ID	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
ID	09--01	NP-1A	NXX Code Activation, All%		P	
ID	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
ID	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
ID	11--01	OP-8B	LNP Timeliness, LNP%		95%	
ID	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
ID	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
ID	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
ID	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.77%	881		N/A	100%	1	99.72%	1073	-0.05	Yes			99.92%	1193		N/A			99.77%	1323	
ID	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100%	11157				Yes	100%	10643.4826				Yes	100%	10096.752				Yes	100%	18172.931			
ID	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100%	11157				Yes	100%	10643.4826				Yes	100%	10096.752				Yes	100%	18172.931			
ID	14--01	OP-3	Install Commit Met, Residence%	D	P	96.97%	66	93.92%	2894	-1.03	Yes	98.41%	63	94.43%	3162	-1.36	Yes	98.44%	64	94.20%	2809	-1.43	Yes	94.20%	69	94.24%	2726	0.07
ID	14--01	OP-3	Install Commit Met, Residence%	ND	P	100%	81	99.64%	5802	-0.54	Yes	100%	85	99.64%	7126	-0.55	Yes	100%	101	99.66%	5841	-0.58	Yes	100%	104	99.59%	5647	-0.65
ID	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	4.7	66	5.41	2907	-0.84	Yes	4.27	63	5.3	3170	-1.6	Yes	3.59	64	4.9	2819	-2.35	Yes	4.65	69	4.99	2734	-0.59
ID	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.77	43	3.77	4996	-4.05	Yes	2.92	50	3.47	5835	-3.66	Yes	2.57	54	3.6	4702	-6.35	Yes	3.03	60	3.55	4546	-3.02
ID	14--01	OP-5	New Service Install Quality, Residence%		P	95.27%	148	92.32%	9503	-1.34	Yes	96.82%	157	91.43%	9482	-2.39	Yes	95.27%	169	89.84%	8526	-2.31	Yes	97.26%	146	90.96%	8682	-2.63
ID	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	97.45%	157	92.79%	9482	-2.24	Yes	97.04%	169	91.31%	8526	-2.62	Yes	98.63%	146	92.54%	8682	-2.78
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	4	1	4.42	69	-0.08	Yes			3.68	47		N/A	2	1	3.73	45	-0.41	Yes			6.26	50	
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			4.37	19		N/A			2.9	20		N/A			5.76	17		N/A			15.18	17	
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	6	1	9.73	117	-0.14	Yes	11	1	8.12	130	0.71	Yes			7.08	121		N/A	8.75	4	8.11	110	0.34
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			2.67	3		N/A			6.17	6		N/A			5.8	5		N/A			4.86	7	
ID	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	6.33	3	103.05	433	-1.44	N/A	171.43	7	94.1	447	1.66	N/A	362.33	3	84.37	435	3.09	N/A	253.25	4	80.37	397	2.41
ID	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	1		139		0.06	N/A	1		147		-1.04	N/A	1		154		-0.07	N/A	0		124		-1.34
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	91.67%	36	91%	2901	-0.14	Yes	94.12%	34	91.47%	2672	-0.55	Yes	94.59%	37	93.47%	4168	-0.27	Yes	100%	42	92.03%	2787	-1.89
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100%	4	93.57%	342	-0.52	Yes	100%	7	97.94%	436	-0.38	Yes	100%	3	98.39%	496	-0.22	Yes	100%	9	98.25%	571	-0.4
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100%	40	98.52%	3517	-0.77	Yes	100%	41	98.67%	3316	-0.74	Yes	100%	48	98.64%	4939	-0.81	Yes	98.15%	54	98.44%	3585	0.25
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	14	99.73%	734	-0.19	Yes	100%	14	99.66%	891	-0.22	Yes	100%	16	99.90%	991	-0.13	Yes	100%	22	99.73%	1094	-0.24
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	10:45	40	14:03	3517	-1.5	Yes	11:49	41	14:16	3316	-1.32	Yes	9:25	48	12:21	4939	-1.74	Yes	9:47	54	13:44	3585	-2.47
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:12	14	6:59	734	-0.73	Yes	7:47	14	6:28	891	0.62	Yes	4:37	16	6:18	991	-0.84	Yes	2:49	22	5:21	1094	-1.2
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	12.20%	41	9.81%	3566	0.54	Yes	2.44%	41	10.61%	3364	-1.69	Yes	8%	50	10.54%	5019	-0.58	Yes	7.41%	54	10.69%	3640	-0.77
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	14.29%	14	11.44%	734	0.37	Yes	7.14%	14	10.33%	891	-0.39	Yes	18.75%	16	9.69%	991	1.13	Yes	9.09%	22	8.68%	1094	0.13
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	2.44%	41	10.40%	3220	-1.66	Yes	6.12%	49	10.39%	4869	-0.97	Yes	7.84%	51	10.67%	3513	-0.65
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	20%	5	11.39%	395	0.57	Yes	14.29%	7	11.86%	413	0.24	Yes	22.22%	9	9.21%	554	1.17
ID	14--01	MR-8	Trouble Rate, Residence%		P	0.98%	5605	1.23%	349511	-1.68	Yes	0.96%	5713	1.22%	349369	-1.74	Yes	1.12%	5907	1.72%	350160	-3.52	Yes	1.27%	5979	1.35%	351109	-0.51
ID	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.81%	5713	1.03%	349369	-1.7	Yes	0.95%	5907	1.51%	350160	-3.5	Yes	1%	5979	1.16%	351109	-1.11
ID	14--01	MR-9	Repair Appoint Met, Residence%	D	P	100%	41	95.54%	3566	-1.38	Yes	100%	41	95.51%	3364	-1.38	Yes	98%	50	94.78%	5019	-1.02	Yes	98.15%	54	93.13%	3640	-1.45
ID	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	92.86%	14	97.82%	734	1.01	Yes	92.86%	14	98.32%	891	1.17	Yes	100%	16	98.28%	991	-0.52	Yes	100%	22	98.81%	1094	-0.51
ID	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	33.73%	83	37.19%	6846	-0.65	N/A	29.49%	78	37.96%	6858	-1.53	N/A	31.96%	97	33.46%	9032	-0.31	N/A	20.83%	96	35.19%	7304	-2.93
ID	14--02	OP-3	Install Commit Met, Business%	D	P	100%	1	90.33%	755	-0.33	Yes	100%	4	89.30%	785	-0.69	Yes	100%	2	93.24%	680	-0.38	Yes	100%	4	92.23%	721	-0.58
ID	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	1	98.40%	188	-0.13	Yes	100%	15	100%	167	.	Yes	100%	3	98.31%	177	-0.23	Yes	100%	2	99.44%	180	-0.11
ID	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4	1	6.53	763	-0.32	Yes	7.75	4	6.93	789	0.57	Yes	2	2	5.9	682	-0.8	Yes	3	4	5.82	725	-0.76
ID	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	3	1	3.63	125	-0.2	Yes	2.64	11	3.51	125	-0.77	Yes	2	1	3.66	119	-0.56	Yes	1	1	3.23	136	-1.16
ID	14--02	OP-5	New Service Install Quality, Business%		P	100%	11	89.41%	954	-1.13	Yes	83.33%	12	88.22%	908	0.54	Yes	83.33%	6	86.41%	883	0.27	Yes	66.67%	9	89.72%	963	1.85
ID	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100%	12	90.20%	908	-1.13	Yes	83.33%	6	88.68%	883	0.43	Yes	100%	9	91.90%	963	-0.89
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			5.63	51		N/A			4.83	41		N/A			5.86	21		N/A			8.21	29	
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			3.33	3		N/A						N/A			4	1		N/A			3	1	
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			12.13	30		N/A			15.71	45		N/A			11.15	26		N/A			11.71	28	
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A			16.5	2		N/A					
ID	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			97.33	116		N/A			92.52	127		N/A			87.08	120		N/A			84.96	116	
ID	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			37			N/A			39			N/A			40			N/A			42		
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100%	1	93.09%	304	-0.27	Yes			92.88%	295		N/A	100%	2	94.32%	475	-0.35	Yes	100%	1	92.54%	362	-0.28
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			98.63%	73		N/A	100%	2	98.75%	80	-0.16	Yes			97.78%	90		N/A	100%	2	100%	110	.
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	1	97.95%	391	-0.14	Yes	100%	1	98.63%	364	-0.12	Yes	100%	2	98.95%	572	-0.15	Yes	100%	1	98.28%	465	-0.13
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P			100%	147		N/A	100%	4	100%	182	.	Yes	100%	3	100%	202	.	Yes	100%	3	100%	229	.
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	4:07	1	11:38	391	-0.63	Yes	24:47:00	1	11:40	364	1.36	Yes	2:52	2	11:35	572	-0.96	Yes	21:53	1	11:51	465	1.05
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P			5:06	147		N/A	5:07	4	4:30	182	0.14	Yes	9:43	3	4:12	202	1.39	Yes	7:58	3	3:02	229	1.48
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0%	1	9.55%	398	-0.32	Yes	0%	1	8.40%	369	-0.3	Yes	0%	2	11.75%	587	-0.52	Yes	0%	1	9.79%	470	-0.33
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P			12.24%	147		N/A	25%	4	9.34%	182	0.87	Yes	33.33%	3	10.89%	202	0.97	Yes	0%	3	13.54%	229	-0.68
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0%	1	8.67%	346	-0.31	Yes	0%	2	11.88%	547	-0.52	Yes	0%	1	9.80%	439	-0.33
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0%	1	10.48%	105	-0.34	Yes			11.58%	95		N/A			15.22%	138	
ID	14--02	MR-8	Trouble Rate, Business%		P	0.20%	494	0.59%	92266	-1.12	Yes	0.94%	531	0.59%	92793	1.04	Yes	0.98%	511	0.85%	92915	0.32	Yes	0.76%	527	0.75%	93019	0.02
ID	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.38%	531	0.49%	92793	-0.36	Yes	0.39%	511	0.69%	92915	-0.82	Yes	0.19%	527	0.62%	93019	-1.26
ID	14--02	MR-9	Repair Appoint Met, Business%	D	P	0%	1	91.21%	398	1.71	No	100%	1	93.22%	369	-0.27	Yes	100%	2	90.29%	587	-0.46	Yes	100%	1	88.30%	470	-0.36
ID	14--02	MR-9	Repair Appoint Met, Business%	ND	P			93.88%	147		N/A	100%	4	96.15%	182	-0.4	Yes	100%	3	95.54%	202	-0.37	Yes	100%	3	98.69%	229	-0.2
ID	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	83.33%	6	41.08%	925	1.98	N/A	44.44%	9	43.25%	971	0.07	N/A	44.44%	9	37.48%	1262	0.42	N/A	50%	8	36.86%	1107	0.74

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A			99.49%	1560		N/A	0				
ID	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	Yes	100%	18437.345				Yes	0				
ID	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	Yes	97.34%	18437.345				Yes	0				
ID	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	94.55%	55	94.20%	2899	-0.11	Yes	0				
ID	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100%	62	99.64%	6072	-0.47	Yes	0				
ID	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	4	56	5.03	2903	-1.48	Yes	0				
ID	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.75	40	3.48	4893	-5.12	Yes	0				
ID	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	95.54%	157	89.82%	8574	-2.35	Yes	0				
ID	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	97.45%	157	91.65%	8574	-2.6	Yes	0				
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	N/A	2	1	4.96	54	-0.44	Yes	0				
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	N/A			3.24	21		N/A	0				
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	Yes	3.5	2	7.57	114	-0.76	Yes	0				
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	N/A			2	2		N/A	0				
ID	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	140.71	7	70.59	458	1.77	N/A	0				
ID	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	3		118		0.96	N/A	0				
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	94.74%	38	90.42%	3099	-0.9	Yes	0				
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100%	7	95.19%	644	-0.59	Yes	0				
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	100%	54	98.06%	4080	-1.03	Yes	0				
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	25	99.46%	1301	-0.36	Yes	0				
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	10:37	54	14:02	4080	-1.78	Yes	0				
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	4:14	25	6:33	1301	-1.17	Yes	0				
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	10.91%	55	12.94%	4143	-0.45	Yes	0				
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	20%	25	12.53%	1301	1.08	Yes	0				
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	11.76%	51	13.02%	4018	-0.26	Yes	0				
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	33.33%	9	13.22%	605	1.53	Yes	0				
ID	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.33%	6027	1.54%	352737	-1.35	Yes	0				
ID	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	1%	6027	1.31%	352737	-2.13	Yes	0				
ID	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	96.36%	55	92.45%	4143	-1.09	Yes	0				
ID	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	100%	25	96.85%	1301	-0.89	Yes	0				
ID	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	33.88%	121	33.02%	8128	0.21	N/A	0				
ID	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	100%	3	91.79%	804	-0.52	Yes	0				
ID	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	9	97.65%	213	-0.46	Yes	0				
ID	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	3.33	3	6.14	807	-0.64	Yes	0				
ID	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.11	9	3.83	129	-1.49	Yes	0				
ID	14--02	OP-5	New Service Install Quality, Business%		P	No	96.15%	26	86.23%	988	-1.45	Yes	1	64	89.06%	88.01%	1.05%
ID	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	96.15%	26	88.36%	988	-1.22	Yes	0				
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A			4.76	37		N/A	0				
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A			7.75	4		N/A	0				
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			11.87	31		N/A	0				
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A			15	1		N/A	0				
ID	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A	79.33	3	74.94	129	0.36	N/A	0				
ID	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A	0		34		-1.02	N/A	0				
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100%	4	90.98%	366	-0.63	Yes	0				
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes			98.91%	92		N/A	0				
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	5	98.22%	506	-0.3	Yes	0				
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	Yes			99.61%	259		N/A	0				
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	8:46	5	12:44	506	-0.68	Yes	0				
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	Yes			4:44	259		N/A	0				
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	0%	5	12.21%	516	-0.83	Yes	0				
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes			9.27%	259		N/A	0				
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	0%	5	12.27%	489	-0.83	Yes	0				
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	N/A			7.81%	128		N/A	0				
ID	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.99%	507	0.84%	92748	0.37	Yes	0				
ID	14--02	MR-8*	Trouble Rate, Business%		P	Yes	0.99%	507	0.67%	92748	0.89	Yes	0				
ID	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100%	5	88.18%	516	-0.81	Yes	1	10	90.00%	90.04%	-0.04%
ID	14--02	MR-9	Repair Appoint Met, Business%	ND	P	Yes			98.07%	259		N/A	0				
ID	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	44.44%	9	35.25%	1197	0.56	N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
ID	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
ID	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
ID	14--01	OP-3	Install Commit Met, Residence%	D	P	
ID	14--01	OP-3	Install Commit Met, Residence%	ND	P	
ID	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
ID	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
ID	14--01	OP-5	New Service Install Quality, Residence%		P	
ID	14--01	OP-5*	New Service Install Quality, Residence%		P	
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
ID	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
ID	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
ID	14--01	MR-8	Trouble Rate, Residence%		P	
ID	14--01	MR-8*	Trouble Rate, Residence%		P	
ID	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
ID	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
ID	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
ID	14--02	OP-3	Install Commit Met, Business%	D	P	
ID	14--02	OP-3	Install Commit Met, Business%	ND	P	
ID	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
ID	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
ID	14--02	OP-5	New Service Install Quality, Business%		P	
ID	14--02	OP-5*	New Service Install Quality, Business%		P	
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
ID	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
ID	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
ID	14--02	MR-8	Trouble Rate, Business%		P	
ID	14--02	MR-8*	Trouble Rate, Business%		P	
ID	14--02	MR-9	Repair Appoint Met, Business%	D	P	
ID	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
ID	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	14--03	OP-3	Install Commit Met, Centrex%	D	P			93.33%	15		N/A			100%	19		N/A			100%	15		N/A			85.71%	21	
ID	14--03	OP-3	Install Commit Met, Centrex%	ND	P			100%	14		N/A			100%	6		N/A			100%	1		N/A					
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			4.6	15		N/A			5.53	19		N/A			3.6	15		N/A			6	21	
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			3.36	14		N/A			2.17	6		N/A			1	1		N/A					
ID	14--03	OP-5	New Service Install Quality, Centrex%		P			92.59%	27		N/A			85.71%	21		N/A			63.16%	19		N/A			73.08%	26	
ID	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			95.24%	21		N/A			73.68%	19		N/A			80.77%	26	
ID	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			4	1		N/A						N/A						N/A			1	1	
ID	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A						N/A			13	2	
ID	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			173.5	16		N/A			173.56	16		N/A			162.67	15		N/A			129.63	19	
ID	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			1			N/A			2			N/A			2			N/A			2		
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			95%	20		N/A			85.71%	21		N/A			94.44%	18		N/A			100%	12	
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100%	9		N/A			100%	7		N/A			100%	9		N/A			100%	15	
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			96.77%	31		N/A			93.55%	31		N/A			100%	22		N/A			100%	18	
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100%	15		N/A			100%	15		N/A			100%	21		N/A			100%	26	
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			11:22	31		N/A			13:40	31		N/A			9:13	22		N/A			8:47	18	
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			4:08	15		N/A			3:05	15		N/A			6:31	21		N/A			5:26	26	
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			16.13%	31		N/A			3.23%	31		N/A			13.04%	23		N/A			16.67%	18	
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0%	15		N/A			13.33%	15		N/A			4.76%	21		N/A			19.23%	26	
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			3.33%	30		N/A			13.64%	22		N/A			17.65%	17	
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			16.67%	6		N/A			9.09%	11		N/A			20%	10	
ID	14--03	MR-8	Trouble Rate, Centrex%		P	0%	5	0.41%	11100	-0.14	Yes	0%	5	0.41%	11164	-0.14	Yes	0%	5	0.39%	11185	-0.14	Yes	0%	5	0.39%	11197	-0.14
ID	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0%	5	0.32%	11164	-0.13	Yes	0%	5	0.30%	11185	-0.12	Yes	0%	5	0.24%	11197	-0.11
ID	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			75%	28		N/A			58.06%	31		N/A			55%	20		N/A			72.22%	18	
ID	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			100%	12		N/A			91.67%	12		N/A			73.68%	19		N/A			84%	25	
ID	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			40.26%	77		N/A			39.47%	76		N/A			35.29%	68		N/A			25.42%	59	
ID	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			89.09%	55		N/A			93.75%	48		N/A			80.43%	46		N/A			82.76%	29	
ID	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			100%	30		N/A			99.29%	564		N/A			100%	25		N/A	100%	1	91.30%	23	-0.3
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			6.82	56		N/A			5.46	50		N/A			8.62	47		N/A			5.45	29	
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.86	21		N/A			4.95	334		N/A			3.59	22		N/A	5	1	3	14	0.9
ID	14--04	OP-5	New Service Install Quality, Centrex 21%		P			94.57%	350		N/A			94.17%	343		N/A	100%	1	69.35%	62	-0.66	Yes	100%	1	75.44%	57	-0.57
ID	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			95.63%	343		N/A	100%	1	77.42%	62	-0.54	Yes	100%	1	80.70%	57	-0.48
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			9	4		N/A			3	2		N/A			15.67	6		N/A			1.5	2	
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A			2	4		N/A						N/A			2.5	2	
ID	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			1.5	2		N/A			5	2		N/A			8.67	3		N/A			8.33	3	
ID	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			96.08	13		N/A			66.71	17		N/A			56	18		N/A			61.77	13	
ID	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			1			N/A			1			N/A			3			N/A			3		
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			89.83%	59		N/A			98%	50		N/A			97.22%	72		N/A	100%	1	94.92%	59	-0.23
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			87.50%	16		N/A			100%	10		N/A			91.30%	23		N/A			100%	28	
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100%	1	94.52%	73	-0.24	Yes			100%	63		N/A			100%	86		N/A	100%	1	97.18%	71	-0.17
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100%	1	97.14%	35	-0.17	Yes			100%	30		N/A			98.04%	51		N/A			100%	53	
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	7:01	1	13:42	73	-0.37	Yes			11:40	63		N/A			9:25	86		N/A	4:41	1	11:21	71	-0.55
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	5:56	1	6:11	35	-0.02	Yes			3:54	30		N/A			7:23	51		N/A			3:05	53	
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0%	1	12.33%	73	-0.37	Yes			15.87%	63		N/A			11.63%	86		N/A	0%	1	12.50%	72	-0.38
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0%	1	22.86%	35	-0.54	Yes			6.67%	30		N/A			7.84%	51		N/A			15.09%	53	
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			14.81%	54		N/A			11.25%	80		N/A	0%	1	13.85%	65	-0.4
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			11.76%	17		N/A			8%	25		N/A			10.34%	29	
ID	14--04	MR-8	Trouble Rate, Centrex 21%		P	2.90%	69	0.52%	20594	1.92	No	0%	71	0.46%	20129	-0.57	Yes	0%	72	0.69%	19939	-0.7	Yes	1.35%	74	0.62%	20094	0.75
ID	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0%	71	0.35%	20129	-0.5	Yes	0%	72	0.53%	19939	-0.62	Yes	1.35%	74	0.47%	20094	0.95
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	0%	1	94.29%	35	1.8	No			93.33%	30		N/A			94.12%	51		N/A			98.11%	53	
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100%	1	83.56%	73	-0.44	Yes			90.48%	63		N/A			93.02%	86		N/A	100%	1	86.11%	72	-0.4
ID	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	50%	4	38.98%	177	0.4	N/A			34.97%	143		N/A			35.38%	212		N/A	0%	1	33.86%	189	-0.71
ID	14--05	OP-3	Install Commit Met, PBX%	D	P			100%	4		N/A			100%	10		N/A			83.33%	6		N/A			80%	10	
ID	14--05	OP-3	Install Commit Met, PBX%	ND	P			50%	2		N/A			100%	4		N/A						N/A			100%	2	
ID	14--05	OP-3	Install Commit Met, PBX%		P			100%	2		N/A			61.54%	13		N/A			100%	12		N/A			57.14%	7	
ID	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			5.75	4		N/A			9.4	10		N/A			6.5	6		N/A			3.6	10	
ID	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			0	1		N/A			1	4		N/A						N/A			4	2	
ID	14--05	OP-4	Install Interv, PBX, Avg Days		P			13.86	7		N/A			11.07	14		N/A			9.13	16		N/A	15	1	16.46	13	-0.12

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			85.19%	27		N/A	0				
ID	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A			100%	3		N/A	0				
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			4.41	27		N/A	0				
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			3	3		N/A	0				
ID	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			70.83%	24		N/A	0				
ID	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			83.33%	24		N/A	0				
ID	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A			3.25	4		N/A	0				
ID	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
ID	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			111.37	19		N/A	0				
ID	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A			2			N/A	0				
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	N/A			94.12%	17		N/A	0				
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			87.50%	16		N/A	0				
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	N/A			100%	27		N/A	0				
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	N/A			96.55%	29		N/A	0				
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	N/A			8:39	27		N/A	0				
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A			6:50	29		N/A	0				
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	N/A			17.86%	28		N/A	0				
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A			13.79%	29		N/A	0				
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A			18.52%	27		N/A	0				
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A			16.67%	12		N/A	0				
ID	14--03	MR-8	Trouble Rate, Centrex%		P	Yes	0%	5	0.50%	11303	-0.16	Yes	0				
ID	14--03	MR-8*	Trouble Rate, Centrex%		P	Yes	0%	5	0.35%	11303	-0.13	Yes	0				
ID	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	N/A			82.14%	28		N/A	0				
ID	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A			93.10%	29		N/A	0				
ID	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A			30.49%	82		N/A	0				
ID	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	N/A			93.02%	43		N/A	0				
ID	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	Yes			100%	19		N/A	0				
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	N/A			5.77	43		N/A	0				
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	Yes			3.21	14		N/A	0				
ID	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes			74.39%	82		N/A	0				
ID	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes			84.15%	82		N/A	0				
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			6.5	2		N/A	0				
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
ID	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A			5	1		N/A	0				
ID	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			74.47	15		N/A	0				
ID	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			1			N/A	0				
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	Yes			92.98%	57		N/A	0				
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A			100%	23		N/A	0				
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	Yes			98.70%	77		N/A	0				
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	N/A			94.83%	58		N/A	0				
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	Yes			12:01	77		N/A	0				
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	N/A			8:45	58		N/A	0				
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	Yes			11.69%	77		N/A	0				
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			12.07%	58		N/A	0				
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	Yes			11.11%	72		N/A	0				
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			8.33%	24		N/A	0				
ID	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0%	83	0.67%	20059	-0.75	Yes	1	369	0.81%	0.59%	0.22%
ID	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	0%	83	0.48%	20059	-0.63	Yes	0				
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	N/A			94.83%	58		N/A	1	1	0.00%	95.15%	-95.15%
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	Yes			80.52%	77		N/A	0				
ID	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A			32.16%	199		N/A	0				
ID	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			90%	10		N/A	0				
ID	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A			100%	2		N/A	0				
ID	14--05	OP-3	Install Commit Met, PBX%		P	N/A			100%	3		N/A	0				
ID	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			7.9	10		N/A	0				
ID	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			3	1		N/A	0				
ID	14--05	OP-4	Install Interv, PBX, Avg Days		P	Yes			5.67	3		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	14--03	OP-3	Install Commit Met, Centrex%	D	P	
ID	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
ID	14--03	OP-5	New Service Install Quality, Centrex%		P	
ID	14--03	OP-5*	New Service Install Quality, Centrex%		P	
ID	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
ID	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
ID	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
ID	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
ID	14--03	MR-8	Trouble Rate, Centrex%		P	
ID	14--03	MR-8*	Trouble Rate, Centrex%		P	
ID	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
ID	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
ID	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
ID	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
ID	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
ID	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
ID	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
ID	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
ID	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
ID	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
ID	14--04	MR-8	Trouble Rate, Centrex 21%		P	
ID	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
ID	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
ID	14--05	OP-3	Install Commit Met, PBX%	D	P	
ID	14--05	OP-3	Install Commit Met, PBX%	ND	P	
ID	14--05	OP-3	Install Commit Met, PBX%		P	
ID	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
ID	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
ID	14--05	OP-4	Install Interv, PBX, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	14--05	OP-5	New Service Install Quality, PBX%		P			73.91%	23		N/A			77.78%	27		N/A	100%	1	84%	25	-0.43	Yes	100%	1	75%	24	-0.57
ID	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A			85.19%	27		N/A	100%	1	92%	25	-0.29	Yes	100%	1	79.17%	24	-0.5
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			16	1		N/A			1	1	
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P			10	1		N/A						N/A						N/A					
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			16.5	2		N/A			15.4	5		N/A			13	1		N/A			12.57	7	
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A					
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P						N/A						N/A						N/A					
ID	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			109.5	2		N/A			59.75	4		N/A			79	2		N/A			132	1	
ID	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			0			N/A			1			N/A			0			N/A			0		
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			100%	16		N/A			92.31%	13		N/A			76.47%	17		N/A			89.47%	19	
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	1	100%	15	.	Yes	100%	3	87.50%	16	-0.6	Yes			100%	28		N/A			100%	18	
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100%	16		N/A			100%	15		N/A			100%	18		N/A			100%	23	
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	1	100%	19	.	Yes	100%	3	100%	17	.	Yes			100%	30		N/A			100%	21	
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			6:02	16		N/A			8:50	15		N/A			11:44	18		N/A			8:44	23	
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:10	1	1:40	19	-0.28	Yes	0:56	3	6:03	17	-0.82	Yes			2:06	30		N/A			1:13	21	
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			6.25%	16		N/A			6.67%	15		N/A			22.22%	18		N/A			13.04%	23	
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0%	1	10.53%	19	-0.33	Yes	33.33%	3	11.76%	17	0.74	Yes			13.33%	30		N/A			23.81%	21	
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			7.69%	13		N/A			13.33%	15		N/A			11.11%	18	
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			16.67%	6		N/A			6.25%	16		N/A			9.09%	11	
ID	14--05	MR-8	Trouble Rate, PBX%		P	0.24%	416	0.22%	16102	0.18	Yes	0.75%	401	0.20%	16355	1.92	No	0%	406	0.29%	16567	-1.07	Yes	0%	399	0.26%	16755	-1.01
ID	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0%	401	0.12%	16355	-0.67	Yes	0%	406	0.19%	16567	-0.86	Yes	0%	399	0.17%	16755	-0.82
ID	14--05	MR-9	Repair Appoint Met, PBX%	D	P			60%	5		N/A			57.14%	7		N/A			62.50%	8		N/A			85.71%	7	
ID	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100%	4		N/A			66.67%	3		N/A			100%	5		N/A			100%	9	
ID	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0%	1	23.91%	46	-0.55	N/A	40%	5	28.89%	45	0.47	N/A			23.81%	63		N/A			26.67%	60	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100%	2		N/A			0%	1		N/A						N/A			33.33%	3	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A			100%	6		N/A			100%	2	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			90.91%	33		N/A			95%	20		N/A			100%	61		N/A			81.25%	48	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			7.5	2		N/A			69	1		N/A						N/A			20.67	3	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A			2.4	5		N/A			3	2	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			8.97	33		N/A			10.29	14		N/A			21.74	62		N/A			15.47	47	
ID	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			89.66%	29		N/A			95.56%	45		N/A			90.16%	61		N/A			100%	43	
ID	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			97.78%	45		N/A			93.44%	61		N/A			100%	43	
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A			67	1		N/A						N/A			22.5	2	
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			10.5	4		N/A						N/A						N/A			23.22	9	
ID	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			3	1		N/A						N/A					
ID	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			239	6		N/A			156	9		N/A			158.88	8		N/A			132.67	9	
ID	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			1			N/A			1			N/A			0			N/A			0		
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100%	15		N/A			90.91%	11		N/A			100%	20		N/A			93.75%	16	
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100%	28		N/A			100%	23		N/A			100%	30		N/A			100%	22	
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	16		N/A			100%	11		N/A			100%	20		N/A			100%	16	
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	28		N/A			100%	23		N/A			100%	30		N/A			100%	22	
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:07	16		N/A			6:23	11		N/A			4:20	20		N/A			8:14	16	
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:38	28		N/A			0.0833	23		N/A			1:20	30		N/A			1:57	22	
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			25%	16		N/A			18.18%	11		N/A			25%	20		N/A			6.25%	16	
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			17.86%	28		N/A			21.74%	23		N/A			20%	30		N/A			22.73%	22	
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			11.11%	9		N/A			17.65%	17		N/A			6.25%	16	
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			16.67%	12		N/A			0%	10		N/A			30%	10	
ID	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	2	1.56%	2813	-0.18	Yes	0%	2	1.19%	2855	-0.16	Yes	0%	2	1.74%	2869	-0.19	Yes	0%	2	1.32%	2872	-0.16
ID	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	2	0.74%	2855	-0.12	Yes	0%	2	0.94%	2869	-0.14	Yes	0%	2	0.91%	2872	-0.14
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			100%	1		N/A						N/A						N/A			100%	2	
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A			100%	1	
ID	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			18.52%	54		N/A			10.53%	38		N/A			9.09%	55		N/A			13.64%	44	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			92.66%	177		N/A			95%	160		N/A			94.47%	199		N/A			95.59%	136	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.57%	930		N/A			99.50%	807		N/A			98.96%	1158		N/A			100%	848	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%		P			100%	2		N/A			100%	7		N/A			100%	12		N/A			100%	12	
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.55	177		N/A			5.57	162		N/A			6.44	200		N/A			9.97	137	
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.85	719		N/A			4.87	625		N/A			4.9	596		N/A			9.25	589	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	14--05	OP-5	New Service Install Quality, PBX%		P	Yes			82.35%	17		N/A	0				
ID	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes			88.24%	17		N/A	0				
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A			34	1		N/A	0				
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			18.33	3		N/A	0				
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A			25	1		N/A	0				
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A						N/A	0				
ID	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			56	2		N/A	0				
ID	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			0			N/A	0				
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A	100%	2	100%	11	.	Yes	0				
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	N/A			100%	14		N/A	0				
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	N/A	100%	2	100%	13	.	Yes	0				
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	N/A			100%	15		N/A	0				
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A	14:01	2	7:22	13	1.46	Yes	0				
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	N/A			0:55	15		N/A	0				
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	N/A	0%	2	7.69%	13	-0.38	Yes	0				
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	N/A			20%	15		N/A	0				
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A	0%	2	10%	10	-0.43	Yes	0				
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A			0%	3		N/A	0				
ID	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.52%	387	0.17%	16801	1.38	Yes	1	2009	0.30%	0.23%	0.07%
ID	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0.52%	387	0.08%	16801	2.03	No	1	1593	0.13%	0.14%	-0.01%
ID	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A	100%	2	100%	7	.	Yes	0				
ID	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	N/A			100%	4		N/A	0				
ID	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	0%	2	37.78%	45	-1.08	N/A	0				
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100%	3		N/A	0				
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A			100%	5		N/A	0				
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			81.82%	22		N/A	0				
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			5	3		N/A	0				
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A			2.8	5		N/A	0				
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			13.47	19		N/A	0				
ID	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	N/A			80%	35		N/A	0				
ID	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	N/A			91.43%	35		N/A	0				
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			13.75	4		N/A	0				
ID	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A						N/A	0				
ID	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			120.2	10		N/A	0				
ID	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			0			N/A	0				
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			100%	16		N/A	0				
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	31		N/A	0				
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	16		N/A	0				
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	31		N/A	0				
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			4:21	16		N/A	0				
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A			1:23	31		N/A	0				
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			25%	16		N/A	0				
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			19.35%	31		N/A	0				
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			33.33%	12		N/A	0				
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			16.67%	12		N/A	0				
ID	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	2	1.64%	2870	-0.18	Yes	0				
ID	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	2	0.84%	2870	-0.13	Yes	0				
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A						N/A	0				
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
ID	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			14.55%	55		N/A	0				
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			97.60%	167		N/A	0				
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A	100%	3	99.18%	854	-0.16	Yes	0				
ID	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			92.31%	13		N/A	0				
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			9.99	168		N/A	0				
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A	2	1	9.64	580	-5.33	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	14--05	OP-5	New Service Install Quality, PBX%		P	
ID	14--05	OP-5*	New Service Install Quality, PBX%		P	
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	
ID	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
ID	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
ID	14--05	MR-8	Trouble Rate, PBX%		P	
ID	14--05	MR-8*	Trouble Rate, PBX%		P	
ID	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
ID	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
ID	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
ID	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
ID	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
ID	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
ID	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
ID	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
ID	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
ID	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
ID	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.5	2		N/A			6.71	7		N/A			5.08	12		N/A			8.55	11	
ID	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			100%	1043		N/A			99.74%	1174		N/A			99.49%	1184		N/A	100%	2	99.80%	1016	-0.06
ID	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			99.83%	1174		N/A			99.92%	1184		N/A	100%	2	99.80%	1016	-0.06
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			2.64	11		N/A			3.63	8		N/A			2.55	11		N/A			3.33	6	
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			31	2		N/A			3	4		N/A			4.71	7		N/A					
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A					
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P			8	2		N/A						N/A						N/A					
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P			2	1		N/A						N/A						N/A					
ID	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			81.82%	55		N/A			90.16%	122		N/A			83.17%	101		N/A			87.01%	77	
ID	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			94.55%	55		N/A			95.90%	122		N/A			95.10%	102		N/A			94.81%	77	
ID	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			14:36	55		N/A			8:11	122		N/A			11:27	102		N/A			13:27	77	
ID	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			43.64%	55		N/A			29.51%	122		N/A			27.45%	102		N/A			27.27%	77	
ID	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			42.86%	49		N/A			35.14%	37		N/A			31.82%	44	
ID	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0%	5	1.19%	4625	-0.25	Yes	0%	4	2.57%	4753	-0.32	Yes	0%	4	2.09%	4883	-0.29	Yes	0%	4	1.54%	5005	-0.25
ID	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	4	1.03%	4753	-0.2	Yes	0%	4	0.76%	4883	-0.17	Yes	0%	4	0.88%	5005	-0.19
ID	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			55.28%	123		N/A			45.29%	223		N/A			44.26%	183		N/A			46.15%	143	
ID	14--08	OP-3	Install Commit Met, ISDN Primary%		P			40%	5		N/A	25%	4	91.07%	56	2.85	No			84.42%	77		N/A			100%	9	
ID	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100%	2		N/A			0%	1		N/A			100%	5	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A			55	1	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			2.5	2		N/A			22	1		N/A			6	4	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			28.56	18		N/A	14	4	13.8	74	0.43	Yes			11.62	162		N/A			9.73	15	
ID	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	100%	2	98.31%	59	-0.18	Yes	100%	2	100%	132	.	Yes			97.83%	92		N/A			100%	23	
ID	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100%	2	100%	132	.	Yes			100%	92		N/A			100%	23	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A			42	1	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A			20	1		N/A					
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			28.23	13		N/A	1.33	3	26.46	13	-2.23	Yes			12.41	17		N/A					
ID	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS						N/A			24	20		N/A			3.95	22		N/A			19.25	4	
ID	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS						N/A			19			N/A			0			N/A			1		
ID	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			100%	7		N/A			91.67%	12		N/A	100%	2	64.29%	14	-0.99	Yes			71.43%	7	
ID	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:32	7		N/A			1:16	12		N/A	0:46	2	4:11	14	-0.82	Yes			4:06	7	
ID	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			14.29%	7		N/A			25%	12		N/A	50%	2	7.14%	14	1.19	Yes			0%	7	
ID	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			25%	4		N/A			0%	6		N/A			0%	3	
ID	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0%	131	0.02%	28925	-0.18	Yes	0%	131	0.04%	28661	-0.23	Yes	3.39%	59	0.05%	29465	3.56	No	0%	59	0.03%	26531	-0.12
ID	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0%	131	0.01%	28661	-0.13	Yes	0%	59	0.02%	29465	-0.11	Yes	0%	59	0.01%	26531	-0.08
ID	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			22.22%	9		N/A			42.86%	21		N/A	0%	2	17.65%	17	-0.62	N/A			22.22%	9	
ID	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A			33.33%	3	
ID	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A						N/A						N/A					
ID	14--09	OP-3	Install Commit Met, DS0%		P			85.71%	7		N/A			71.43%	7		N/A			71.43%	7		N/A			50%	8	
ID	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A			17.67	3	
ID	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A						N/A						N/A					
ID	14--09	OP-4	Install Interv, DS0, Avg Days		P			6.6	10		N/A			50.2	5		N/A			18.63	8		N/A			8.29	7	
ID	14--09	OP-5	New Service Install Quality, DS0%		P			0%	11		N/A			60%	10		N/A			25%	12		N/A			100%	16	
ID	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			60%	10		N/A			33.33%	12		N/A			100%	16	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A			14	2	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A					
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			9	1		N/A			55.25	4		N/A			18.33	3		N/A			5.8	5	
ID	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A						N/A			27	1		N/A					
ID	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			2	1		N/A						N/A						N/A			26	2	
ID	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			0			N/A						N/A						N/A			2		
ID	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			76.67%	120		N/A	100%	1	75.41%	122	-0.57	Yes			73.91%	184		N/A			84%	125	
ID	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			3:00	120		N/A	0:01	1	3:31	122	-0.63	Yes			3:08	184		N/A			2:15	125	
ID	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			15.83%	120		N/A	0%	1	20.49%	122	-0.51	Yes			19.57%	184		N/A			27.20%	125	
ID	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			23.46%	81		N/A			20.33%	123		N/A			32%	75	
ID	14--09	MR-8	Trouble Rate, DS0%		P	0%	54	0.67%	18032	-0.6	Yes	1.85%	54	0.66%	18593	0.93	Yes	0%	28	0.98%	18764	-0.53	Yes	0%	28	0.67%	18577	-0.44
ID	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0%	54	0.44%	18593	-0.49	Yes	0%	28	0.66%	18764	-0.43	Yes	0%	28	0.40%	18577	-0.34
ID	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			43.40%	212		N/A	0%	1	30.68%	176	-0.66	N/A			23.65%	241		N/A			33.16%	187	
ID	14--10	OP-3	Install Commit Met, DS1%		P			73.53%	170		N/A			85.89%	241		N/A			90.42%	167		N/A			85.03%	147	

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A			6.38	13		N/A	0				
ID	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100%	2	99.16%	1068	-0.13	Yes	0				
ID	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	Yes	100%	2	99.34%	1068	-0.11	Yes	0				
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			2.25	4		N/A	0				
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A			5.14	7		N/A	0				
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A			2	1		N/A	0				
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A	0				
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A						N/A	0				
ID	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			88.12%	101		N/A	0				
ID	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			98.02%	101		N/A	0				
ID	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			9:35	101		N/A	0				
ID	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			32.67%	101		N/A	0				
ID	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			36.92%	65		N/A	0				
ID	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0%	5	1.96%	5163	-0.32	Yes	0				
ID	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	5	1.26%	5163	-0.25	Yes	0				
ID	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			35.67%	157		N/A	0				
ID	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			100%	17		N/A	1	4	25.00%	87.81%	-62.81%
ID	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A						N/A	0				
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A			9	2		N/A	0				
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A			8	2		N/A	0				
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			6.06	18		N/A	0				
ID	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			100%	37		N/A	0				
ID	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			100%	37		N/A	0				
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A						N/A	0				
ID	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			2.33	3		N/A	0				
ID	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			1			N/A	0				
ID	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A			100%	7		N/A	0				
ID	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A			0:36	7		N/A	0				
ID	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A			14.29%	7		N/A	0				
ID	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A			0%	1		N/A	0				
ID	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0%	59	0.03%	26412	-0.12	Yes	1	439	0.46%	0.03%	0.42%
ID	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	Yes	0%	59	0%	26412	-0.05	Yes	0				
ID	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A			0%	7		N/A	0				
ID	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A			80%	5		N/A	0				
ID	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A						N/A	0				
ID	14--09	OP-3	Install Commit Met, DS0%		P	N/A			0%	3		N/A	0				
ID	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A			6.14	7		N/A	0				
ID	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A						N/A	0				
ID	14--09	OP-4	Install Interv, DS0, Avg Days		P	N/A			7.88	8		N/A	0				
ID	14--09	OP-5	New Service Install Quality, DS0%		P	N/A			72.73%	11		N/A	0				
ID	14--09	OP-5*	New Service Install Quality, DS0%		P	N/A			90.91%	11		N/A	0				
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A			3	1		N/A	0				
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	N/A						N/A	0				
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			5.5	4		N/A	0				
ID	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A						N/A	0				
ID	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			7.33	3		N/A	0				
ID	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			2			N/A	0				
ID	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	N/A			85.81%	148		N/A	0				
ID	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	N/A			2:08	148		N/A	0				
ID	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	N/A			22.30%	148		N/A	0				
ID	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A			20.69%	116		N/A	0				
ID	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0%	28	0.79%	18670	-0.47	Yes	0				
ID	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0%	28	0.62%	18670	-0.42	Yes	0				
ID	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A			31.80%	217		N/A	0				
ID	14--10	OP-3	Install Commit Met, DS1%		P	N/A			92.25%	142		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
ID	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
ID	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	
ID	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
ID	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
ID	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
ID	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
ID	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
ID	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
ID	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
ID	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
ID	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
ID	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
ID	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
ID	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
ID	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
ID	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
ID	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
ID	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
ID	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
ID	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
ID	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
ID	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
ID	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
ID	14--09	OP-3	Install Commit Met, DS0%	D	P	
ID	14--09	OP-3	Install Commit Met, DS0%	ND	P	
ID	14--09	OP-3	Install Commit Met, DS0%		P	
ID	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
ID	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
ID	14--09	OP-4	Install Interv, DS0, Avg Days		P	
ID	14--09	OP-5	New Service Install Quality, DS0%		P	
ID	14--09	OP-5*	New Service Install Quality, DS0%		P	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
ID	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
ID	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
ID	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
ID	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
ID	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
ID	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
ID	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
ID	14--09	MR-8	Trouble Rate, DS0%		P	
ID	14--09	MR-8*	Trouble Rate, DS0%		P	
ID	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
ID	14--10	OP-3	Install Commit Met, DS1%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ID	14--10	OP-4	Install Interv, DS1, Avg Days		P			20.35	242		N/A			18.76	275		N/A			14.9	202		N/A			13.66	180	
ID	14--10	OP-5	New Service Install Quality, DS1%		P			93.51%	262		N/A			91.29%	241		N/A			86.08%	194		N/A	0%	1	97.14%	175	2.16
ID	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			97.10%	241		N/A			89.18%	194		N/A	0%	1	98.86%	175	2.44
ID	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			19.11	64		N/A			21.38	37		N/A			11.74	19		N/A			12.04	27	
ID	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			20.83	12		N/A			9.33	3		N/A						N/A			46.67	3	
ID	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			78.84	25		N/A			63.91	35		N/A			44.46	48		N/A			71.52	25	
ID	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			8			N/A			13			N/A			12			N/A			4		
ID	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	66.67%	3	79.31%	116	0.47	Yes	100%	2	90.71%	140	-0.45	Yes	100%	6	83.05%	177	-1.09	Yes	100%	3	82.02%	89	-0.8
ID	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	5:32	3	3:04	116	1.51	Yes	2:29	2	1:41	140	0.82	Yes	1:17	6	2:42	177	-0.96	Yes	1:42	3	2:20	89	-0.4
ID	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	33.33%	3	20.69%	116	0.47	Yes	50%	2	27.86%	140	0.57	Yes	33.33%	6	24.86%	177	0.46	Yes	0%	3	25.84%	89	-1.01
ID	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	0%	1	40.68%	59	-0.82	Yes	66.67%	3	24.60%	126	1.39	Yes	0%	2	28.07%	57	-0.87
ID	14--10	MR-8	Trouble Rate, DS1%		P	3.61%	83	1.39%	8348	1.49	Yes	2.44%	82	1.67%	8361	0.58	Yes	8.45%	71	2.14%	8285	2.82	No	4.05%	74	1.10%	8128	1.92
ID	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	1.22%	82	0.71%	8361	0.57	Yes	4.23%	71	1.52%	8285	1.57	Yes	2.70%	74	0.70%	8128	1.6
ID	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	0%	3	25.64%	156	-1.01	N/A	0%	2	19.08%	173	-0.68	N/A	0%	6	12.38%	202	-0.91	N/A	0%	3	30.47%	128	-1.13
ID	14--11	OP-3	Install Commit Met, DS3%		P			87.50%	8		N/A			100%	25		N/A			80%	5		N/A			42.86%	14	
ID	14--11	OP-4	Install Interv, DS3, Avg Days		P			23.85	20		N/A			33.26	31		N/A			14.83	6		N/A			31.68	19	
ID	14--11	OP-5	New Service Install Quality, DS3%		P			100%	26		N/A			100%	19		N/A			92.31%	13		N/A			100%	23	
ID	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100%	19		N/A			100%	13		N/A			100%	23	
ID	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			7.67	3		N/A						N/A			1	1		N/A			38	9	
ID	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			1	1		N/A						N/A						N/A					
ID	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			6	1		N/A			47	1		N/A			15	2		N/A			74.5	2	
ID	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			0			N/A			0			N/A			0			N/A			0		
ID	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100%	4		N/A			100%	7		N/A			75%	4		N/A			100%	1	
ID	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:21	4		N/A			0:52	7		N/A			2:09	4		N/A			0:32	1	
ID	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			0%	4		N/A			14.29%	7		N/A			0%	4		N/A			0%	1	
ID	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			16.67%	6		N/A			0%	2		N/A			0%	1	
ID	14--11	MR-8	Trouble Rate, DS3%		P	0%	1	0.74%	540	-0.09	Yes	0%	1	1.29%	541	-0.11	Yes	0%	1	0.75%	530	-0.09	Yes			0.19%	537	
ID	14--11	MR-8*	Trouble Rate, DS3%		P						N/A	0%	1	1.11%	541	-0.11	Yes	0%	1	0.38%	530	-0.06	Yes			0.19%	537	
ID	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			42.86%	7		N/A			41.67%	12		N/A			33.33%	6		N/A			0%	1	
ID	14--12	OP-3	Install Commit Met, Frame Relay%		P			82.61%	46		N/A			94.29%	70		N/A			89.89%	89		N/A			75%	48	
ID	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			14	1		N/A						N/A						N/A					
ID	14--12	OP-5	New Service Install Quality, Frame Relay%		P			93.94%	66		N/A			100%	87		N/A			91.89%	74		N/A			96.30%	54	
ID	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			100%	87		N/A			94.59%	74		N/A			98.15%	54	
ID	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			9.5	4		N/A			6.67	3		N/A			12.3	10		N/A			17	13	
ID	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			24.6	5		N/A			2	2		N/A						N/A					
ID	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			9	1		N/A			14.43	7		N/A			21.89	9		N/A			24	7	
ID	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			1			N/A			5			N/A			1			N/A			1		
ID	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			79.55%	44		N/A	100%	1	77.78%	36	-0.53	Yes			86.36%	88		N/A			81.25%	48	
ID	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:54	44		N/A	0:44	1	2:35	36	-0.66	Yes			1:59	88		N/A			2:16	48	
ID	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			11.36%	44		N/A	0%	1	19.44%	36	-0.48	Yes			17.05%	88		N/A			20.83%	48	
ID	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			25%	24		N/A			19.61%	51		N/A			24.14%	29	
ID	14--12	MR-8	Trouble Rate, Frame Relay%		P	0%	1	1.18%	3739	-0.11	Yes	100%	1	0.95%	3791	2.6	No	0%	1	2.37%	3718	-0.16	Yes	0%	1	1.29%	3727	-0.11
ID	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	0%	1	0.63%	3791	-0.08	Yes	0%	1	1.37%	3718	-0.12	Yes	0%	1	0.78%	3727	-0.09
ID	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			13.73%	51		N/A	0%	1	18.18%	44	-0.47	N/A			10.20%	98		N/A			21.31%	61	
MT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	4	100%	7	.	Yes	100%	5	83.33%	6	-0.74	Yes			80%	5		N/A	100%	4	50%	4	-1.41
MT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	16	4	15.33	12	0.4	Yes	21.6	5	19.1	10	1.06	Yes			20.47	15		N/A	14.6	5	24.5	8	-1.5
MT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	60%	5	100%	11	1.78	No	100%	3	100%	13	.	Yes	100%	3	100%	12	.	Yes	100%	7	100%	11	.
MT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	3	100%	13	.	Yes	100%	3	100%	12	.	Yes	100%	7	100%	11	.
MT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P						N/A			6	1		N/A			5.5	2		N/A			18.5	2	
MT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	1	1				N/A						N/A						N/A					
MT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	1					N/A						N/A						N/A					
MT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100%	4	100%	5	.	Yes	0%	1	80%	5	1.02	Yes			100%	9		N/A	100%	2	100%	3	.
MT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:00	4	1:24	5	-0.56	Yes	5:22	1	2:17	5	0.54	Yes			1:23	9		N/A	1:16	2	1:26	3	-0.71
MT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	50%	4	20%	5	0.75	Yes	0%	1	20%	5	-0.46	Yes			11.11%	9		N/A	50%	2	0%	3	0.84
MT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0%	1	33.33%	3	-0.61	Yes			0%	5		N/A	50%	2	0%	1	0.33
MT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.04%	10116	0.02%	26123	1.26	Yes	0.01%	9678	0.02%	26603	-0.52	Yes	0%	9486	0.03%	26579	-1.54	Yes	0.02%	9870	0.01%	26267	0.7
MT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	9678	0.01%	26603	-0.07	Yes	0%	9486	0.02%	26579	-1.15	Yes	0.02%	9870	0%	26267	2.26

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ID	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A	30	1	12.4	166	1.64	No	1	1	30.00	16.54	13.46
ID	14--10	OP-5	New Service Install Quality, DS1%		P	No	100%	1	92.57%	148	-0.28	Yes	1	2	50.00%	92.06%	-42.06%
ID	14--10	OP-5*	New Service Install Quality, DS1%		P	No	100%	1	95.95%	148	-0.2	Yes	1	2	50.00%	95.25%	-45.25%
ID	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A	20	1	15	13	0.64	Yes	0				
ID	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			3	1		N/A	0				
ID	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			83.18	22		N/A	0				
ID	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			5			N/A	0				
ID	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	50%	2	83.21%	137	0.95	Yes	0				
ID	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	Yes	2:19	2	2:14	137	0.34	Yes	0				
ID	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	100%	2	37.23%	137	1.51	Yes	0				
ID	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	Yes	100%	1	40.79%	76	0.82	Yes	0				
ID	14--10	MR-8	Trouble Rate, DS1%		P	No	3.13%	64	1.70%	8081	0.86	Yes	2	374	4.28%	1.60%	2.68%
ID	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	1.56%	64	0.94%	8081	0.54	Yes	0				
ID	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	0%	2	12.18%	156	-0.52	N/A	0				
ID	14--11	OP-3	Install Commit Met, DS3%		P	N/A			80%	10		N/A	0				
ID	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			21.96	26		N/A	0				
ID	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	20		N/A	0				
ID	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	20		N/A	0				
ID	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			33.4	5		N/A	0				
ID	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A	0				
ID	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			92.5	4		N/A	0				
ID	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			1			N/A	0				
ID	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			100%	2		N/A	0				
ID	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			0:47	2		N/A	0				
ID	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			50%	2		N/A	0				
ID	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			50%	2		N/A	0				
ID	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.38%	526		N/A	0				
ID	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.38%	526		N/A	0				
ID	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			60%	5		N/A	0				
ID	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			98%	50		N/A	0				
ID	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A						N/A	0				
ID	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			96%	50		N/A	0				
ID	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			98%	50		N/A	0				
ID	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			21	2		N/A	0				
ID	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A						N/A	0				
ID	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			57.5	2		N/A	0				
ID	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			0			N/A	0				
ID	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			80.85%	47		N/A	0				
ID	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:03	47		N/A	0				
ID	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			19.15%	47		N/A	0				
ID	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			25.81%	31		N/A	0				
ID	14--12	MR-8	Trouble Rate, Frame Relay%		P	Yes			1.23%	3815		N/A	1	4	25.00%	1.40%	23.60%
ID	14--12	MR-8*	Trouble Rate, Frame Relay%		P	Yes			0.81%	3815		N/A	0				
ID	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			24.19%	62		N/A	0				
MT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	100%	7	100%	10	.	Yes	0				
MT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	18.38	8	18.31	13	0.06	Yes	0				
MT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100%	6	100%	11	.	Yes	1	24	91.67%	100.00%	-8.33%
MT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	6	100%	11	.	Yes	0				
MT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	N/A	4	1				N/A	0				
MT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A						N/A	0				
MT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	N/A						N/A	0				
MT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes			80%	5		N/A	0				
MT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes			3:17	5		N/A	0				
MT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes			20%	5		N/A	0				
MT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	Yes			33.33%	3		N/A	0				
MT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0%	9854	0.02%	26099	-1.17	Yes	0				
MT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	No	0%	9854	0.01%	26099	-0.91	Yes	1	38888	0.01%	0.01%	0.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ID	14--10	OP-4	Install Interv, DS1, Avg Days		P	
ID	14--10	OP-5	New Service Install Quality, DS1%		P	
ID	14--10	OP-5*	New Service Install Quality, DS1%		P	
ID	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
ID	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
ID	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
ID	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
ID	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
ID	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
ID	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
ID	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
ID	14--10	MR-8	Trouble Rate, DS1%		P	
ID	14--10	MR-8*	Trouble Rate, DS1%		P	
ID	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
ID	14--11	OP-3	Install Commit Met, DS3%		P	
ID	14--11	OP-4	Install Interv, DS3, Avg Days		P	
ID	14--11	OP-5	New Service Install Quality, DS3%		P	
ID	14--11	OP-5*	New Service Install Quality, DS3%		P	
ID	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
ID	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
ID	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
ID	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
ID	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
ID	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
ID	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
ID	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
ID	14--11	MR-8	Trouble Rate, DS3%		P	
ID	14--11	MR-8*	Trouble Rate, DS3%		P	
ID	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
ID	14--12	OP-3	Install Commit Met, Frame Relay%		P	
ID	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
ID	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
ID	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
ID	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
ID	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
ID	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
ID	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
ID	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
ID	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
ID	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
ID	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
ID	14--12	MR-8	Trouble Rate, Frame Relay%		P	
ID	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
ID	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
MT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
MT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
MT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
MT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
MT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
MT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
MT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	
MT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
MT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
MT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
MT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
MT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
MT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	0%	4	28.57%	7	-1.01	N/A	0%	1	44.44%	9	-0.85	N/A			55%	20		N/A	33.33%	3	50%	6	-0.47
MT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.06%	936	0.01%	936	236.88	Yes	0%	1176	0.01%	936	-24.65	Yes	0%	1176	0%	936	.	Yes	0%	1320	0%	864	.
MT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	4248	0%	1272	.	Yes	0%	4248	0%	1272	.	Yes	0%	4176	0.04%	1272	-7.65	Yes	0%	4416	0%	1272	.
MT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	2.66%	1416	0.01%	936	12634	N/A	0%	1176	0.01%	936	-24.65	N/A	0%	1176	0%	936	.	N/A	0%	1320	0%	864	.
MT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.11%	4344	0%	1272	.	N/A	0.06%	4344	0%	1272	.	N/A	0.18%	4344	0.04%	1272	27.31	N/A	0.40%	4536	0%	1272	.
MT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A						N/A	10	1			
MT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A						N/A	100%	1			
MT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.74	1454171	3.65	2645303	-311.35	Yes	2.25	1378449	4.56	2809395	-301.98	Yes	2.59	1277087	5.02	3064555	-327.38	Yes	2.19	1127097	4.75	2335859	-302.93
MT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100%	33749				Yes	100%	48181				Yes	100%	54419				Yes	100%	24900			
MT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.77	1380447	3.65	2645303	-301.17	N/A	2.24	1300899	4.56	2809395	-297.89	N/A	2.57	1203186	5.02	3064555	-323.58	N/A	2.22	1067834	4.75	2335859	-294.2
MT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.16	73724	3.65	2645303	-112.12	N/A	2.49	77550	4.56	2809395	-77.58	N/A	2.97	73901	5.02	3064555	-78.19	N/A	1.69	59263	4.75	2335859	-99.78
MT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100%	2401				N/A	100%	2384				N/A	100%	2420				N/A	100%	2285			
MT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.78%	776091	99.18%	16594639	-57.3	Yes	99.21%	735158.87	99.43%	16531608	23.74	No	98.98%	695667.84	96.86%	16734367	-99.32	Yes	99.34%	698561.16	98.78%	16653906	-41.6
MT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.58%	3817	99.04%	49612	-3.3	Yes	98.84%	5507	99.21%	53656	2.95	No	98.97%	2437	99.30%	46694	1.86	No	99.35%	2623	99.33%	49286	-0.13
MT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
MT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
MT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
MT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
MT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
MT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
MT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
MT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
MT	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
MT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
MT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
MT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
MT	02--01	OA-1	Order Accuracy, %		NS	100%	1536				N/A	99.64%	1953				N/A	99.06%	1490				N/A					
MT	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
MT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.09	774	0.02	9389	10.52	N/A	0.02	2303	0.03	10043	-1.15	N/A	0.05	1593	0.06	8653	-0.72	N/A	0.06	1379	0.08	8296	-1.15
MT	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
MT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
MT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
MT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
MT	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			
MT	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
MT	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
MT	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
MT	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
MT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
MT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
MT	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
MT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
MT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
MT	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
MT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
MT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
MT	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
MT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
MT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
MT	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
MT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
MT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
MT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A			16.67%	6		N/A	0				
MT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0%	1392	0.01%	864	-27.3	Yes	0				
MT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0%	3816	0.11%	1272	-7.28	Yes	0				
MT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0%	1392	0.01%	864	-27.3	N/A	0				
MT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0.44%	4464	0.11%	1272	23.97	N/A	0				
MT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	Yes						N/A	0				
MT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	Yes						N/A	0				
MT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	2.45	1228453	5.42	3130895	-211.54	Yes	0				
MT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	Yes	93.64%	14930				No	1	176179	99.46%		
MT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
MT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
MT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	2391				N/A	0				
MT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	Yes	89.39%	635108.35	97.54%	16642536	411.9	No	2	3540587	97.55%	98.35%	-0.80%
MT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	Yes	98.09%	2095	98.89%	52509	3.43	No	3	16479	99.02%	99.15%	-0.13%
MT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
MT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
MT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
MT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
MT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
MT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
MT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
MT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
MT	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
MT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
MT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
MT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
MT	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
MT	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
MT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.05	1385	0.04	8509	1.87	N/A	0				
MT	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
MT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
MT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
MT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
MT	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				
MT	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
MT	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
MT	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
MT	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
MT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
MT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
MT	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
MT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
MT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
MT	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
MT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
MT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
MT	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
MT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
MT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
MT	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
MT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
MT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
MT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
MT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
MT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
MT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
MT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
MT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
MT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
MT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
MT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
MT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
MT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
MT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
MT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
MT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
MT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
MT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
MT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
MT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
MT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
MT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
MT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
MT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
MT	02--01	GA-4	System Avail - EXACT, %		99.25%	
MT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
MT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
MT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
MT	02--01	OA-1	Order Accuracy, %		NS	
MT	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
MT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
MT	02--01	PO-16	Timely Release Notifs, %		92.50%	
MT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
MT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
MT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
MT	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
MT	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
MT	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
MT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
MT	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
MT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
MT	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
MT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
MT	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
MT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
MT	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
MT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
MT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
MT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
MT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
MT	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
MT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
MT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
MT	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
MT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
MT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
MT	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
MT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
MT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
MT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
MT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
MT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
MT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
MT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
MT	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
MT	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
MT	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
MT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
MT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
MT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
MT	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
MT	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
MT	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	77.43%	1050				N/A	88.79%	2819				N/A	83.92%	2544				N/A	85.66%	1869			
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	60%	115				N/A	55.80%	138				N/A	63.83%	141				N/A	66.86%	175			
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	56.82%	44				N/A	35.53%	76				N/A	40%	80				N/A	31.68%	101			
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	82.61%	46				N/A	88.89%	45				N/A	67.39%	46				N/A	61.11%	54			
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	85.58%	326				N/A	93.23%	266				N/A	82.19%	73				N/A	75.64%	78			
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	56.14%	57				N/A	51.16%	43				N/A	66.29%	89				N/A	61.54%	39			
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0%	2				N/A	0%	4				N/A	0%	6				N/A					
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	68.95%	306				N/A	63.61%	371				N/A	61.06%	226				N/A	61.29%	248			
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	100%	25				Yes	90%	30				No	91.43%	35				No	94.12%	34			
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	97.44%	39				Yes	100%	40				Yes	96.88%	32				Yes	91.67%	36			
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	97.37%	835				Yes	98.43%	2543				Yes	97.27%	2196				Yes	96.50%	1659			
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	95.83%	72				Yes	91.67%	84				Yes	94.74%	95				Yes	100%	117			
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	95.91%	220				Yes	91.83%	257				Yes	90.79%	152				Yes	84.92%	179			
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	97.89%	285				Yes	98.80%	251				Yes	96.77%	62				Yes	100%	59			
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	80%	40				Yes	78.57%	28				No	88.06%	67				Yes	96%	25			
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	0%	1				No						N/A						N/A					
MT	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	13:20	39				No	1:46	60				Yes	1:11	64				Yes	4:19	114			
MT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			
MT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:09	40				Yes	1:58	54				Yes	2:05	25				Yes	1:22	38			
MT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
MT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	9:06	43				Yes	0.375	50				Yes	14:25	17				Yes	9:08	19			
MT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
MT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
MT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
MT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
MT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	20.28%	212				N/A	24.88%	201				N/A	8.54%	199				N/A	11.11%	171			
MT	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	100%	835				Yes	99.96%	2361				Yes	99.61%	2076				Yes	99.87%	1566			
MT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	52				Yes	100%	66				Yes	100%	69				Yes	100%	82			
MT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100%	19				Yes	100%	25				Yes	100%	32				Yes	100%	32			
MT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	487				Yes	100%	480				Yes	100%	196				Yes	99.05%	210			
MT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	9				Yes	100%	2				Yes	100%	5				Yes	100%	2			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
MT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
MT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
MT	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
MT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
MT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
MT	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
MT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
MT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
MT	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
MT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
MT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
MT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
MT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
MT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
MT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
MT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
MT	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
MT	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
MT	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
MT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
MT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
MT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
MT	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
MT	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
MT	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	79.21%	1419				N/A	0				
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	49.10%	167				N/A	0				
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	N/A	37.31%	67				N/A	0				
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	64.44%	90				N/A	0				
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	33.33%	15				N/A	0				
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	60.61%	33				N/A	0				
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A						N/A	0				
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	60.77%	599				N/A	0				
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	No	92.59%	27				No	4	151	93.38%		
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	Yes	85.29%	68				No	1	215	93.02%		
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	Yes	96.07%	1170				Yes	0				
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	93.18%	88				Yes	0				
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	No	83.68%	435				No	2	1243	88.58%		
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	Yes	71.43%	7				No	1	664	98.04%		
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	80%	25				Yes	1	185	84.86%		
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	N/A						N/A	1	1	0.00%		
MT	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	1:29	101				Yes	1	378	3:33		
MT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				
MT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	1:26	114				Yes	0				
MT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
MT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	10:41	22				Yes	0				
MT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
MT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
MT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
MT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
MT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	7.67%	287				N/A	0				
MT	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	1158				Yes	0				
MT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	100%	49				Yes	0				
MT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	100%	24				Yes	0				
MT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	365				Yes	0				
MT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	5				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
MT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
MT	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
MT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
MT	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
MT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
MT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
MT	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
MT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
MT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
MT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
MT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
MT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
MT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
MT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
MT	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
MT	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
MT	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
MT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
MT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
MT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
MT	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
MT	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
MT	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
MT	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
MT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
MT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
MT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
MT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
MT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
MT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
MT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
MT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
MT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
MT	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
MT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
MT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
MT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
MT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	100%	234				Yes	99.66%	290				Yes	99.75%	403				Yes	99.63%	267			
MT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	96.34%	82				Yes	95.92%	98				Yes	94.44%	90				Yes	99.12%	114			
MT	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100%	19				Yes	100%	46				Yes	100%	45				Yes	100%	64			
MT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	98.51%	134				Yes	100%	152				Yes	99%	100				Yes	100%	109			
MT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	92.50%	40				Yes	97.30%	37				Yes	93.83%	81				Yes	97.22%	36			
MT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100%	1				Yes	100%	4				Yes	100%	5				Yes					
MT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	98.75%	160				Yes	99.25%	133				Yes	100%	161				Yes	97.20%	143			
MT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%						N/A	100%	7				Yes	100%	3				Yes	100%	5			
MT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100%	6				Yes	100%	6				Yes	100%	4				Yes	100%	1			
MT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	4				Yes	100%	4				Yes	100%	3				Yes	100%	1			
MT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:52	1249				Yes	0:27	2684				Yes	0:52	2189				Yes	0:23	1724			
MT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	1:02	648				Yes	0:59	635				Yes	0:52	255				Yes	0:35	384			
MT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.94%	1810	98.60%	47698	-4.78	Yes	99.96%	2823	98.62%	52686	-5.96	Yes	99.83%	1773	98.44%	50276	-4.65	Yes	98.96%	2112	97.39%	46643	-4.42
MT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			98.60%	47698		N/A			98.62%	52686		N/A			98.44%	50276		N/A			97.39%	46643	
MT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	5	6	6.4	297	-0.08	Yes	1.5	2	5.12	273	1.26	Yes	0.5	4	6.74	238	2.75	No	1.33	3	4.37	223	1.63
MT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	3.56	18	6.4	297	1.55	Yes	5	9	5.12	273	-0.28	Yes	4.57	14	6.74	238	0.15	Yes	5.6	10	4.37	223	-0.67
MT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A					
MT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	5	2	6.4	297	-0.15	Yes	3	1	5.12	273	-0.24	Yes			6.74	238		N/A	2.75	4	4.37	223	0.72
MT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	33.33%	6	40.50%	242	0.3	Yes	0%	2	32.46%	268	0.76	Yes	0%	3	37.50%	240	1.19	Yes	50%	2	32.69%	208	-0.52
MT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	100%	1	40.50%	242	-1.21	Yes	0%	2	32.46%	268	0.76	Yes	50%	8	37.50%	240	-0.72	Yes	12.50%	8	32.69%	208	1.17
MT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0%	1		N/A			0%	1		N/A			0%	2		N/A			0%	4	
MT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	0%	1	40.50%	242	0.52	Yes			32.46%	268		N/A	0%	3	37.50%	240	1.19	Yes	33.33%	3	32.69%	208	-0.02
MT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264		No	87.02%	23847	84.85%	529360		Yes	78.71%	24241	78.57%	574101		Yes	80.32%	22347	78.59%	495518	
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	84.62%	13	91.43%	2404	0.84	Yes	100%	29	90.86%	2428	-1.7	Yes	95.45%	22	90.74%	2214	-0.76	Yes	93.18%	44	92.18%	2251	-0.24
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100%	60	99.46%	5525	-0.57	Yes	100%	174	99.43%	5987	-0.98	Yes	100%	67	99.30%	4735	-0.68	Yes	100%	160	99.58%	4712	-0.81
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	6.38	13	6.76	2415	-0.2	Yes	4.07	29	6.28	2439	-1.53	Yes	5.73	22	6.03	2224	-0.17	Yes	5.64	44	6.2	2275	-0.53
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.88	17	3.82	4584	-1.59	Yes	2.88	90	3.54	4697	-3.81	Yes	2.58	12	3.66	3639	-1.7	Yes	2.89	53	3.52	3569	-3.17
MT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	92.75%	138	91.24%	8187	-0.62	Yes	89.73%	146	89.83%	7697	0.07	Yes	91.16%	147	88%	6977	-1.16	Yes	96.08%	332	87.82%	7099	-4.5
MT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	92.47%	146	91.71%	7697	-0.33	Yes	91.16%	147	90.30%	6977	-0.35	Yes	97.59%	332	89.66%	7099	-4.64
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	6	1	5.03	75	0.6	Yes			5.55	74		N/A			5.68	93		N/A	4	1	3.56	79	0.68
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			4.79	24		N/A			6.88	25		N/A			11.45	22		N/A			3.67	12	
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	1	11.04	138	-0.68	Yes			13.67	153		N/A	15	1	14.74	115	0.52	Yes	5.5	2	14.2	101	-0.7
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			18.42	12		N/A			18.33	9		N/A			23.36	14		N/A			10	8	
MT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	29	1	75.79	400	-0.46	N/A	6	2	74.88	394	-0.94	N/A	6	1	71.63	389	-0.66	N/A	35	1	64.63	378	-0.31
MT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	1		224		0.58	N/A	1		226		-0.21	N/A	0		221		-1.15	N/A	0		210		-1.12
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	100%	14	94.09%	2200	-0.93	Yes	100%	25	95.65%	2989	-1.06	Yes	95%	20	89.73%	3261	-0.77	Yes	100%	17	84.86%	3296	-1.74
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100%	5	95.60%	318	-0.48	Yes	100%	3	97.67%	472	-0.27	Yes	100%	9	95.59%	522	-0.64	Yes	100%	10	96.38%	497	-0.61
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100%	15	97.15%	2982	-0.66	Yes	97.06%	34	97.51%	3983	0.26	Yes	97.06%	34	94.84%	4280	-0.58	Yes	96%	25	94.98%	4320	-0.23
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100%	26	99.09%	659	-0.48	Yes	100%	22	99.22%	894	-0.41	Yes	100%	23	99.31%	1008	-0.4	Yes	100%	30	98.88%	982	-0.57
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	6:57	15	13:48	2982	-1.89	Yes	10:44	34	13:45	3983	-0.78	Yes	12:19	34	16:08	4280	-1.33	Yes	14:19	25	17:10	4320	-0.8
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	5:54	26	6:14	659	-0.17	Yes	2:33	22	6:22	894	-2.02	Yes	5:10	23	7:13	1008	-0.91	Yes	3:44	30	6:21	982	-1.47
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	13.33%	15	14.65%	3024	-0.14	Yes	25.71%	35	13.41%	4035	1.95	No	20.59%	34	15.99%	4347	0.74	Yes	11.54%	26	15.64%	4381	-0.57
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	11.54%	26	15.33%	659	-0.53	Yes	18.18%	22	12.53%	894	0.79	Yes	17.39%	23	13.19%	1008	0.61	Yes	10%	30	14.77%	982	-0.72
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	27.59%	29	13.29%	3761	2.04	No	18.75%	32	15.59%	4023	0.52	Yes	12%	25	15.22%	4074	-0.45
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	16.67%	12	12.32%	341	0.47	Yes	11.76%	17	15.23%	407	-0.39	Yes	0%	12	16.75%	418	-1.53
MT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.79%	5219	1.15%	319453	-2.47	Yes	1.13%	5042	1.54%	320257	-2.34	Yes	1.18%	4841	1.66%	322360	-2.61	Yes	1.19%	4718	1.66%	323654	-2.51
MT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.81%	5042	1.28%	320257	-2.93	Yes	1.01%	4841	1.37%	322360	-2.15	Yes	0.78%	4718	1.39%	323654	-3.52
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	93.33%	15	93.06%	3024	-0.04	Yes	97.14%	35	94.25%	4035	-0.73	Yes	91.18%	34	92.34%	4347	0.31	Yes	92.31%	26	90.18%	4381	-0.36
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	96.15%	26	98.18%	659	0.69	Yes	100%	22	98.32%	894	-0.61	Yes	91.30%	23	97.82%	1008	1.63	Yes	96.67%	30	98.88%	982	0.93
MT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	25.45%	55	33.22%	5515	-1.22	N/A	28.75%	80	31.47%	7192	-0.52	N/A	33.72%	86	31.64%	7834	0.42	N/A	33.33%	84	29.91%	7652	0.69
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P						N/A			75%	4		N/A			83.33%	6		N/A			100%	3	
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P						N/A						N/A						N/A					
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P						N/A			2.75	4		N/A			6.5	6		N/A			9	9	
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
MT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			100%	2		N/A			100%	5		N/A			87.50%	8		N/A			100%	5	
MT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			100%	5		N/A			87.50%	8		N/A			100%	5	
MT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A			3	1		N/A						N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	100%	313				Yes	0				
MT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	97.12%	139				Yes	0				
MT	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	100%	41				Yes	0				
MT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	100%	235				Yes	0				
MT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	93.33%	30				Yes	0				
MT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	N/A						N/A	0				
MT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	Yes	97.16%	141				Yes	0				
MT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	Yes	93.91%	115				Yes	0				
MT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes	100%	7				Yes	0				
MT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	100%	12				Yes	0				
MT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:40	1561				Yes	0				
MT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	2:00	555				Yes	0				
MT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	Yes	97.78%	1486	97.64%	51155	-0.35	Yes	0				
MT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			97.64%	51155		N/A	0				
MT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	Yes	4	2	4.07	174	-0.38	Yes	1	17	2.76	5.47	(2.70)
MT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	5.75	12	4.07	174	-1.09	Yes	0				
MT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A						N/A	0				
MT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes	17	1	4.07	174	-2.5	Yes	0				
MT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	0%	4	30%	240	1.21	Yes	0				
MT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	Yes	11.11%	9	30%	240	1.2	Yes	0				
MT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A						N/A	0				
MT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes	0%	1	30%	240	0.37	Yes	0				
MT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753		Yes	1	114504	82.87%	81.71%	1.16%
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	100%	34	91.60%	2405	-1.75	Yes	0				
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100%	426	99.56%	4779	-1.31	Yes	0				
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	5.29	34	6.7	2423	-0.85	Yes	0				
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	2.82	147	3.5	3635	-7.86	Yes	0				
MT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	93.73%	319	88.51%	6525	-2.86	Yes	0				
MT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	95.30%	319	90.51%	6525	-2.85	Yes	0				
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes			6.23	90		N/A	0				
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			4.2	25		N/A	0				
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes			19.09	116		N/A	0				
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			26	1		N/A	0				
MT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	15	1	59.28	362	-0.49	N/A	0				
MT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	0		177		-0.98	N/A	0				
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	100%	18	91.20%	2522	-1.31	Yes	0				
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	100%	7	97.70%	479	-0.4	Yes	0				
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	100%	30	97.33%	3410	-0.9	Yes	0				
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	27	99.39%	976	-0.4	Yes	0				
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	13:33	30	14:29	3410	-0.31	Yes	0				
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	3:25	27	6:21	976	-1.49	Yes	0				
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	6.45%	31	12.56%	3456	-1.02	Yes	1	141	16.31%	14.54%	1.77%
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	0%	27	12.19%	976	-1.91	Yes	0				
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	3.70%	27	12.38%	3214	-1.36	Yes	1	113	15.93%	14.23%	1.70%
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	0%	16	14.57%	357	-1.62	Yes	0				
MT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	1.40%	4155	1.36%	326122	0.2	Yes	0				
MT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	1.03%	4155	1.10%	326122	-0.37	Yes	0				
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	80.65%	31	92.27%	3456	2.09	No	1	141	90.78%	92.35%	-1.57%
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	100%	27	99.18%	976	-0.47	Yes	0				
MT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	22.67%	75	31.62%	6481	-1.66	N/A	0				
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	N/A			100%	1		N/A	0				
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	N/A						N/A	0				
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	N/A			11	1		N/A	0				
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A						N/A	0				
MT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	N/A			100%	2		N/A	0				
MT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	N/A			100%	2		N/A	0				
MT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
MT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
MT	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
MT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
MT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
MT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
MT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
MT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
MT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
MT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
MT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
MT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
MT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
MT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
MT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
MT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
MT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
MT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
MT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
MT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
MT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
MT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
MT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
MT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
MT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
MT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
MT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
MT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
MT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
MT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
MT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
MT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
MT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A						N/A			19	1		N/A					
MT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			129	2		N/A			238	1		N/A			102.33	3		N/A			129.5	2	
MT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			0			N/A			0			N/A			1			N/A			0		
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			100%	1		N/A			100%	2		N/A			100%	3		N/A			100%	4	
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			100%	1		N/A						N/A			100%	1		N/A					
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			100%	1		N/A			100%	3		N/A			100%	5		N/A			100%	6	
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			100%	1		N/A						N/A			100%	1		N/A			100%	1	
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			17:42	1		N/A			11:43	3		N/A			7:23	5		N/A			11:03	6	
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			2:42	1		N/A						N/A			5:01	1		N/A			1:14	1	
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			0%	1		N/A			0%	3		N/A			20%	5		N/A			16.67%	6	
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			0%	1		N/A						N/A			0%	1		N/A			0%	1	
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			0%	2		N/A			20%	5		N/A			16.67%	6	
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A						N/A			0%	1		N/A			0%	1	
MT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.11%	1889		N/A			0.16%	1931		N/A			0.30%	1984		N/A			0.36%	1959	
MT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.10%	1931		N/A			0.30%	1984		N/A			0.36%	1959	
MT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			33.33%	3		N/A			0%	3		N/A			45.45%	11		N/A			41.67%	12	
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			76.47%	17		N/A			91.30%	23		N/A			89.74%	39		N/A			90.48%	21	
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			100%	14		N/A			100%	57		N/A			100%	14		N/A			100%	12	
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			7.59	17		N/A			9.3	23		N/A			5.05	40		N/A			6.43	21	
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			3.3	10		N/A			3.71	7		N/A			2.64	14		N/A			2.64	11	
MT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P			85.71%	56		N/A			71.64%	67		N/A			70.45%	44		N/A	100%	1	66.67%	39	-0.7
MT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A			76.12%	67		N/A			75%	44		N/A	100%	1	69.23%	39	-0.66
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			8	3		N/A			7	1		N/A			3.33	3		N/A			1.5	2	
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A					
MT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			2	1		N/A			47	1		N/A			18	1		N/A					
MT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			137.43	7		N/A			86.09	11		N/A			74.64	11		N/A			58.27	11	
MT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			2			N/A			2			N/A			3			N/A			4		
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			87.50%	40		N/A			100%	48		N/A			85.29%	34		N/A			87.18%	39	
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			100%	5		N/A			100%	10		N/A			100%	15		N/A			100%	9	
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			97.87%	47		N/A			98.44%	64		N/A			95.56%	45		N/A			96.55%	58	
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			100%	21		N/A			100%	30		N/A			100%	28		N/A			95.24%	21	
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			10:44	47		N/A			9:52	64		N/A			12:18	45		N/A			14:58	58	
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			4:20	21		N/A			3:53	30		N/A			6:14	28		N/A			8:38	21	
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			14.58%	48		N/A			6.25%	64		N/A			23.91%	46		N/A			20.34%	59	
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			14.29%	21		N/A			16.67%	30		N/A			10.71%	28		N/A			19.05%	21	
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			6%	50		N/A			25%	40		N/A			21.82%	55	
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			7.14%	14		N/A			16.67%	18		N/A			18.18%	11	
MT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0%	2	0.63%	10952	-0.11	Yes	0%	2	0.86%	10930	-0.13	Yes	0%	2	0.68%	10957	-0.12	Yes	0%	2	0.73%	10999	-0.12
MT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0%	2	0.59%	10930	-0.11	Yes	0%	2	0.53%	10957	-0.1	Yes	0%	2	0.60%	10999	-0.11
MT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			33.65%	104		N/A			32.37%	139		N/A			32.11%	109		N/A			37.50%	128	
MT	02--05	OP-3	Install Commit Met, EELs%		NS						N/A	100%	1				N/A						N/A					
MT	02--05	OP-5	New Service Install Quality, EELs%		NS	100%	1				N/A	100%	1				N/A						N/A					
MT	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100%	1				N/A						N/A					
MT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	3	1				N/A						N/A	24	1				N/A	2	1			
MT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	0					N/A						N/A	0					N/A	0				
MT	02--05	MR-8	Trouble Rate, EELs%		NS	0%	2				N/A	0%	2				N/A						N/A					
MT	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	0%	2				N/A						N/A					
MT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A			92.18%	2251	
MT	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%						N/A						N/A						N/A					
MT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	100%	56	91.43%	2404	-2.26	Yes	100%	87	90.86%	2428	-2.91	Yes	93.75%	32	90.74%	2214	-0.58	Yes	100%	55	92.18%	2251	-2.13
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A			6.2	2275	
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A					
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5	7	6.76	2415	-0.69	Yes	4.71	24	6.28	2439	-0.99	Yes	5.86	7	6.03	2224	-0.05	Yes	5	12	6.2	2275	-0.59
MT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	98.61%	72	70.46%	2427	-5.16	Yes	98.33%	60	66.42%	2332	-5.17	Yes	97.73%	44	62.80%	2250	-4.75	Yes	97.44%	78	63.18%	2349	-6.17
MT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.33%	60	72.64%	2332	-4.41	Yes	97.73%	44	69.91%	2250	-3.98	Yes	98.72%	78	68.75%	2349	-5.62
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P			5.03	75		N/A			5.55	74		N/A	5	2	5.68	93	-0.09	Yes			3.56	79	
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			3.56	79	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A						N/A	0				
MT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A			74.33	3		N/A	0				
MT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A			0			N/A	0				
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	N/A			100%	9		N/A	0				
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	N/A			100%	1		N/A	0				
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	N/A			100%	9		N/A	0				
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	N/A			100%	2		N/A	0				
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	N/A			7:24	9		N/A	0				
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	N/A			9:35	2		N/A	0				
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			11.11%	9		N/A	0				
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			0%	2		N/A	0				
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			11.11%	9		N/A	0				
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A						N/A	0				
MT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	N/A			0.56%	1959		N/A	0				
MT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	N/A			0.46%	1959		N/A	0				
MT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A			21.43%	14		N/A	0				
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	N/A			100%	21		N/A	0				
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	N/A	100%	1	100%	24	.	Yes	0				
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	N/A			4	21		N/A	0				
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	N/A	3	1	1.75	24	0.76	Yes	0				
MT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	Yes	100%	1	72.22%	54	-0.61	Yes	0				
MT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	Yes	100%	1	83.33%	54	-0.44	Yes	0				
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A						N/A	0				
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
MT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A						N/A	0				
MT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A			63.55	11		N/A	0				
MT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A			2			N/A	0				
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	N/A			87.50%	56		N/A	0				
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	N/A			100%	16		N/A	0				
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	N/A			97.30%	74		N/A	0				
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	N/A			100%	32		N/A	0				
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	N/A			13:27	74		N/A	0				
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	N/A			5:10	32		N/A	0				
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			14.86%	74		N/A	0				
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			18.75%	32		N/A	0				
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			14.52%	62		N/A	0				
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			13.33%	15		N/A	0				
MT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	2	0.96%	11006	-0.14	Yes	0				
MT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	2	0.70%	11006	-0.12	Yes	0				
MT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	N/A			22.06%	136		N/A	0				
MT	02--05	OP-3	Install Commit Met, EELs%		NS	N/A						N/A	0				
MT	02--05	OP-5	New Service Install Quality, EELs%		NS	N/A						N/A	0				
MT	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A						N/A	0				
MT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A						N/A	0				
MT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	N/A						N/A	0				
MT	02--05	MR-8	Trouble Rate, EELs%		NS	N/A						N/A	0				
MT	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A						N/A	0				
MT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	N/A			91.60%	2405		N/A	0				
MT	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%	N/A						N/A	0				
MT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	97%	100	91.60%	2405	-1.91	Yes	0				
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A			6.7	2423		N/A	0				
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	N/A						N/A	0				
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	5.03	38	6.7	2423	-1.07	Yes	0				
MT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	95.60%	91	66.74%	2255	-5.73	Yes	0				
MT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	98.90%	91	72.55%	2255	-5.52	Yes	0				
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	N/A	18	4	6.23	90	1.72	No	1	6	13.67	5.25	8.42
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			6.23	90		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
MT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
MT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
MT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
MT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
MT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
MT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
MT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
MT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
MT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
MT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
MT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
MT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
MT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
MT	02--05	OP-3	Install Commit Met, EELs%		NS	
MT	02--05	OP-5	New Service Install Quality, EELs%		NS	
MT	02--05	OP-5*	New Service Install Quality, EELs%		NS	
MT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
MT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	
MT	02--05	MR-8	Trouble Rate, EELs%		NS	
MT	02--05	MR-8*	Trouble Rate, EELs%		NS	
MT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
MT	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%	
MT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
MT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
MT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			14.2	101	
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P			11.04	138		N/A			13.67	153		N/A			14.74	115		N/A			14.2	101	
MT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			78.52	210		N/A			71.05	203		N/A	13	1	67.18	203	-0.6	N/A	3	2	64.23	201	-0.99
MT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS			134			N/A			122			N/A	0		128		-1.3	N/A	0		127		-1.84
MT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100%	10	94.28%	2518	-0.78	Yes	100%	7	95.93%	3461	-0.54	Yes	100%	9	90.54%	3783	-0.97	Yes	100%	9	86.37%	3793	-1.19
MT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100%	10	97.50%	3641	-0.51	Yes	100%	11	97.83%	4877	-0.49	Yes	100%	18	95.69%	5288	-0.9	Yes	100%	9	95.70%	5302	-0.64
MT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	5:58	10	12:26	3641	-1.49	Yes	3:36	11	12:24	4877	-1.4	Yes	2:17	18	14:26	5288	-3.2	Yes	2:52	9	15:10	5302	-2.17
MT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	0%	10	14.77%	3683	-1.31	Yes	9.09%	11	13.25%	4929	-0.41	Yes	0%	18	15.46%	5355	-1.81	Yes	0%	9	15.48%	5363	-1.28
MT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	11.11%	9	13.21%	4102	-0.19	Yes	0%	11	15.55%	4430	-1.42	Yes	0%	8	15.36%	4492	-1.2
MT	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.58%	1710	1.15%	319453	-2.19	Yes	0.65%	1693	1.54%	320257	-2.96	Yes	1.09%	1655	1.66%	322360	-1.82	Yes	0.54%	1677	1.66%	323654	-3.58
MT	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.53%	1693	1.28%	320257	-2.73	Yes	0.66%	1655	1.37%	322360	-2.47	Yes	0.48%	1677	1.39%	323654	-3.18
MT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	0%	10	33.22%	5515	-2.23	N/A	15.38%	13	31.47%	7192	-1.25	N/A	5.26%	19	31.64%	7834	-2.47	N/A	0%	9	29.91%	7652	-1.96
MT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	96.88%	64	90.32%	31	-1.01	Yes	100%	54	100%	11	.	Yes	100%	82	77.78%	9	-1.52	Yes	100%	71	88.24%	17	-1.35
MT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	4.38	56	12.86	29	-2.59	Yes	4.27	45	10.18	11	-2.23	Yes	4.43	67	17.11	9	-1.57	Yes	4.14	65	8.47	17	-2.86
MT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	98.48%	66	95.45%	22	-0.59	Yes	97.40%	77	81.82%	11	-1.25	Yes	98.81%	84	64.29%	14	-2.5	Yes	100%	70	93.75%	16	-0.93
MT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	98.70%	77	90.91%	11	-0.84	Yes	100%	84	85.71%	14	-1.41	Yes	100%	70	100%	16	.
MT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	1	2	24	4	-1.12	Yes						N/A			35	2		N/A			6.5	2	
MT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A						N/A						N/A					
MT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			146.15	13		N/A			148.33	15		N/A			153.44	16		N/A	23	1	120.33	18	-0.71
MT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS			5			N/A			6			N/A			0			N/A	0		0		.
MT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	5	100%	21	.	Yes	100%	5	100%	17	.	Yes	100%	6	100%	22	.	Yes	100%	9	100%	15	.
MT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	5	100%	22	.	Yes	100%	5	100%	18	.	Yes	100%	7	100%	22	.	Yes	100%	9	100%	15	.
MT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:23	5	1:27	22	1.35	Yes	3:04	5	2:04	18	0.9	Yes	2:30	7	1:03	22	1.76	No	4:00	9	1:46	15	2.58
MT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	20%	5	18.18%	22	0.05	Yes	20%	5	0%	18	1.29	Yes	0%	7	18.18%	22	-1.09	Yes	0%	9	13.33%	15	-0.93
MT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	33.33%	3	0%	7	1.06	Yes	0%	2	28.57%	7	-0.79	Yes	0%	7	25%	8	-1.12
MT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.40%	1256	1.13%	1950	-1.91	Yes	0.42%	1204	0.91%	1982	-1.42	Yes	0.61%	1150	1.10%	1992	-1.28	Yes	0.83%	1084	0.75%	2008	0.26
MT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.25%	1204	0.35%	1982	-0.48	Yes	0.17%	1150	0.35%	1992	-0.81	Yes	0.65%	1084	0.40%	2008	1.04
MT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	16.67%	6	31.25%	32	-0.71	N/A	16.67%	6	10%	20	0.35	N/A	0%	7	31.25%	32	-1.62	N/A	10%	10	6.25%	16	0.25
MT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			78.03%	132		N/A			62.79%	258		N/A			74.58%	118		N/A			78.10%	105	
MT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			14.01	175		N/A			24.58	292		N/A			16.39	157		N/A			15.07	130	
MT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			92.86%	238		N/A			93.81%	226		N/A			91.72%	145		N/A			95.60%	159	
MT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			94.69%	226		N/A			94.48%	145		N/A			97.48%	159	
MT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			14.36	28		N/A			18.72	101		N/A			12.11	45		N/A			13.83	23	
MT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			22.2	5		N/A			10	1		N/A						N/A			21	6	
MT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			60.18	39		N/A			72.39	44		N/A			41.01	118		N/A			73.38	47	
MT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			18			N/A			12			N/A			9			N/A			5		
MT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			83.62%	116		N/A			79.69%	128		N/A			78.57%	126		N/A			76.30%	135	
MT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:16	116		N/A			2:28	128		N/A			2:29	126		N/A			4:36	135	
MT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			25%	116		N/A			19.53%	128		N/A			29.37%	126		N/A			27.41%	135	
MT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			17.72%	79		N/A			34.15%	82		N/A			21.59%	88	
MT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.65%	7038		N/A			1.79%	7136		N/A			1.82%	6909		N/A			1.96%	6878	
MT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			1.11%	7136		N/A			1.19%	6909		N/A			1.28%	6878	
MT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			18.31%	142		N/A			11.11%	144		N/A			19.75%	157		N/A			8.78%	148	
MT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	66.67%	3	78.03%	132	0.42	Yes	100%	14	62.79%	258	-2.81	Yes	84.62%	13	74.58%	118	-0.79	Yes	77.27%	22	78.10%	105	0.09
MT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8	3	14.01	175	-0.92	Yes	8.36	14	24.58	292	-2.75	Yes	9.36	11	16.39	157	-1.87	Yes	9.6	30	15.07	130	-2.5
MT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100%	10	92.86%	238	-0.86	Yes	100%	15	93.81%	226	-0.96	Yes	91.30%	23	91.72%	145	0.11	Yes	98.73%	79	95.60%	159	-1.11
MT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100%	15	94.69%	226	-0.89	Yes	95.65%	23	94.48%	145	-0.23	Yes	100%	79	97.48%	159	-1.17
MT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	1	1	14.36	28	-0.65	Yes			18.72	101		N/A	8.33	3	12.11	45	-0.4	Yes	4	8	13.83	23	-1.77
MT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			22.2	5		N/A			10	1		N/A						N/A			21	6	
MT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			60.18	39		N/A			72.39	44		N/A			41.01	118		N/A	10	1	73.38	47	-0.85
MT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS			18			N/A			12			N/A			9			N/A	0		5		-0.34
MT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	33.33%	3	83.62%	116	1.78	No	66.67%	12	79.69%	128	1.01	Yes	66.67%	6	78.57%	126	0.65	Yes	100%	5	76.30%	135	-1.22
MT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	4:24	3	2:16	116	1.56	Yes	3:49	12	2:28	128	1.16	Yes	2:45	6	2:29	126	0.35	Yes	1:17	5	4:36	135	-0.86
MT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	0%	3	25%	116	-0.99	Yes	33.33%	12	19.53%	128	1.07	Yes	33.33%	6	29.37%	126	0.21	Yes	40%	5	27.41%	135	0.58
MT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	36.36%	11	17.72%	79	1.35	Yes	50%	4	34.15%	82	0.59	Yes	50%	4	21.59%	88	1.16
MT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	1.40%	215	1.65%	7038	-0.29	Yes	5.56%	216	1.79%	7136	3.3	No	2.91%	206	1.82%	6909	1.11	Yes	2.63%	190	1.96%	6878	0.68
MT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	5.09%	216	1.11%	7136	4	No	1.94%	206	1.19%	6909	0.96	Yes	2.11%	190	1.28%	6878	0.97

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			19.09	116		N/A	0				
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			19.09	116		N/A	0				
MT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A			61.09	192		N/A	0				
MT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A			102			N/A	0				
MT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	100%	5	92.24%	3001	-0.65	Yes	0				
MT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	7	97.79%	4386	-0.4	Yes	0				
MT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	5:14	7	12:40	4386	-1.28	Yes	0				
MT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	0%	7	12.48%	4432	-1	Yes	0				
MT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	Yes	0%	4	12.60%	3571	-0.76	Yes	0				
MT	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	0.42%	1675	1.36%	326122	-3.32	Yes	0				
MT	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.24%	1675	1.10%	326122	-3.36	Yes	0				
MT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	0%	7	31.62%	6481	-1.8	N/A	0				
MT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	100%	52	91.67%	12	-0.94	Yes	0				
MT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	4.21	43	13.15	13	-3.19	Yes	0				
MT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	100%	52	81.82%	22	-1.85	Yes	0				
MT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	100%	52	81.82%	22	-1.85	Yes	0				
MT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	N/A			14	2		N/A	0				
MT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A						N/A	0				
MT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	3	1	107.33	18	-0.78	N/A	0				
MT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A	0		0	.		N/A	0				
MT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	6	100%	30	.	Yes	0				
MT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	6	100%	30	.	Yes	0				
MT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	No	2:33	6	2:03	30	0.38	Yes	2	32	3:00	1:41	1:19
MT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	16.67%	6	23.33%	30	-0.35	Yes	0				
MT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	33.33%	3	27.78%	18	0.11	Yes	0				
MT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.58%	1035	1.45%	2074	-1.91	Yes	0				
MT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.29%	1035	0.87%	2074	-1.64	Yes	0				
MT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	0%	6	23.08%	39	-1.25	N/A	0				
MT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	N/A			78.95%	152		N/A	0				
MT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			17.29	185		N/A	0				
MT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			93.08%	159		N/A	0				
MT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			94.97%	159		N/A	0				
MT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			14.66	38		N/A	0				
MT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			62	1		N/A	0				
MT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			54.53	55		N/A	0				
MT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			5			N/A	0				
MT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			77.31%	119		N/A	0				
MT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	N/A			3:24	119		N/A	0				
MT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			19.33%	119		N/A	0				
MT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			15.38%	78		N/A	0				
MT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	N/A			1.74%	6843		N/A	0				
MT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A			1.14%	6843		N/A	0				
MT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A			20.13%	149		N/A	0				
MT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	94.96%	119	78.95%	152	-3.21	Yes	0				
MT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes	8.8	122	17.29	185	-5.19	Yes	0				
MT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	70	93.08%	159	-1.9	Yes	0				
MT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	70	94.97%	159	-1.6	Yes	0				
MT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	Yes	11.1	10	14.66	38	-0.45	Yes	0				
MT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A	19	1	62	1	.	N/A	0				
MT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A	3	1	54.53	55	-0.8	N/A	0				
MT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A	0		5		-0.31	N/A	0				
MT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	Yes	100%	2	77.31%	119	-0.76	Yes	1	28	71.43%	79.01%	-7.58%
MT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	Yes	2:23	2	3:24	119	-0.26	Yes	0				
MT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	0%	2	19.33%	119	-0.69	Yes	0				
MT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	0%	2	15.38%	78	-0.6	Yes	0				
MT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	Yes	1.24%	161	1.74%	6843	-0.48	Yes	1	988	2.83%	1.79%	1.04%
MT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	Yes	1.24%	161	1.14%	6843	0.2	Yes	1	773	2.72%	1.18%	1.54%

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
MT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
MT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
MT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
MT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
MT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
MT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
MT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
MT	04--01	MR-8	Trouble Rate, UBL Analog%		P	
MT	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
MT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
MT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
MT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
MT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
MT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
MT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
MT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
MT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
MT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
MT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
MT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
MT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
MT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
MT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
MT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
MT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
MT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
MT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
MT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
MT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
MT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
MT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
MT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
MT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
MT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
MT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
MT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
MT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
MT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
MT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
MT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
MT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
MT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
MT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
MT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
MT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
MT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
MT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
MT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
MT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
MT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
MT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
MT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
MT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
MT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
MT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0%	3	18.31%	142	-0.81	N/A	7.69%	13	11.11%	144	-0.38	N/A	14.29%	7	19.75%	157	-0.36	N/A	28.57%	7	8.78%	148	1.45
MT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100%	7	90.32%	31	-0.78	Yes	100%	3	100%	11	.	Yes	100%	8	77.78%	9	-1.1	Yes	100%	6	88.24%	17	-0.77
MT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.86	7	12.86	29	-1.33	Yes	5	2	10.18	11	-0.85	Yes	4.38	8	17.11	9	-1.15	Yes	4.5	6	8.47	17	-1.5
MT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	40%	5	95.45%	22	2.56	No	100%	6	81.82%	11	-0.93	Yes	88.89%	9	64.29%	14	-1.2	Yes	85.71%	7	93.75%	16	0.46
MT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100%	6	90.91%	11	-0.62	Yes	88.89%	9	85.71%	14	-0.21	Yes	100%	7	100%	16	.
MT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			24	4		N/A						N/A	1	1	35	2	-0.68	Yes			6.5	2	
MT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A						N/A						N/A					
MT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			146.15	13		N/A			148.33	15		N/A			153.44	16		N/A	0	1	120.33	18	-0.87
MT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			5			N/A			6			N/A			0			N/A	0		0		.
MT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100%	5	100%	21	.	Yes	100%	2	100%	17	.	Yes	100%	2	100%	22	.	Yes	100%	2	100%	15	.
MT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100%	5	100%	22	.	Yes	100%	2	100%	18	.	Yes	100%	2	100%	22	.	Yes	100%	2	100%	15	.
MT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:44	5	1:27	22	1.8	No	0:59	2	2:04	18	-0.71	Yes	3:38	2	1:03	22	1.76	No	0:32	2	1:46	15	-1.09
MT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	20%	5	18.18%	22	0.05	Yes	0%	2	0%	18	.	Yes	0%	2	18.18%	22	-0.64	Yes	50%	2	13.33%	15	0.94
MT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A			0%	7		N/A	0%	1	28.57%	7	-0.59	Yes	100%	1	25%	8	1.01
MT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	7.94%	63	1.13%	1950	3.27	No	3.51%	57	0.91%	1982	1.58	Yes	3.51%	57	1.10%	1992	1.4	Yes	4.08%	49	0.75%	2008	1.88
MT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0%	57	0.35%	1982	-0.44	Yes	1.75%	57	0.35%	1992	1.24	Yes	2.04%	49	0.40%	2008	1.26
MT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	0%	5	31.25%	32	-1.4	N/A	0%	2	10%	20	-0.45	N/A	0%	2	31.25%	32	-0.92	N/A	33.33%	3	6.25%	16	1.02
MT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			73.33%	15		N/A			64.29%	14		N/A			92%	25		N/A			92.31%	13	
MT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			6.6	15		N/A			8	14		N/A			7.19	26		N/A			11.31	13	
MT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100%	15		N/A			100%	20		N/A			100%	20		N/A	100%	1	100%	18	.
MT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100%	20		N/A			100%	20		N/A	100%	1	100%	18	.
MT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			3	4		N/A			4	5		N/A			1	1		N/A					
MT	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A						N/A			1	1		N/A			11	1	
MT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			100%	5		N/A			100%	10		N/A			90%	10		N/A			100%	7	
MT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			100%	5		N/A			100%	10		N/A			90%	10		N/A			100%	7	
MT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			4:18	5		N/A			0:38	10		N/A			10:54	10		N/A			5:58	7	
MT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			60%	5		N/A			50%	10		N/A			10%	10		N/A			28.57%	7	
MT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			33.33%	3		N/A			0%	5		N/A			33.33%	6	
MT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0%	59	0.98%	508	-0.72	Yes	0%	61	1.95%	513	-1.04	Yes	0%	62	1.88%	532	-1.03	Yes	0%	65	1.27%	551	-0.86
MT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0%	61	0.58%	513	-0.57	Yes	0%	62	0.94%	532	-0.73	Yes	0%	65	1.09%	551	-0.8
MT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			50%	10		N/A			41.18%	17		N/A			52.38%	21		N/A			58.82%	17	
MT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			66.67%	12		N/A			70.59%	17		N/A			57.14%	14		N/A			81.82%	11	
MT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			16.25	20		N/A			19.36	25		N/A			22.82	22		N/A			10	12	
MT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			95.65%	23		N/A			100%	24		N/A			100%	17		N/A			100%	17	
MT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100%	24		N/A			100%	17		N/A			100%	17	
MT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			34	3		N/A			18.14	7		N/A			14.13	8		N/A			3	2	
MT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			8.5	2		N/A						N/A						N/A					
MT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			20.38	8		N/A			18.13	8		N/A			41.63	8		N/A			21.25	16	
MT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			4			N/A			4			N/A			1			N/A			0		
MT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100%	3		N/A			100%	1		N/A			100%	2		N/A			100%	1	
MT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			0:51	3		N/A			1:12	1		N/A			0:01	2		N/A			3:35	1	
MT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			0%	3		N/A			0%	1		N/A			0%	2		N/A			0%	1	
MT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A						N/A						N/A			0%	1	
MT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.83%	363		N/A			0.28%	358		N/A			0.56%	357		N/A			0.28%	351	
MT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0%	358		N/A			0%	357		N/A			0.28%	351	
MT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			25%	4		N/A			0%	1		N/A			0%	2		N/A			66.67%	3	
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02	10				N/A	0:03	18				N/A						N/A	0:03	14			
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A					
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100%	4				Yes	100%	9				Yes						N/A	100%	5			
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%						N/A						N/A	100%	2				Yes					
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	4				N/A	0%	9				N/A						N/A	0%	5			
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS						N/A						N/A	0%	2				N/A					
MT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	100%	5				Yes	100%	9				Yes	88.89%	9				No	100%	9			
MT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	5.25	4				Yes	7.57	7				Yes	8	7				Yes	7.56	9			
MT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			91.43%	2404		N/A			90.86%	2428		N/A			90.74%	2214		N/A			92.18%	2251	
MT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100%	20	99.46%	5525	-0.33	Yes	100%	18	99.43%	5987	-0.32	Yes	100%	14	99.30%	4735	-0.31	Yes	100%	15	99.58%	4712	-0.25
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			6.76	2415		N/A			6.28	2439		N/A			6.03	2224		N/A			6.2	2275	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A	0%	2	20.13%	149	-0.71	N/A	0				
MT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	100%	3	91.67%	12	-0.47	Yes	0				
MT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	4	2	13.15	13	-1.36	Yes	0				
MT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	100%	6	81.82%	22	-1.02	Yes	1	33	84.85%	84.71%	0.14%
MT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	100%	6	81.82%	22	-1.02	Yes	0				
MT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A			14	2		N/A	0				
MT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A						N/A	0				
MT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A			107.33	18		N/A	0				
MT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A			0			N/A	0				
MT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	Yes	100%	2	100%	30	.	Yes	0				
MT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes	100%	2	100%	30	.	Yes	0				
MT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	0:54	2	2:03	30	-0.64	Yes	2	13	1:58	1:41	0:17
MT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	50%	2	23.33%	30	0.66	Yes	0				
MT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	50%	2	27.78%	18	0.48	Yes	0				
MT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	No	4.88%	41	1.45%	2074	1.47	Yes	2	267	4.87%	1.07%	3.80%
MT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	Yes	4.88%	41	0.87%	2074	1.91	No	1	204	1.96%	0.50%	1.46%
MT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A	0%	2	23.08%	39	-0.76	N/A	0				
MT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	N/A	100%	1	72.73%	22	-0.6	Yes	0				
MT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			9.5	22		N/A	0				
MT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	1	100%	18	.	Yes	0				
MT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	1	100%	18	.	Yes	0				
MT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			2	6		N/A	0				
MT	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A						N/A	0				
MT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			77.78%	9		N/A	0				
MT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			88.89%	9		N/A	0				
MT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A			14:33	9		N/A	0				
MT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			44.44%	9		N/A	0				
MT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			66.67%	3		N/A	0				
MT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0%	67	1.57%	575	-0.98	Yes	0				
MT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0%	67	0.52%	575	-0.56	Yes	0				
MT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A			50%	18		N/A	0				
MT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			87.50%	16		N/A	0				
MT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			19.29	21		N/A	0				
MT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	12		N/A	0				
MT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	12		N/A	0				
MT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			52	3		N/A	0				
MT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A	0				
MT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			132	1		N/A	0				
MT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			0			N/A	0				
MT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			100%	1		N/A	0				
MT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			2:59	1		N/A	0				
MT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0%	1		N/A	0				
MT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0%	1		N/A	0				
MT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.28%	351		N/A	0				
MT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.28%	351		N/A	0				
MT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			66.67%	3		N/A	0				
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	N/A	0:03	32				N/A	0				
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A						N/A	0				
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	100%	16				Yes	0				
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	N/A	100%	1				Yes	0				
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0%	16				N/A	0				
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	1				N/A	0				
MT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	Yes	100%	13				Yes	1	45	97.78%		
MT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	6.92	13				Yes	0				
MT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			91.60%	2405		N/A	0				
MT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	Yes	100%	20	99.56%	4779	-0.3	Yes	0				
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			6.7	2423		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
MT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
MT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
MT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
MT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
MT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
MT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
MT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
MT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
MT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
MT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
MT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
MT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
MT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
MT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
MT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
MT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
MT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
MT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
MT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
MT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
MT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
MT	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
MT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
MT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
MT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
MT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
MT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
MT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
MT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
MT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
MT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
MT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
MT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
MT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
MT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
MT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
MT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
MT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
MT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
MT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
MT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
MT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
MT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
MT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
MT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
MT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
MT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
MT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
MT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3	4	3.82	4584	-0.68	Yes	2.6	5	3.54	4697	-1.29	Yes	3	1	3.66	3639	-0.3	Yes	2	2	3.52	3569	-1.49
MT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100%	19	91.24%	8187	-1.35	Yes	100%	16	89.83%	7697	-1.34	Yes	100%	15	88%	6977	-1.43	Yes	100%	18	87.82%	7099	-1.58
MT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100%	16	91.71%	7697	-1.2	Yes	100%	15	90.30%	6977	-1.27	Yes	100%	18	89.66%	7099	-1.44
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			5.03	75		N/A			5.55	74		N/A			5.68	93		N/A			3.56	79	
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			4.79	24		N/A			6.88	25		N/A			11.45	22		N/A			3.67	12	
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			11.04	138		N/A			13.67	153		N/A			14.74	115		N/A			14.2	101	
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			18.42	12		N/A			18.33	9		N/A			23.36	14		N/A			10	8	
MT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A						N/A	30	1				N/A	8	1			
MT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS						N/A						N/A	0					N/A	0				
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			94.09%	2200		N/A			95.65%	2989		N/A			89.73%	3261		N/A			84.86%	3296	
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			95.60%	318		N/A	100%	1	97.67%	472	-0.15	Yes			95.59%	522		N/A			96.38%	497	
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			97.15%	2982		N/A			97.51%	3983		N/A			94.84%	4280		N/A			94.98%	4320	
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.09%	659		N/A	100%	1	99.22%	894	-0.09	Yes			99.31%	1008		N/A			98.88%	982	
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			13:48	2982		N/A			13:45	3983		N/A			16:08	4280		N/A			17:10	4320	
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:14	659		N/A	6:52	1	6:22	894	0.51	Yes			7:13	1008		N/A			6:21	982	
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			100%	1		N/A			100%	1		N/A			33.33%	3		N/A			100%	1	
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			50%	4		N/A	100%	1	44.44%	9	0.67	N/A			0%	7		N/A			16.67%	6	
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A						N/A			0%	1		N/A			100%	1	
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	100%	1	33.33%	3	0.67	N/A			0%	4		N/A			20%	5	
MT	04--10	MR-8	Trouble Rate, Line Sharing%		P	0%	298	1.15%	319453	-1.86	Yes	0.36%	281	1.54%	320257	-1.61	Yes	0%	286	1.66%	322360	-2.2	Yes	0%	291	1.66%	323654	-2.21
MT	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.36%	281	1.28%	320257	-1.38	Yes	0%	286	1.37%	322360	-2	Yes	0%	291	1.39%	323654	-2.02
MT	05--01	OP-3	Install Commit Met, UDIT DS1%		P			78.03%	132		N/A			62.79%	258		N/A	50%	2	74.58%	118	0.64	Yes			78.10%	105	
MT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			14.01	175		N/A			24.58	292		N/A	10	2	16.39	157	-0.75	Yes			15.07	130	
MT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			92.86%	238		N/A	100%	1	93.81%	226	-0.26	Yes	100%	1	91.72%	145	-0.3	Yes			95.60%	159	
MT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100%	1	94.69%	226	-0.24	Yes	100%	1	94.48%	145	-0.24	Yes			97.48%	159	
MT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			14.36	28		N/A			18.72	101		N/A	1	1	12.11	45	-0.7	Yes			13.83	23	
MT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			22.2	5		N/A			10	1		N/A						N/A			21	6	
MT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			60.18	39		N/A			72.39	44		N/A			41.01	118		N/A			73.38	47	
MT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			18			N/A			12			N/A			9			N/A			5		
MT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			83.62%	116		N/A			79.69%	128		N/A	100%	1	78.57%	126	-0.52	Yes			76.30%	135	
MT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:16	116		N/A			2:28	128		N/A	1:28	1	2:29	126	-0.43	Yes			4:36	135	
MT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			25%	116		N/A			19.53%	128		N/A	0%	1	29.37%	126	-0.64	Yes			27.41%	135	
MT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			17.72%	79		N/A	0%	1	34.15%	82	-0.72	Yes			21.59%	88	
MT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0%	7	1.65%	7038	-0.34	Yes	0%	7	1.79%	7136	-0.36	Yes	14.29%	7	1.82%	6909	1.53	Yes	0%	5	1.96%	6878	-0.32
MT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	7	1.11%	7136	-0.28	Yes	14.29%	7	1.19%	6909	1.74	No	0%	5	1.28%	6878	-0.25
MT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			18.31%	142		N/A			11.11%	144		N/A	0%	1	19.75%	157	-0.49	N/A			8.78%	148	
MT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			66.67%	12		N/A			70.59%	17		N/A			57.14%	14		N/A			81.82%	11	
MT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			16.25	20		N/A			19.36	25		N/A			22.82	22		N/A			10	12	
MT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			95.65%	23		N/A			100%	24		N/A			100%	17		N/A	100%	1	100%	17	.
MT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100%	24		N/A			100%	17		N/A	100%	1	100%	17	.
MT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			34	3		N/A			18.14	7		N/A			14.13	8		N/A			3	2	
MT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			8.5	2		N/A						N/A						N/A					
MT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			20.38	8		N/A			18.13	8		N/A			41.63	8		N/A			21.25	16	
MT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			4			N/A			4			N/A			1			N/A			0		
MT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100%	3		N/A			100%	1		N/A			100%	2		N/A			100%	1	
MT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			0:51	3		N/A			1:12	1		N/A			0:01	2		N/A			3:35	1	
MT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			0%	3		N/A			0%	1		N/A			0%	2		N/A			0%	1	
MT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A						N/A						N/A			0%	1	
MT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0%	2	0.83%	363	-0.13	Yes	0%	2	0.28%	358	-0.07	Yes	0%	1	0.56%	357	-0.07	Yes	0%	1	0.28%	351	-0.05
MT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0%	2	0%	358	.	Yes	0%	1	0%	357	.	Yes	0%	1	0.28%	351	-0.05
MT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			25%	4		N/A			0%	1		N/A			0%	2		N/A			66.67%	3	
MT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:35	12003				N/A	0:30	15658				N/A	1:20	13895				N/A	2:35	12784			
MT	07--01	OP-3	Install Commit Met, E911%		P						N/A			0%	3		N/A						N/A					
MT	07--01	OP-4	Install Interv, E911, Avg Days		P	172	1				N/A			69	3		N/A						N/A					
MT	07--01	OP-5	New Service Install Quality, E911%		P	100%	1	100%	2	.	Yes			100%	2		N/A						N/A					
MT	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100%	2		N/A						N/A					
MT	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A			52	3		N/A						N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3	1	3.5	3635	-0.48	Yes	0				
MT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	100%	19	88.51%	6525	-1.57	Yes	0				
MT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes	100%	19	90.51%	6525	-1.41	Yes	0				
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			6.23	90		N/A	0				
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			4.2	25		N/A	0				
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			19.09	116		N/A	0				
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			26	1		N/A	0				
MT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	N/A						N/A	0				
MT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	N/A						N/A	0				
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	N/A			91.20%	2522		N/A	0				
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	N/A			97.70%	479		N/A	0				
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	N/A			97.33%	3410		N/A	0				
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	N/A			99.39%	976		N/A	0				
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	N/A			14:29	3410		N/A	0				
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	N/A			6:21	976		N/A	0				
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			100%	2		N/A	0				
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			28.57%	7		N/A	0				
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			100%	1		N/A	0				
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			50%	2		N/A	0				
MT	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes	0%	293	1.36%	326122	-2.01	Yes	0				
MT	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes	0%	293	1.10%	326122	-1.8	Yes	0				
MT	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			78.95%	152		N/A	0				
MT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A			17.29	185		N/A	0				
MT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	N/A			93.08%	159		N/A	0				
MT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	N/A			94.97%	159		N/A	0				
MT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			14.66	38		N/A	0				
MT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			62	1		N/A	0				
MT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			54.53	55		N/A	0				
MT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A			5			N/A	0				
MT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	N/A			77.31%	119		N/A	0				
MT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	N/A			3:24	119		N/A	0				
MT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	N/A			19.33%	119		N/A	0				
MT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	N/A			15.38%	78		N/A	0				
MT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0%	5	1.74%	6843	-0.3	Yes	0				
MT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	Yes	0%	5	1.14%	6843	-0.24	Yes	1	24	4.17%	1.18%	2.99%
MT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A			20.13%	149		N/A	0				
MT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A	100%	1	87.50%	16	-0.37	Yes	0				
MT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A	0	1	19.29	21	-0.64	Yes	0				
MT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	Yes	100%	1	100%	12	.	Yes	0				
MT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	Yes	100%	1	100%	12	.	Yes	0				
MT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			52	3		N/A	0				
MT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A	0				
MT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			132	1		N/A	0				
MT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			0			N/A	0				
MT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	N/A			100%	1		N/A	0				
MT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	N/A			2:59	1		N/A	0				
MT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			0%	1		N/A	0				
MT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			0%	1		N/A	0				
MT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	1	0.28%	351	-0.05	Yes	0				
MT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	1	0.28%	351	-0.05	Yes	0				
MT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A			66.67%	3		N/A	0				
MT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	1:11	14568				N/A	0				
MT	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A	0				
MT	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A	0				
MT	07--01	OP-5	New Service Install Quality, E911%		P	N/A						N/A	0				
MT	07--01	OP-5*	New Service Install Quality, E911%		P	N/A						N/A	0				
MT	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
MT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
MT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
MT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
MT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
MT	04--10	MR-8	Trouble Rate, Line Sharing%		P	
MT	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
MT	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
MT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
MT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
MT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
MT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
MT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
MT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
MT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
MT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
MT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
MT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
MT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
MT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
MT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
MT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
MT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
MT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
MT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
MT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
MT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
MT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
MT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
MT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
MT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
MT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
MT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
MT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
MT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
MT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
MT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
MT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
MT	07--01	OP-3	Install Commit Met, E911%		P	
MT	07--01	OP-4	Install Interv, E911, Avg Days		P	
MT	07--01	OP-5	New Service Install Quality, E911%		P	
MT	07--01	OP-5*	New Service Install Quality, E911%		P	
MT	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	07--01	MR-8	Trouble Rate, E911%		P	0%	12	0%	53	.	Yes	0%	10	0%	53	.	Yes	0%	10	0%	47	.	Yes	0%	10	0%	47	.
MT	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0%	10	0%	53	.	Yes	0%	10	0%	47	.	Yes	0%	10	0%	47	.
MT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A			8.54	.	
MT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A			9.67	.	
MT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.11	26571				N/A	0.09	30872				N/A	0.11	28915				N/A	0.09	26809			
MT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	95.53%	25234				N/A	96.31%	28672				N/A	96.11%	27386				N/A	96.03%	24707			
MT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
MT	11--01	OP-8B	LNP Timeliness, LNP%		95%	100%	10				Yes	100%	18				Yes						N/A	100%	14			
MT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	100%	212				Yes	99.80%	506				Yes	96.60%	235				Yes	100%	246			
MT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	226				Yes	99.82%	545				Yes	100%	239				Yes	100%	263			
MT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	226				N/A	100%	545				N/A	100%	239				N/A	100%	263			
MT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			57.55%	318		N/A			52.75%	472		N/A			45.59%	522		N/A			52.92%	497	
MT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.09%	659		N/A			99.22%	894		N/A			99.31%	1008		N/A			98.88%	982	
MT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100%	17149				Yes	100%	17381.1589				Yes	100%	17953.849				Yes	100%	17322.119			
MT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100%	17149				Yes	100%	17381.1589				Yes	100%	17953.849				Yes	100%	17322.119			
MT	14--01	OP-3	Install Commit Met, Residence%	D	P	95.16%	62	91.44%	1951	-1.03	Yes	96.08%	51	91.05%	1967	-1.24	Yes	95%	40	90.50%	1747	-0.96	Yes	94.44%	54	92.37%	1769	-0.57
MT	14--01	OP-3	Install Commit Met, Residence%	ND	P	99.56%	454	99.46%	5416	-0.27	Yes	100%	1826	99.54%	5852	-2.54	Yes	100%	1257	99.30%	4598	-2.63	Yes	99.89%	902	99.58%	4575	-1.3
MT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	5.24	63	6.68	1959	-1.66	Yes	3.76	51	6.16	1973	-2.24	Yes	3.95	41	6.01	1754	-1.48	Yes	3.74	54	6.11	1786	-2.42
MT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.93	229	3.82	4521	-5.53	Yes	2.99	382	3.53	4593	-7.14	Yes	2.98	397	3.68	3548	-5.94	Yes	2.96	340	3.51	3474	-6.95
MT	14--01	OP-5	New Service Install Quality, Residence%		P	97.41%	1197	91.40%	7604	-6.89	Yes	98.17%	1588	89.99%	7093	-9.82	Yes	98.40%	1127	88.32%	6361	-9.71	Yes	97.19%	748	88.33%	6412	-7.14
MT	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	98.49%	1588	91.81%	7093	-8.77	Yes	98.67%	1127	90.39%	6361	-8.69	Yes	97.73%	748	90.17%	6412	-6.57
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	2	1	5.12	50	-0.42	Yes	3.5	2	3.75	48	-0.08	Yes	1	1	5.88	76	-0.43	Yes	2.33	3	3.09	58	-0.3
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	6	2	4.78	23	0.95	Yes			5.6	20		N/A			11.95	21		N/A	2	1	3.64	11	-0.38
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	4.67	3	10.77	123	-0.71	Yes			14.17	130		N/A	4	1	14.55	93	-0.48	Yes			15.18	80	
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			16.55	11		N/A			12	7		N/A			23.36	14		N/A			10	8	
MT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	25.57	7	71.8	310	-1.25	N/A	21.8	5	70.74	300	-1.11	N/A	11.25	4	68.82	290	-1.2	N/A	12.17	23	60.54	284	-2.44
MT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	0		178		-3.04	N/A	1		180		-1.81	N/A	0		175		-2.45	N/A	0		163		-5.35
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	100%	59	94.16%	1918	-1.88	Yes	97.18%	71	95.57%	2619	-0.65	Yes	96.36%	55	89.52%	2854	-1.64	Yes	92.54%	67	84.81%	2877	-1.74
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100%	6	94.83%	271	-0.57	Yes	100%	8	98.05%	411	-0.39	Yes	100%	7	95.48%	442	-0.57	Yes	100%	5	96.68%	422	-0.41
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100%	73	97%	2629	-1.48	Yes	100%	81	97.50%	3521	-1.42	Yes	100%	69	94.62%	3772	-1.96	Yes	98.80%	83	95.14%	3787	-1.53
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	11	98.91%	548	-0.35	Yes	100%	15	99.21%	755	-0.34	Yes	100%	15	99.16%	836	-0.35	Yes	90.91%	11	98.91%	826	1.53
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	9:25	73	14:12	2629	-2.85	Yes	10:35	81	14:04	3521	-1.33	Yes	10:33	69	16:24	3772	-2.85	Yes	12:19	83	17:14	3787	-2.51
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0:38	11	6:44	548	-1.91	Yes	7:12	15	6:34	755	0.34	Yes	2:52	15	7:43	836	-1.67	Yes	7:25	11	6:37	826	0.48
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	10.81%	74	14.74%	2667	-0.94	Yes	14.46%	83	13.61%	3570	0.25	Yes	8.70%	69	15.92%	3831	-1.63	Yes	14.46%	83	15.69%	3837	-0.31
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	18.18%	11	15.69%	548	0.27	Yes	13.33%	15	13.25%	755	0.07	Yes	0%	15	14.11%	836	-1.56	Yes	0%	11	14.89%	826	-1.38
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	13.33%	75	13.50%	3341	-0.04	Yes	8.82%	68	15.48%	3567	-1.5	Yes	14.29%	77	15.31%	3586	-0.25
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	12.50%	8	12.68%	284	-0.01	Yes	0%	9	17.02%	329	-1.34	Yes	0%	3	16.57%	338	-0.77
MT	14--01	MR-8	Trouble Rate, Residence%		P	1%	8499	1.30%	247856	-2.38	Yes	1.27%	7739	1.74%	248032	-3.16	Yes	1.19%	7079	1.87%	249934	-4.17	Yes	1.40%	6693	1.86%	251017	-2.71
MT	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.07%	7739	1.46%	248032	-2.81	Yes	1.09%	7079	1.56%	249934	-3.16	Yes	1.20%	6693	1.56%	251017	-2.4
MT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	97.30%	74	94.19%	2667	-1.13	Yes	98.80%	83	95.07%	3570	-1.55	Yes	94.20%	69	93.06%	3831	-0.37	Yes	95.18%	83	91.06%	3837	-1.3
MT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100%	11	98.18%	548	-0.45	Yes	100%	15	98.54%	755	-0.47	Yes	100%	15	97.97%	836	-0.55	Yes	100%	11	99.39%	826	-0.26
MT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	30.89%	123	33.05%	4802	-0.5	N/A	27.41%	135	31.12%	6279	-0.92	N/A	31.71%	123	31.61%	6824	0.03	N/A	24.80%	125	29.73%	6636	-1.2
MT	14--02	OP-3	Install Commit Met, Business%	D	P	80%	5	91.39%	453	0.78	Yes	100%	6	90.02%	461	-0.81	Yes	87.50%	8	91.65%	467	0.44	Yes	100%	4	91.49%	482	-0.61
MT	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	8	99.08%	109	-0.26	Yes	100%	23	94.81%	135	-1.04	Yes	100%	31	99.27%	137	-0.43	Yes	100%	18	99.27%	137	-0.34
MT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	5.2	5	7.08	456	-0.63	Yes	2.83	6	6.76	466	-1.14	Yes	5.75	8	6.12	470	-0.14	Yes	3.5	4	6.5	489	-0.91
MT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	1.8	5	3.75	63	-0.82	Yes	1.86	14	3.79	104	-1.24	Yes	2.11	19	3.03	91	-2.79	Yes	2.2	15	3.62	95	-2.45
MT	14--02	OP-5	New Service Install Quality, Business%		P	100%	21	89.21%	584	-1.57	Yes	100%	34	87.91%	604	-2.1	Yes	87.10%	31	84.77%	617	-0.35	Yes	88.57%	35	82.97%	687	-0.86
MT	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100%	34	90.56%	604	-1.83	Yes	90.32%	31	89.30%	617	-0.18	Yes	91.43%	35	84.86%	687	-1.06
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			4.84	25		N/A			8.88	26		N/A			4.76	17		N/A			4.86	21	
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			5	1		N/A			12	5		N/A			1	1		N/A			4	1	
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	7	1	13.27	15	-0.38	Yes			10.83	23		N/A	11	1	15.55	22	-0.31	Yes			10.48	21	
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			39	1		N/A			40.5	2		N/A						N/A					
MT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			89.54	90		N/A			88.12	94		N/A			79.85	99		N/A	3	1	76.98	94	-0.7
MT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			46			N/A			46			N/A			46			N/A	1		47		0.67
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100%	3	93.62%	282	-0.45	Yes	100%	13	96.22%	370	-0.7	Yes	100%	7	91.15%	407	-0.82	Yes	100%	6	85.20%	419	-1.01
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			100%	47		N/A	100%	2	95.08%	61	-0.32	Yes	100%	3	96.25%	80	-0.34	Yes	100%	1	94.67%	75	-0.24
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	4	98.30%	353	-0.26	Yes	100%	16	97.62%	462	-0.61	Yes	100%	8	96.46%	508	-0.54	Yes	100%	7	93.81%	533	-0.68

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	07--01	MR-8	Trouble Rate, E911%		P	Yes	0%	10	0%	47	.	Yes	0				
MT	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0%	10	0%	47	.	Yes	0				
MT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			7.95	.		N/A	0				
MT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.43	.		N/A	0				
MT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.1	29328				N/A	0				
MT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	96.47%	27508				N/A	0				
MT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
MT	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	100%	32				Yes	0				
MT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	99.45%	181				Yes	0				
MT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100%	213				Yes	0				
MT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	213				N/A	0				
MT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			50.73%	479		N/A	0				
MT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A			99.39%	976		N/A	0				
MT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	Yes	100%	17666.79				Yes	0				
MT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	Yes	100%	17666.79				Yes	0				
MT	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	95%	40	92.48%	1808	-0.6	Yes	0				
MT	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100%	498	99.63%	4634	-1.29	Yes	0				
MT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	4.41	41	6.42	1821	-1.45	Yes	0				
MT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.96	251	3.5	3532	-8.41	Yes	0				
MT	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	95.53%	425	89%	5820	-4.15	Yes	0				
MT	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	96.94%	425	90.88%	5820	-4.19	Yes	0				
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	Yes			6.02	55		N/A	0				
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	Yes			4.29	21		N/A	0				
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	N/A	9	2	19.37	84	-0.56	Yes	0				
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	N/A			26	1		N/A	0				
MT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	2.7	10	55.5	273	-1.9	N/A	0				
MT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	0		143		-3.26	N/A	0				
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	97.56%	41	91.55%	2177	-1.37	Yes	0				
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100%	10	97.82%	413	-0.47	Yes	0				
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	94.83%	58	97.38%	2972	1.12	Yes	0				
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	16	99.25%	797	-0.34	Yes	0				
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	16:19	58	14:35	2972	0.96	Yes	0				
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	2:22	16	6:54	797	-1.69	Yes	0				
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	13.79%	58	12.66%	3009	0.29	Yes	0				
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	25%	16	12.67%	797	1.35	Yes	0				
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	14.55%	55	12.42%	2819	0.5	Yes	0				
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	25%	4	15.64%	275	0.48	Yes	0				
MT	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.21%	6113	1.50%	253046	-1.86	Yes	0				
MT	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	0.97%	6113	1.22%	253046	-1.81	Yes	0				
MT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	96.55%	58	93.49%	3009	-0.94	Yes	0				
MT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	100%	16	99.37%	797	-0.31	Yes	0				
MT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	23.71%	97	31.53%	5559	-1.64	N/A	0				
MT	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	75%	8	88.94%	597	1.11	Yes	0				
MT	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	40	97.24%	145	-0.94	Yes	0				
MT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	7.25	8	7.54	602	-0.07	Yes	0				
MT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.41	32	3.62	103	-2.8	Yes	0				
MT	14--02	OP-5	New Service Install Quality, Business%		P	Yes	95.12%	41	84.40%	705	-1.84	Yes	0				
MT	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	95.12%	41	87.52%	705	-1.43	Yes	0				
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A	1	2	6.57	35	-0.74	Yes	0				
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A			3.75	4		N/A	0				
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			18.34	32		N/A	0				
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A						N/A	0				
MT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A			70.9	89		N/A	0				
MT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A			34			N/A	0				
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	83.33%	6	88.99%	345	0.44	Yes	0				
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes	100%	4	96.97%	66	-0.34	Yes	0				
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	8	97.03%	438	-0.49	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	07--01	MR-8	Trouble Rate, E911%		P	
MT	07--01	MR-8*	Trouble Rate, E911%		P	
MT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
MT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
MT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
MT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
MT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
MT	11--01	OP-8B	LNP Timeliness, LNP%		95%	
MT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
MT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
MT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
MT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
MT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
MT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
MT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
MT	14--01	OP-3	Install Commit Met, Residence%	D	P	
MT	14--01	OP-3	Install Commit Met, Residence%	ND	P	
MT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
MT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
MT	14--01	OP-5	New Service Install Quality, Residence%		P	
MT	14--01	OP-5*	New Service Install Quality, Residence%		P	
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
MT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
MT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
MT	14--01	MR-8	Trouble Rate, Residence%		P	
MT	14--01	MR-8*	Trouble Rate, Residence%		P	
MT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
MT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
MT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
MT	14--02	OP-3	Install Commit Met, Business%	D	P	
MT	14--02	OP-3	Install Commit Met, Business%	ND	P	
MT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
MT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
MT	14--02	OP-5	New Service Install Quality, Business%		P	
MT	14--02	OP-5*	New Service Install Quality, Business%		P	
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
MT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
MT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P			100%	111		N/A	100%	4	99.28%	139	-0.17	Yes	100%	5	100%	172	.	Yes	100%	2	98.72%	156	-0.16
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	3:05	4	10:54	353	-1.16	Yes	9:18	16	11:22	462	-0.63	Yes	7:23	8	14:06	508	-1.33	Yes	10:55	7	16:44	533	-0.85
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P			3:47	111		N/A	2:01	4	5:13	139	-0.78	Yes	2:06	5	4:46	172	-0.82	Yes	0:10	2	4:57	156	-0.74
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	25%	4	14.01%	357	0.58	Yes	18.75%	16	11.83%	465	0.82	Yes	25%	8	16.47%	516	0.63	Yes	14.29%	7	15.26%	544	-0.07
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P			13.51%	111		N/A	0%	4	8.63%	139	-0.61	Yes	0%	5	8.72%	172	-0.68	Yes	0%	2	14.10%	156	-0.57
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	23.08%	13	11.67%	420	1.16	Yes	25%	8	16.45%	456	0.64	Yes	14.29%	7	14.55%	488	-0.02
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0%	3	10.53%	57	-0.58	Yes	0%	2	7.69%	78	-0.4	Yes	0%	1	17.50%	80	-0.46
MT	14--02	MR-8	Trouble Rate, Business%		P	0.26%	1547	0.65%	71597	-1.91	Yes	1.19%	1683	0.84%	72225	1.57	Yes	0.73%	1782	0.95%	72426	-0.95	Yes	0.50%	1783	0.96%	72637	-1.96
MT	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.95%	1683	0.66%	72225	1.45	Yes	0.56%	1782	0.74%	72426	-0.86	Yes	0.45%	1783	0.78%	72637	-1.58
MT	14--02	MR-9	Repair Appoint Met, Business%	D	P	100%	4	84.59%	357	-0.85	Yes	100%	16	87.96%	465	-1.46	Yes	100%	8	87.02%	516	-1.08	Yes	85.71%	7	84.01%	544	-0.12
MT	14--02	MR-9	Repair Appoint Met, Business%	ND	P			98.20%	111		N/A	100%	4	97.12%	139	-0.34	Yes	100%	5	97.09%	172	-0.38	Yes	100%	2	96.15%	156	-0.28
MT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	60%	10	34.36%	713	1.61	N/A	16.67%	24	33.84%	913	-1.76	N/A	13.33%	15	31.88%	1010	-1.53	N/A	55%	20	31.10%	1016	2.18
MT	14--03	OP-3	Install Commit Met, Centrex%	D	P						N/A			75%	4		N/A			83.33%	6		N/A			100%	3	
MT	14--03	OP-3	Install Commit Met, Centrex%	ND	P						N/A						N/A						N/A					
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P						N/A			2.75	4		N/A			6.5	6		N/A			9	9	
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
MT	14--03	OP-5	New Service Install Quality, Centrex%		P			100%	2		N/A			100%	5		N/A			87.50%	8		N/A			100%	5	
MT	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			100%	5		N/A			87.50%	8		N/A			100%	5	
MT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A			3	1		N/A						N/A					
MT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A			19	1		N/A					
MT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			129	2		N/A			238	1		N/A			102.33	3		N/A			129.5	2	
MT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			0			N/A			0			N/A			1			N/A			0		
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			100%	1		N/A			100%	2		N/A			100%	3		N/A			100%	4	
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100%	1		N/A						N/A			100%	1		N/A					
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			100%	1		N/A			100%	3		N/A			100%	5		N/A			100%	6	
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100%	1		N/A						N/A			100%	1		N/A			100%	1	
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			17:42	1		N/A			11:43	3		N/A			7:23	5		N/A			11:03	6	
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			2:42	1		N/A						N/A			5:01	1		N/A			1:14	1	
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			0%	1		N/A			0%	3		N/A			20%	5		N/A			16.67%	6	
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0%	1		N/A						N/A			0%	1		N/A			0%	1	
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			0%	2		N/A			20%	5		N/A			16.67%	6	
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A						N/A			0%	1		N/A			0%	1	
MT	14--03	MR-8	Trouble Rate, Centrex%		P			0.11%	1889		N/A			0.16%	1931		N/A			0.30%	1984		N/A			0.36%	1959	
MT	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A			0.10%	1931		N/A			0.30%	1984		N/A			0.36%	1959	
MT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			0%	1		N/A			66.67%	3		N/A			80%	5		N/A			50%	6	
MT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			100%	1		N/A						N/A			100%	1		N/A			100%	1	
MT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			33.33%	3		N/A			0%	3		N/A			45.45%	11		N/A			41.67%	12	
MT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			76.47%	17		N/A			91.30%	23		N/A			89.74%	39		N/A			90.48%	21	
MT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100%	1	100%	14	.	Yes	100%	1	100%	57	.	Yes	100%	1	100%	14	.	Yes	100%	1	100%	12	.
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.3	10		N/A	2	1	3.71	7	-1.16	Yes	5	1	2.64	14	1.81	No	5	1	2.64	11	1.1
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			7.59	17		N/A			9.3	23		N/A			5.05	40		N/A			6.43	21	
MT	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100%	1	85.71%	56	-0.4	Yes	100%	1	71.64%	67	-0.62	Yes	100%	1	70.45%	44	-0.64	Yes	100%	1	66.67%	39	-0.7
MT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100%	1	76.12%	67	-0.56	Yes	100%	1	75%	44	-0.57	Yes	100%	1	69.23%	39	-0.66
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			8	3		N/A			7	1		N/A			3.33	3		N/A			1.5	2	
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A					
MT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			2	1		N/A			47	1		N/A			18	1		N/A					
MT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			137.43	7		N/A			86.09	11		N/A			74.64	11		N/A			58.27	11	
MT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			2			N/A			2			N/A			3			N/A			4		
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			87.50%	40		N/A			100%	48		N/A	100%	1	85.29%	34	-0.41	Yes			87.18%	39	
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100%	5		N/A			100%	10		N/A			100%	15		N/A			100%	9	
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			97.87%	47		N/A			98.44%	64		N/A	100%	1	95.56%	45	-0.21	Yes			96.55%	58	
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100%	21		N/A			100%	30		N/A	100%	1	100%	28	.	Yes			95.24%	21	
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			10:44	47		N/A			9:52	64		N/A	3:56	1	12:18	45	-0.55	Yes			14:58	58	
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			4:20	21		N/A			3:53	30		N/A	4:55	1	6:14	28	-0.16	Yes			8:38	21	
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			14.58%	48		N/A			6.25%	64		N/A	0%	1	23.91%	46	-0.55	Yes			20.34%	59	
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			14.29%	21		N/A			16.67%	30		N/A	0%	1	10.71%	28	-0.34	Yes			19.05%	21	
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			6%	50		N/A	0%	1	25%	40	-0.57	Yes			21.82%	55	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	Yes	100%	6	100%	179	.	Yes	0				
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	9:04	8	13:52	438	-0.82	Yes	0				
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	Yes	2:24	6	3:51	179	-0.55	Yes	0				
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	12.50%	8	11.86%	447	0.12	Yes	0				
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	16.67%	6	10.06%	179	0.5	Yes	0				
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	12.50%	8	12.15%	395	0.09	Yes	0				
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	Yes	20%	5	10.98%	82	0.55	Yes	0				
MT	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.76%	1836	0.86%	73076	-0.43	Yes	0				
MT	14--02	MR-8*	Trouble Rate, Business%		P	Yes	0.71%	1836	0.65%	73076	0.29	Yes	0				
MT	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	87.50%	8	84.12%	447	-0.26	Yes	0				
MT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	Yes	100%	6	98.32%	179	-0.31	Yes	0				
MT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	22.22%	18	32.10%	922	-0.89	N/A	0				
MT	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			100%	1		N/A	0				
MT	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A						N/A	0				
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			11	1		N/A	0				
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A						N/A	0				
MT	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			100%	2		N/A	0				
MT	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			100%	2		N/A	0				
MT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
MT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
MT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			74.33	3		N/A	0				
MT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A			0			N/A	0				
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	N/A			100%	9		N/A	0				
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100%	1		N/A	0				
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	N/A			100%	9		N/A	0				
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	N/A			100%	2		N/A	0				
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	N/A			7:24	9		N/A	0				
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A			9:35	2		N/A	0				
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	N/A			11.11%	9		N/A	0				
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A			0%	2		N/A	0				
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A			11.11%	9		N/A	0				
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A						N/A	0				
MT	14--03	MR-8	Trouble Rate, Centrex%		P	N/A			0.56%	1959		N/A	0				
MT	14--03	MR-8*	Trouble Rate, Centrex%		P	N/A			0.46%	1959		N/A	0				
MT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	N/A			66.67%	9		N/A	0				
MT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A			100%	2		N/A	0				
MT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A			21.43%	14		N/A	0				
MT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	N/A			100%	21		N/A	0				
MT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	Yes			100%	24		N/A	0				
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	Yes			1.75	24		N/A	1	3	4.00	2.53	1.47
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	N/A			4	21		N/A	0				
MT	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes			72.22%	54		N/A	0				
MT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes			83.33%	54		N/A	0				
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A						N/A	0				
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
MT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A						N/A	0				
MT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			63.55	11		N/A	0				
MT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			2			N/A	0				
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	N/A			87.50%	56		N/A	0				
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A			100%	16		N/A	0				
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	N/A			97.30%	74		N/A	0				
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	N/A			100%	32		N/A	0				
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	N/A			13:27	74		N/A	0				
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	N/A			5:10	32		N/A	0				
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			14.86%	74		N/A	0				
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			18.75%	32		N/A	0				
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			14.52%	62		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
MT	14--02	MR-8	Trouble Rate, Business%		P	
MT	14--02	MR-8*	Trouble Rate, Business%		P	
MT	14--02	MR-9	Repair Appoint Met, Business%	D	P	
MT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
MT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
MT	14--03	OP-3	Install Commit Met, Centrex%	D	P	
MT	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
MT	14--03	OP-5	New Service Install Quality, Centrex%		P	
MT	14--03	OP-5*	New Service Install Quality, Centrex%		P	
MT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
MT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
MT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
MT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
MT	14--03	MR-8	Trouble Rate, Centrex%		P	
MT	14--03	MR-8*	Trouble Rate, Centrex%		P	
MT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
MT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
MT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
MT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
MT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
MT	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
MT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
MT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
MT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
MT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			7.14%	14		N/A			16.67%	18		N/A			18.18%	11	
MT	14--04	MR-8	Trouble Rate, Centrex 21%		P	0%	71	0.63%	10952	-0.67	Yes	0%	67	0.86%	10930	-0.76	Yes	2.99%	67	0.68%	10957	1.73	No	0%	56	0.73%	10999	-0.64
MT	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0%	67	0.59%	10930	-0.63	Yes	1.49%	67	0.53%	10957	0.93	Yes	0%	56	0.60%	10999	-0.58
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P			72.92%	48		N/A			90.63%	64		N/A	100%	1	76.09%	46	-0.55	Yes			86.44%	59	
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			95.24%	21		N/A			96.67%	30		N/A	100%	1	100%	28	.	Yes			95.24%	21	
MT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS			33.65%	104		N/A			32.37%	139		N/A	0%	2	32.11%	109	-0.96	N/A			37.50%	128	
MT	14--05	OP-3	Install Commit Met, PBX%	D	P			100%	2		N/A						N/A			100%	7		N/A			75%	4	
MT	14--05	OP-3	Install Commit Met, PBX%	ND	P						N/A			100%	2		N/A			100%	2		N/A			100%	1	
MT	14--05	OP-3	Install Commit Met, PBX%		P			22.22%	9		N/A			80%	10		N/A	100%	4	66.67%	3	-0.93	Yes			50%	4	
MT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			7	2		N/A						N/A			5.43	7		N/A			9.2	5	
MT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A			2	2		N/A						N/A			3	1	
MT	14--05	OP-4	Install Interv, PBX, Avg Days		P			15.76	17		N/A			18.33	9		N/A	8.25	4	16.91	11	-0.69	Yes			21.17	6	
MT	14--05	OP-5	New Service Install Quality, PBX%		P			94.74%	19		N/A	100%	2	100%	17	.	Yes	100%	2	94.12%	17	-0.33	Yes			93.75%	16	
MT	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100%	2	100%	17	.	Yes	100%	2	94.12%	17	-0.33	Yes			93.75%	16	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A			10	1	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A					
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			17	8		N/A			21	4		N/A			64	1		N/A			13	3	
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A					
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			22	2		N/A						N/A						N/A					
MT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			34.5	4		N/A			24.67	9		N/A			23.5	6		N/A			29.5	2	
MT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			2			N/A			1			N/A			1			N/A			1		
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			75%	8		N/A			100%	5		N/A			94.44%	18		N/A			76.92%	13	
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	1	100%	12	.	Yes			100%	20		N/A	100%	2	100%	10	.	Yes			100%	10	
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100%	9		N/A			100%	8		N/A			100%	20		N/A			94.12%	17	
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	1	100%	19	.	Yes			100%	23		N/A	100%	2	100%	16	.	Yes			100%	15	
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			11:52	9		N/A			9:06	8		N/A			12:09	20		N/A			0.83333	17	
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	2:06	1	3:13	19	-0.28	Yes			2:47	23		N/A	2:20	2	1:59	16	0.52	Yes			2:31	15	
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0%	1	10.53%	19	-0.33	Yes			21.74%	23		N/A	50%	2	0%	16	1.69	No			33.33%	15	
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			11.11%	9		N/A			12.50%	8		N/A			5%	20		N/A			35.29%	17	
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			0%	8		N/A	100%	1	0%	9	1.77	No			20%	5	
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			20%	5		N/A			5.88%	17		N/A			27.27%	11	
MT	14--05	MR-8	Trouble Rate, PBX%		P	0.30%	332	0.23%	12183	0.33	Yes	0%	331	0.23%	13720	-0.86	Yes	0.61%	327	0.26%	14097	1.13	Yes	0%	341	0.23%	14083	-0.87
MT	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0%	331	0.09%	13720	-0.55	Yes	0.31%	327	0.18%	14097	0.53	Yes	0%	341	0.11%	14083	-0.62
MT	14--05	MR-9	Repair Appoint Met, PBX%	D	P			71.43%	7		N/A			66.67%	6		N/A			50%	16		N/A			68.75%	16	
MT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100%	8		N/A			100%	4		N/A			100%	7		N/A			100%	10	
MT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0%	1	30%	40	-0.65	N/A	100%	1	34.04%	47	0.94	N/A	0%	2	35.71%	56	-1.04	N/A			37.25%	51	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100%	1		N/A						N/A						N/A			100%	1	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A			100%	2	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			90%	30		N/A			100%	11		N/A			77.78%	9		N/A			85.71%	14	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			4	1		N/A						N/A						N/A			1	1	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A			6.5	2	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			13.18	28		N/A			10.18	11		N/A			17.11	9		N/A			9.29	14	
MT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			95.45%	22		N/A			81.82%	11		N/A			64.29%	14		N/A			93.75%	16	
MT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			90.91%	11		N/A			85.71%	14		N/A			100%	16	
MT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A					
MT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			24	4		N/A						N/A			35	2		N/A			6.5	2	
MT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A						N/A					
MT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			146.15	13		N/A			148.33	15		N/A			153.44	16		N/A			120.33	18	
MT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			5			N/A			6			N/A			0			N/A			0		
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100%	7		N/A			100%	4		N/A			100%	5		N/A			100%	4	
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100%	14		N/A			100%	13		N/A			100%	17		N/A			100%	11	
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	7		N/A			100%	4		N/A			100%	5		N/A			100%	4	
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	15		N/A			100%	14		N/A			100%	17		N/A			100%	11	
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			2:03	7		N/A			0.0833	4		N/A			1:33	5		N/A			3:26	4	
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:11	15		N/A			2:05	14		N/A			0:54	17		N/A			1:10	11	
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			14.29%	7		N/A			0%	4		N/A			20%	5		N/A			0%	4	
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			20%	15		N/A			0%	14		N/A			17.65%	17		N/A			18.18%	11	

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			13.33%	15		N/A	0				
MT	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0%	48	0.96%	11006	-0.68	Yes	1	309	0.65%	0.77%	-0.12%
MT	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	0%	48	0.70%	11006	-0.58	Yes	0				
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	N/A			77.03%	74		N/A	0				
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	N/A			96.88%	32		N/A	0				
MT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A			22.06%	136		N/A	0				
MT	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			80%	10		N/A	0				
MT	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A			100%	3		N/A	0				
MT	14--05	OP-3	Install Commit Met, PBX%		P	N/A			60%	5		N/A	0				
MT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			3.9	10		N/A	0				
MT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			1.5	2		N/A	0				
MT	14--05	OP-4	Install Interv, PBX, Avg Days		P	N/A			13.33	6		N/A	0				
MT	14--05	OP-5	New Service Install Quality, PBX%		P	N/A			70.59%	17		N/A	0				
MT	14--05	OP-5*	New Service Install Quality, PBX%		P	N/A			82.35%	17		N/A	0				
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A			2	2		N/A	0				
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A						N/A	0				
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			11.33	3		N/A	0				
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A						N/A	0				
MT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			19	2		N/A	0				
MT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			1			N/A	0				
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A	100%	1	91.67%	12	-0.29	Yes	0				
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	N/A			100%	16		N/A	0				
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	N/A	100%	1	94.44%	18	-0.24	Yes	0				
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	N/A			100%	18		N/A	0				
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A	3:59	1	11:32	18	-0.59	Yes	0				
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	N/A			1:03	18		N/A	0				
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	N/A			27.78%	18		N/A	1	3	33.33%	18.68%	14.65%
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	N/A	0%	1	0%	18	.	Yes	0				
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A			20%	5		N/A	1	1	100.00%	7.41%	92.59%
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A			0%	14		N/A	0				
MT	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.29%	349	0.25%	14158	0.2	Yes	0				
MT	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0%	349	0.13%	14158	-0.68	Yes	0				
MT	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A	100%	1	75%	12	-0.55	Yes	0				
MT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	N/A			100%	5		N/A	0				
MT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	50%	2	29.41%	51	0.49	N/A	0				
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A						N/A	0				
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			91.67%	12		N/A	0				
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			13.15	13		N/A	0				
MT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	N/A			81.82%	22		N/A	0				
MT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	N/A			81.82%	22		N/A	0				
MT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
MT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			14	2		N/A	0				
MT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A						N/A	0				
MT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			107.33	18		N/A	0				
MT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			0			N/A	0				
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			100%	9		N/A	0				
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	21		N/A	0				
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	9		N/A	0				
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	21		N/A	0				
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			4:46	9		N/A	0				
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A			0:53	21		N/A	0				
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			55.56%	9		N/A	0				
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			9.52%	21		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
MT	14--04	MR-8	Trouble Rate, Centrex 21%		P	
MT	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
MT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
MT	14--05	OP-3	Install Commit Met, PBX%	D	P	
MT	14--05	OP-3	Install Commit Met, PBX%	ND	P	
MT	14--05	OP-3	Install Commit Met, PBX%		P	
MT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
MT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
MT	14--05	OP-4	Install Interv, PBX, Avg Days		P	
MT	14--05	OP-5	New Service Install Quality, PBX%		P	
MT	14--05	OP-5*	New Service Install Quality, PBX%		P	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	
MT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
MT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
MT	14--05	MR-8	Trouble Rate, PBX%		P	
MT	14--05	MR-8*	Trouble Rate, PBX%		P	
MT	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
MT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
MT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
MT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
MT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
MT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
MT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
MT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
MT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
MT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			0%	2		N/A			50%	2		N/A			0%	4	
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			0%	5		N/A			20%	5		N/A			50%	4	
MT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	6	1.13%	1950	-0.26	Yes	0%	5	0.91%	1982	-0.21	Yes	0%	5	1.10%	1992	-0.24	Yes	0%	5	0.75%	2008	-0.19
MT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	5	0.35%	1982	-0.13	Yes	0%	5	0.35%	1992	-0.13	Yes	0%	5	0.40%	2008	-0.14
MT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100%	1		N/A			100%	1		N/A						N/A					
MT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			31.25%	32		N/A			10%	20		N/A			31.25%	32		N/A			6.25%	16	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			73.33%	15		N/A			64.29%	14		N/A			91.67%	24		N/A			92.31%	13	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			97.23%	542		N/A			98.61%	359		N/A			99.27%	409		N/A			98.25%	343	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%		P						N/A			0%	1		N/A			100%	1		N/A			100%	1	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6.6	15		N/A			8	14		N/A			7.36	25		N/A			11.31	13	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			5.1	375		N/A			4.97	260		N/A			4.92	222		N/A			9.73	233	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P						N/A						N/A			3	1		N/A			2	1	
MT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			100%	467		N/A			100%	406		N/A			100%	397		N/A			100%	315	
MT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100%	406		N/A			100%	397		N/A			100%	315	
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3	4		N/A			4	5		N/A			1	1		N/A					
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			6.91	11		N/A			9.33	6		N/A			4.5	2		N/A			2	2	
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A					
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A			1	1		N/A			11	1	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P			9	2		N/A						N/A			18	1		N/A			8.25	4	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P						N/A			9	1		N/A						N/A					
MT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			100%	5		N/A			100%	10		N/A			90%	10		N/A			100%	7	
MT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			100%	5		N/A			100%	10		N/A			90%	10		N/A			100%	7	
MT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			4:18	5		N/A			0:38	10		N/A			10:54	10		N/A			5:58	7	
MT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			60%	5		N/A			50%	10		N/A			10%	10		N/A			28.57%	7	
MT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			33.33%	3		N/A			0%	5		N/A			33.33%	6	
MT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0%	1	0.98%	508	-0.1	Yes	0%	1	1.95%	513	-0.14	Yes	0%	1	1.88%	532	-0.14	Yes	0%	1	1.27%	551	-0.11
MT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	1	0.58%	513	-0.08	Yes	0%	1	0.94%	532	-0.1	Yes	0%	1	1.09%	551	-0.1
MT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			50%	10		N/A			41.18%	17		N/A			52.38%	21		N/A			58.82%	17	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A						N/A					
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100%	1		N/A						N/A			100%	1	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%		P			57.14%	7		N/A			92.44%	172		N/A			97.33%	75		N/A			98.48%	66	
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A					
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			4	1		N/A						N/A			7.5	2	
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			10.64	11		N/A			12.95	189		N/A	12	1	9.73	94	0.87	Yes			7.39	70	
MT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			100%	105		N/A	100%	1	96.62%	148	-0.19	Yes	100%	1	100%	98	.	Yes	100%	1	98.61%	72	-0.12
MT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100%	1	99.32%	148	-0.08	Yes	100%	1	100%	98	.	Yes	100%	1	100%	72	.
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A			73.13	23	
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			3	4		N/A			35.65	23		N/A			23.46	13		N/A			16	4	
MT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P						N/A			34	1		N/A						N/A					
MT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			17.5	2		N/A			8	1		N/A			210.4	153		N/A			191.83	153	
MT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			0			N/A			0			N/A			3			N/A			2		
MT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100%	1	80%	5	-0.46	Yes			100%	7		N/A	100%	2	71.43%	7	-0.79	Yes			100%	4	
MT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	1:47	1	2:40	5	-0.26	Yes			1:11	7		N/A	1:17	2	2:27	7	-0.42	Yes			0:14	4	
MT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0%	1	20%	5	-0.46	Yes			0%	7		N/A	0%	2	0%	7	.	Yes			25%	4	
MT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0%	2		N/A			0%	4		N/A					
MT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.91%	110	0.03%	19666	2.17	No	0%	93	0.04%	19811	-0.18	Yes	2.15%	93	0.04%	17858	3.39	No	0%	90	0.02%	16240	-0.15
MT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0%	93	0.01%	19811	-0.1	Yes	0%	93	0.02%	17858	-0.14	Yes	0%	90	0%	16240	.
MT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0%	1	50%	10	-0.95	N/A			0%	7		N/A	0%	2	0%	7	.	N/A			42.86%	7	
MT	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A			100%	2		N/A	0%	1	100%	1	0.67
MT	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A			100%	1		N/A						N/A			100%	2	
MT	14--09	OP-3	Install Commit Met, DS0%		P			85.71%	14		N/A			25%	8		N/A	100%	1	71.43%	7	-0.59	Yes			83.33%	6	
MT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A			4.5	2		N/A	46	1	4.5	2	0.67
MT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A			0	1		N/A						N/A			0	2	
MT	14--09	OP-4	Install Interv, DS0, Avg Days		P			14	17		N/A			31.27	11		N/A	6	1	7.09	11	-0.28	Yes			8.43	7	
MT	14--09	OP-5	New Service Install Quality, DS0%		P			73.33%	15		N/A	100%	1	69.23%	13	-0.64	Yes	100%	1	75%	12	-0.55	Yes	100%	1	54.55%	11	-0.87
MT	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100%	1	69.23%	13	-0.64	Yes	100%	1	83.33%	12	-0.43	Yes	100%	1	63.64%	11	-0.72
MT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			60.5	2		N/A			31.63	8		N/A			6	2		N/A			8.5	2	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			50%	8		N/A	0				
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			10%	10		N/A	0				
MT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	5	1.45%	2074	-0.27	Yes	0				
MT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	5	0.87%	2074	-0.21	Yes	0				
MT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
MT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			23.08%	39		N/A	0				
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			72.73%	22		N/A	0				
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A			99.20%	249		N/A	0				
MT	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			100%	2		N/A	0				
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			9.5	22		N/A	0				
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A			9.71	180		N/A	0				
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A						N/A	0				
MT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	N/A			100%	299		N/A	0				
MT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	N/A			100%	299		N/A	0				
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			2	6		N/A	0				
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A			1.5	2		N/A	0				
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A	0				
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A						N/A	0				
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
MT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			77.78%	9		N/A	0				
MT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			88.89%	9		N/A	0				
MT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			14:33	9		N/A	0				
MT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			44.44%	9		N/A	0				
MT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			66.67%	3		N/A	0				
MT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0%	1	1.57%	575	-0.13	Yes	0				
MT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	1	0.52%	575	-0.07	Yes	0				
MT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			50%	18		N/A	0				
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A						N/A	0				
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A			0%	2		N/A	0				
MT	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			38.46%	13		N/A	0				
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			41.7	37		N/A	0				
MT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	Yes	100%	1	100%	28	.	Yes	0				
MT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	Yes	100%	1	100%	28	.	Yes	0				
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	N/A			72	4		N/A	0				
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			40.27	15		N/A	0				
MT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A						N/A	0				
MT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			171.19	154		N/A	0				
MT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			2			N/A	0				
MT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A			100%	4		N/A	0				
MT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A			0:22	4		N/A	0				
MT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A			0%	4		N/A	0				
MT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A			0%	2		N/A	0				
MT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0%	90	0.03%	16023	-0.15	Yes	2	476	0.63%	0.03%	0.60%
MT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	Yes	0%	90	0.01%	16023	-0.11	Yes	0				
MT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A			0%	4		N/A	0				
MT	14--09	OP-3	Install Commit Met, DS0%	D	P	Yes						N/A	0				
MT	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A						N/A	0				
MT	14--09	OP-3	Install Commit Met, DS0%		P	N/A			37.50%	8		N/A	0				
MT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	Yes			5.5	2		N/A	0				
MT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A						N/A	0				
MT	14--09	OP-4	Install Interv, DS0, Avg Days		P	N/A			18.75	8		N/A	0				
MT	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	100%	2	95.24%	21	-0.3	Yes	0				
MT	14--09	OP-5*	New Service Install Quality, DS0%		P	Yes	100%	2	100%	21	.	Yes	0				
MT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			17	5		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
MT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
MT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
MT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
MT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
MT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
MT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P	
MT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
MT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
MT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
MT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
MT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
MT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
MT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
MT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
MT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
MT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
MT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
MT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
MT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
MT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
MT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
MT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
MT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
MT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
MT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
MT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
MT	14--09	OP-3	Install Commit Met, DS0%	D	P	
MT	14--09	OP-3	Install Commit Met, DS0%	ND	P	
MT	14--09	OP-3	Install Commit Met, DS0%		P	
MT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
MT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
MT	14--09	OP-4	Install Interv, DS0, Avg Days		P	
MT	14--09	OP-5	New Service Install Quality, DS0%		P	
MT	14--09	OP-5*	New Service Install Quality, DS0%		P	
MT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A	40	1			
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			5	1		N/A			7	1		N/A						N/A					
MT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			68	3		N/A			37	4		N/A			32.5	4		N/A			23.8	5	
MT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			1			N/A			2			N/A			0			N/A			3		
MT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			80.87%	115		N/A			77.36%	106		N/A	100%	1	78.63%	131	-0.52	Yes			82.86%	140	
MT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			2:40	115		N/A			3:23	106		N/A	0:01	1	2:45	131	-0.74	Yes			2:30	140	
MT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			20%	115		N/A			24.53%	106		N/A	0%	1	29.77%	131	-0.65	Yes			20.71%	140	
MT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			25.37%	67		N/A			37.35%	83		N/A			21.05%	95	
MT	14--09	MR-8	Trouble Rate, DS0%		P	0%	58	0.87%	13252	-0.71	Yes	0%	56	0.77%	13811	-0.66	Yes	1.79%	56	1%	13133	0.61	Yes	0%	63	1.10%	12741	-0.83
MT	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0%	56	0.49%	13811	-0.52	Yes	0%	56	0.63%	13133	-0.6	Yes	0%	63	0.75%	12741	-0.69
MT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			17.27%	139		N/A			29.80%	151		N/A	0%	1	25.14%	175	-0.58	N/A			22.22%	180	
MT	14--10	OP-3	Install Commit Met, DS1%		P			78.03%	132		N/A			62.79%	258		N/A	100%	1	74.58%	118	-0.58	Yes			78.10%	105	
MT	14--10	OP-4	Install Interv, DS1, Avg Days		P			14.01	175		N/A			24.58	292		N/A	2	1	16.39	157	-1.19	Yes			15.07	130	
MT	14--10	OP-5	New Service Install Quality, DS1%		P			92.86%	238		N/A	100%	1	93.81%	226	-0.26	Yes	100%	1	91.72%	145	-0.3	Yes	100%	1	95.60%	159	-0.21
MT	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	100%	1	94.69%	226	-0.24	Yes	100%	1	94.48%	145	-0.24	Yes	100%	1	97.48%	159	-0.16
MT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			14.36	28		N/A			18.72	101		N/A			12.11	45		N/A			13.83	23	
MT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			22.2	5		N/A			10	1		N/A						N/A			21	6	
MT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	1	1	60.18	39	-0.67	N/A			72.39	44		N/A			41.01	118		N/A			73.38	47	
MT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	0		18		-0.91	N/A			12			N/A			9			N/A			5		
MT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100%	3	83.62%	116	-0.76	Yes	50%	2	79.69%	128	0.81	Yes	100%	1	78.57%	126	-0.52	Yes			76.30%	135	
MT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:12	3	2:16	116	-0.88	Yes	3:21	2	2:28	128	0.73	Yes	0:01	1	2:29	126	-1.04	Yes			4:36	135	
MT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	33.33%	3	25%	116	0.3	Yes	100%	2	19.53%	128	2.1	No	100%	1	29.37%	126	1.05	Yes			27.41%	135	
MT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	100%	1	17.72%	79	1.35	Yes			34.15%	82		N/A			21.59%	88	
MT	14--10	MR-8	Trouble Rate, DS1%		P	8.11%	37	1.65%	7038	2.24	No	7.41%	27	1.79%	7136	1.67	No	3.45%	29	1.82%	6909	0.65	Yes	0%	29	1.96%	6878	-0.76
MT	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	3.70%	27	1.11%	7136	1.04	Yes	0%	29	1.19%	6909	-0.59	Yes	0%	29	1.28%	6878	-0.61
MT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	0%	3	18.31%	142	-0.81	N/A	0%	2	11.11%	144	-0.5	N/A	0%	1	19.75%	157	-0.49	N/A			8.78%	148	
MT	14--11	OP-3	Install Commit Met, DS3%		P			66.67%	12		N/A			70.59%	17		N/A			57.14%	14		N/A			81.82%	11	
MT	14--11	OP-4	Install Interv, DS3, Avg Days		P			16.25	20		N/A			19.36	25		N/A			22.82	22		N/A			10	12	
MT	14--11	OP-5	New Service Install Quality, DS3%		P			95.65%	23		N/A			100%	24		N/A			100%	17		N/A			100%	17	
MT	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100%	24		N/A			100%	17		N/A			100%	17	
MT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			34	3		N/A			18.14	7		N/A			14.13	8		N/A			3	2	
MT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			8.5	2		N/A						N/A						N/A					
MT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			20.38	8		N/A			18.13	8		N/A			41.63	8		N/A			21.25	16	
MT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			4			N/A			4			N/A			1			N/A			0		
MT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100%	3		N/A			100%	1		N/A			100%	2		N/A			100%	1	
MT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:51	3		N/A			1:12	1		N/A			0:01	2		N/A			3:35	1	
MT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			0%	3		N/A			0%	1		N/A			0%	2		N/A			0%	1	
MT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A						N/A						N/A			0%	1	
MT	14--11	MR-8	Trouble Rate, DS3%		P			0.83%	363		N/A			0.28%	358		N/A			0.56%	357		N/A			0.28%	351	
MT	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0%	358		N/A			0%	357		N/A			0.28%	351	
MT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			25%	4		N/A			0%	1		N/A			0%	2		N/A			66.67%	3	
MT	14--12	OP-3	Install Commit Met, Frame Relay%		P			86.67%	15		N/A			70.83%	24		N/A			80%	35		N/A			68.18%	22	
MT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A						N/A						N/A					
MT	14--12	OP-5	New Service Install Quality, Frame Relay%		P			86.96%	23		N/A			96.88%	32		N/A			96.77%	31		N/A			86.36%	22	
MT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			100%	32		N/A			100%	31		N/A			95.45%	22	
MT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			12.33	3		N/A			16.38	8		N/A			7.33	9		N/A			25.25	8	
MT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P						N/A						N/A						N/A					
MT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			53.14	7		N/A			70.25	4		N/A			54	4		N/A			32.29	7	
MT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			3			N/A			3			N/A			0			N/A			2		
MT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			81.08%	37		N/A			72.73%	33		N/A			79.07%	43		N/A			86.96%	46	
MT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:16	37		N/A			2:30	33		N/A			2:34	43		N/A			1:24	46	
MT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			29.73%	37		N/A			15.15%	33		N/A			32.56%	43		N/A			17.39%	46	
MT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			20%	20		N/A			31.25%	32		N/A			17.86%	28	
MT	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.71%	2160		N/A			1.48%	2229		N/A			1.97%	2183		N/A			2.09%	2205	
MT	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			0.90%	2229		N/A			1.47%	2183		N/A			1.27%	2205	
MT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			15.91%	44		N/A			26.67%	45		N/A			15.69%	51		N/A			14.81%	54	
ND	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	5	100%	6	.	Yes	100%	5	100%	11	.	Yes	100%	3	100%	9	.	Yes	100%	5			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P	N/A						N/A	0				
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A						N/A	0				
MT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A	588	1	9	5	1.24	N/A	0				
MT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A	0		2		-0.75	N/A	0				
MT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	N/A			73.68%	114		N/A	0				
MT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	N/A			3:18	114		N/A	0				
MT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	N/A			20.18%	114		N/A	0				
MT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A			19.23%	78		N/A	0				
MT	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0%	82	0.89%	12789	-0.86	Yes	0				
MT	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0%	82	0.61%	12789	-0.71	Yes	0				
MT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A			27.85%	158		N/A	0				
MT	14--10	OP-3	Install Commit Met, DS1%		P	N/A			78.95%	152		N/A	0				
MT	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A			17.29	185		N/A	0				
MT	14--10	OP-5	New Service Install Quality, DS1%		P	Yes	0%	1	93.08%	159	1.81	No	1	4	75.00%	93.42%	-18.42%
MT	14--10	OP-5*	New Service Install Quality, DS1%		P	Yes	0%	1	94.97%	159	1.95	No	1	4	75.00%	95.35%	-20.35%
MT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A	20	1	14.66	38	0.81	Yes	0				
MT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			62	1		N/A	0				
MT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			54.53	55		N/A	0				
MT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			5			N/A	0				
MT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	N/A	0%	1	77.31%	119	1.21	Yes	0				
MT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	N/A	9:43	1	3:24	119	1.29	Yes	0				
MT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	N/A	0%	1	19.33%	119	-0.49	Yes	1	7	57.14%	24.20%	32.94%
MT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	N/A	0%	1	15.38%	78	-0.42	Yes	0				
MT	14--10	MR-8	Trouble Rate, DS1%		P	Yes	3.45%	29	1.74%	6843	0.68	Yes	2	151	4.64%	1.79%	2.85%
MT	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	3.45%	29	1.14%	6843	0.98	Yes	0				
MT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	0%	1	20.13%	149	-0.5	N/A	0				
MT	14--11	OP-3	Install Commit Met, DS3%		P	N/A			87.50%	16		N/A	0				
MT	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			19.29	21		N/A	0				
MT	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	12		N/A	0				
MT	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	12		N/A	0				
MT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			52	3		N/A	0				
MT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A	0				
MT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			132	1		N/A	0				
MT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			0			N/A	0				
MT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			100%	1		N/A	0				
MT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			2:59	1		N/A	0				
MT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			0%	1		N/A	0				
MT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			0%	1		N/A	0				
MT	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.28%	351		N/A	0				
MT	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.28%	351		N/A	0				
MT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			66.67%	3		N/A	0				
MT	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			83.33%	18		N/A	0				
MT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A						N/A	0				
MT	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			96.67%	30		N/A	0				
MT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			96.67%	30		N/A	0				
MT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			4.67	3		N/A	0				
MT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A						N/A	0				
MT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			40	7		N/A	0				
MT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			2			N/A	0				
MT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			68.75%	32		N/A	0				
MT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			3:51	32		N/A	0				
MT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			6.25%	32		N/A	0				
MT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			4.35%	23		N/A	0				
MT	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			1.45%	2202		N/A	0				
MT	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			1.04%	2202		N/A	0				
MT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			20%	40		N/A	0				
ND	01--01	OP-3	Install Commit Met, LIS Trunk%		P	N/A	100%	3	100%	6	.	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P	
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
MT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
MT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
MT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
MT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
MT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
MT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
MT	14--09	MR-8	Trouble Rate, DS0%		P	
MT	14--09	MR-8*	Trouble Rate, DS0%		P	
MT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
MT	14--10	OP-3	Install Commit Met, DS1%		P	
MT	14--10	OP-4	Install Interv, DS1, Avg Days		P	
MT	14--10	OP-5	New Service Install Quality, DS1%		P	
MT	14--10	OP-5*	New Service Install Quality, DS1%		P	
MT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
MT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
MT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
MT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
MT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
MT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
MT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
MT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
MT	14--10	MR-8	Trouble Rate, DS1%		P	
MT	14--10	MR-8*	Trouble Rate, DS1%		P	
MT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
MT	14--11	OP-3	Install Commit Met, DS3%		P	
MT	14--11	OP-4	Install Interv, DS3, Avg Days		P	
MT	14--11	OP-5	New Service Install Quality, DS3%		P	
MT	14--11	OP-5*	New Service Install Quality, DS3%		P	
MT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
MT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
MT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
MT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
MT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
MT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
MT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
MT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
MT	14--11	MR-8	Trouble Rate, DS3%		P	
MT	14--11	MR-8*	Trouble Rate, DS3%		P	
MT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
MT	14--12	OP-3	Install Commit Met, Frame Relay%		P	
MT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
MT	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
MT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
MT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
MT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
MT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
MT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
MT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
MT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
MT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
MT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
MT	14--12	MR-8	Trouble Rate, Frame Relay%		P	
MT	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
MT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
ND	01--01	OP-3	Install Commit Met, LIS Trunk%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	10.8	5	14.17	6	-1.03	Yes	12.8	5	15.64	11	-1.01	Yes	18	3	27.9	10	-2.26	Yes	15.2	5	21	2	.
ND	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100%	5	100%	9	.	Yes	100%	4	100%	11	.	Yes	25%	4	100%	6	2.25	No	100%	4	100%	5	.
ND	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	4	100%	11	.	Yes	25%	4	100%	6	2.25	No	100%	4	100%	5	.
ND	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A						N/A					
ND	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS						N/A						N/A						N/A					
ND	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100%	1	100%	3	.	Yes			100%	2		N/A	100%	3				N/A			100%	2	
ND	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:13	1	0:33	3	-0.85	Yes			0:30	2		N/A	1:39	3				N/A			1:53	2	
ND	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0%	1	0%	3	.	Yes			50%	2		N/A	33.33%	3				N/A			0%	2	
ND	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A			100%	1		N/A	33.33%	3				N/A			0%	2	
ND	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	7583	0.02%	18919	-0.16	Yes	0%	7031	0.01%	19209	-0.73	Yes	0.04%	6719	0%	19183	.	N/A	0%	6767	0.01%	19483	-0.72
ND	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0%	7031	0.01%	19209	-0.52	Yes	0.04%	6719	0%	19183	.	N/A	0%	6767	0.01%	19483	-0.72
ND	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	50%	2	62.50%	8	-0.33	N/A			50%	4		N/A	25%	4				N/A			50%	4	
ND	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0%	48				Yes	0%	48				Yes	0%	48				Yes	0%	48			
ND	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	696	0%	720	.	Yes	0%	696	0%	720	.	Yes	0.91%	696	1.23%	720	.	Yes	0%	720	0%	720	.
ND	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0%	48				N/A	0%	48				N/A	0%	48				N/A	0%	48			
ND	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0%	696	0%	720	.	N/A	0%	696	0%	720	.	N/A	0.91%	696	1.23%	720	.	N/A	0%	720	0%	720	.
ND	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	74	1				Yes						N/A						N/A					
ND	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	100%	1				Yes	100%	1				Yes	100%	1				Yes					
ND	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A	7.33	3				Yes					
ND	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A	100%	3				Yes					
ND	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.3	1439113	4.44	762475	-370.2	Yes	1.6	1412752	6.47	838810	-359.71	Yes	1.88	1255640	5.7	819398	-299.56	Yes	2.01	1081487	5.57	647914	-266.63
ND	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100%	56555				Yes	100%	156998				Yes	100%	187409				Yes	100%	121664			
ND	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.29	880145	4.44	762475	-335.51	N/A	1.58	860601	6.47	838810	-324.11	N/A	1.97	759677	5.7	819398	-260.65	N/A	2.1	666788	5.57	647914	-233.73
ND	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.3	558968	4.44	762475	-297.33	N/A	1.62	552151	6.47	838810	-284.79	N/A	1.74	495963	5.7	819398	-245.22	N/A	1.86	414699	5.57	647914	-219.66
ND	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100%	1241				N/A	100%	1236				N/A	100%	1256				N/A	100%	1176			
ND	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	98.85%	1219682	99.59%	8906491.4	120.83	No	98.69%	1104062.56	98.51%	7692292.5	-14.96	Yes	97.82%	1137679.7	99.57%	8952776.3	269.49	No	97.62%	1169931.7	99.56%	8983055.4	297.34
ND	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	97.16%	4045	88.97%	25162	-15.43	Yes	96.31%	3143	97.39%	25692	3.6	No	97.31%	3306	97.25%	22830	-0.18	Yes	93.47%	4071	86.84%	27948	-11.69
ND	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
ND	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
ND	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
ND	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
ND	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
ND	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
ND	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
ND	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
ND	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
ND	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
ND	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
ND	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
ND	02--01	OA-1	Order Accuracy, %		NS	99.66%	2057				N/A	99.33%	1639				N/A	99.20%	1002				N/A					
ND	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
ND	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.04	1839	0.05	4120	-1.32	N/A	0.02	2280	0.02	5428	0.18	N/A	0.05	1030	0.03	4236	1.42	N/A	0.06	1013	0.03	4051	3.74
ND	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
ND	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
ND	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
ND	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
ND	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			
ND	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
ND	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
ND	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
ND	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
ND	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
ND	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

								May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	N/A	18.33	3	19	7	-0.33	Yes	0				
ND	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100%	3	100%	4	.	Yes	1	20	85.00%	100.00%	-15.00%
ND	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	3	100%	4	.	Yes	1	15	80.00%	100.00%	-20.00%
ND	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A						N/A	0				
ND	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	N/A						N/A	0				
ND	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	N/A	100%	1	85.71%	7	-0.38	Yes	0				
ND	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	N/A	0:31	1	1:04	7	-0.28	Yes	0				
ND	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	N/A	0%	1	0%	7	.	Yes	0				
ND	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	N/A	0%	1	0%	4	.	Yes	0				
ND	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.02%	6528	0.04%	19995	-0.74	Yes	0				
ND	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0.02%	6528	0.02%	19995	-0.23	Yes	0				
ND	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A	0%	1	12.50%	8	-0.36	N/A	0				
ND	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0%	48				Yes	0				
ND	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0%	720	0%	720	.	Yes	0				
ND	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0%	48				N/A	0				
ND	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0%	720	0%	720	.	N/A	0				
ND	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	N/A						N/A	0				
ND	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	N/A	100%	1				Yes	0				
ND	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	N/A						N/A	0				
ND	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	N/A						N/A	0				
ND	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	1.63	1409503	6.06	1026815	-408.76	Yes	0				
ND	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	Yes	100%	121427				Yes	0				
ND	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
ND	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
ND	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	1225				N/A	0				
ND	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	No	99.45%	1166268.4	98.89%	8867708	-53.66	Yes	3	5797624	98.49%	99.25%	-0.76%
ND	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	Yes	97.47%	3358	96.15%	28847	-3.75	Yes	1	17923	96.26%	93.21%	3.05%
ND	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
ND	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
ND	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
ND	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
ND	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
ND	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
ND	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
ND	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
ND	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
ND	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
ND	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
ND	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
ND	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
ND	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
ND	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.05	1282	0.02	4687	3.55	N/A	0				
ND	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
ND	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
ND	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
ND	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
ND	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				
ND	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
ND	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
ND	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
ND	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
ND	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
ND	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
ND	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
ND	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
ND	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
ND	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	
ND	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
ND	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
ND	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
ND	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
ND	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
ND	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
ND	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
ND	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
ND	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
ND	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
ND	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
ND	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
ND	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
ND	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
ND	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
ND	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
ND	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
ND	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
ND	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
ND	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
ND	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
ND	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
ND	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
ND	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
ND	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
ND	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
ND	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
ND	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
ND	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
ND	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
ND	02--01	GA-4	System Avail - EXACT, %		99.25%	
ND	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
ND	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
ND	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
ND	02--01	OA-1	Order Accuracy, %		NS	
ND	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
ND	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
ND	02--01	PO-16	Timely Release Notifs, %		92.50%	
ND	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
ND	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
ND	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
ND	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
ND	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
ND	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
ND	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
ND	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
ND	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
ND	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
ND	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
ND	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
ND	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
ND	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
ND	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
ND	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
ND	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
ND	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
ND	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
ND	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
ND	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
ND	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
ND	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
ND	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
ND	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
ND	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
ND	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
ND	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
ND	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
ND	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
ND	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
ND	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
ND	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
ND	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
ND	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
ND	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
ND	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
ND	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
ND	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
ND	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
ND	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
ND	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
ND	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
ND	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
ND	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	75%	1236				N/A	73.29%	1344				N/A	65.94%	775				N/A	57.14%	707			
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	55.61%	588				N/A	54.37%	686				N/A	44.60%	556				N/A	37.16%	479			
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	29.63%	27				N/A	13.95%	43				N/A	22.92%	48				N/A	22.95%	61			
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	75.78%	223				N/A	36.96%	92				N/A	36.90%	84				N/A	32.14%	56			
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	63.54%	181				N/A	63.93%	122				N/A	58%	50				N/A	67.07%	82			
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	36.30%	303				N/A	17.98%	979				N/A	79.37%	223				N/A	71.19%	118			
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0%	6				N/A	0%	3				N/A	0%	1				N/A					
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	72.22%	18				N/A	83.78%	37				N/A	74.36%	39				N/A	37.78%	45			
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	100%	8				Yes	85.71%	7				No	91.67%	12				No	100%	14			
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	93.89%	180				Yes	80.95%	42				No	91.18%	34				Yes	90%	20			
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	97.37%	952				Yes	97.43%	1011				Yes	96.42%	530				Yes	95.28%	424			
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	97.03%	337				Yes	96.88%	385				Yes	90.84%	273				Yes	89.45%	199			
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	0%	1				No						N/A						N/A					
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	98.29%	117				Yes	100%	78				Yes	100%	29				Yes	100%	55			
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	94.83%	116				Yes	96.70%	182				Yes	95.68%	185				Yes	100%	84			
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	100%	13				Yes	96.88%	32				Yes	90.63%	32				Yes	100%	17			
ND	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:51	75				Yes	3:33	75				Yes	2:43	85				Yes	4:49	146			
ND	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
ND	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
ND	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
ND	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
ND	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
ND	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
ND	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
ND	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
ND	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
ND	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
ND	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
ND	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
ND	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
ND	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
ND	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
ND	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
ND	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
ND	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
ND	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
ND	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
ND	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
ND	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
ND	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
ND	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
ND	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
ND	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
ND	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
ND	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
ND	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
ND	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
ND	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
ND	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
ND	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
ND	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
ND	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
ND	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
ND	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
ND	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
ND	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	66.10%	938				N/A	0				
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	44.09%	626				N/A	0				
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	N/A	57.14%	35				N/A	0				
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	31.53%	111				N/A	0				
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	8.82%	34				N/A	0				
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	35.47%	265				N/A	0				
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A						N/A	0				
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	91.23%	57				N/A	0				
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	Yes	90.91%	22				No	3	63	93.65%		
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	Yes	92.11%	38				Yes	1	314	91.40%		
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	Yes	97.95%	633				Yes	0				
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	80.23%	344				Yes	0				
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	N/A						N/A	1	1	0.00%		
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	Yes	100%	3				Yes	0				
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	100%	94				Yes	0				
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	Yes	98.11%	53				Yes	0				
ND	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	4:52	128				Yes	0				
ND	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
ND	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
ND	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
ND	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
ND	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
ND	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
ND	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
ND	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
ND	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
ND	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
ND	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
ND	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
ND	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
ND	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
ND	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
ND	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
ND	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
ND	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
ND	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
ND	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
ND	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
ND	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
ND	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
ND	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
ND	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
ND	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
ND	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
ND	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
ND	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
ND	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
ND	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
ND	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
ND	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
ND	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
ND	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1:20	113				Yes	1:42	154				Yes	1:00	103				Yes	3:07	363			
ND	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
ND	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	14:15	12				Yes	13:36	11				Yes	23:39	7				Yes	3:57	2			
ND	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
ND	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
ND	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
ND	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
ND	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	36.36%	33				N/A	33.33%	33				N/A	17.07%	41				N/A	28.57%	7			
ND	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	100%	1042				Yes	100%	951				Yes	100%	514				Yes	100%	420			
ND	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	305				Yes	100%	345				Yes	99.56%	225				Yes	100%	155			
ND	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100%	8				Yes	100%	6				Yes	100%	10				Yes	100%	13			
ND	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	128				Yes	100%	109				Yes	100%	58				Yes	97.22%	72			
ND	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	106				Yes	100%	165				Yes	100%	175				Yes	100%	84			
ND	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	95.65%	345				Yes	98.71%	388				Yes	98.66%	298				Yes	96.30%	324			
ND	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	100%	235				Yes	98.05%	308				Yes	98.63%	293				Yes	98.98%	294			
ND	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100%	17				Yes	96.88%	32				Yes	100%	33				Yes	97.30%	37			
ND	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	100%	313				Yes	99.55%	447				Yes	100%	518				Yes	94.95%	1248			
ND	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	100%	192				Yes	100%	796				Yes	100%	41				Yes	100%	33			
ND	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100%	6				Yes	75%	4				No						N/A					
ND	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100%	10				Yes	100%	13				Yes	91.67%	12				Yes	66.67%	3			
ND	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100%	3				Yes	100%	2				Yes	100%	7				Yes	100%	2			
ND	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100%	2				Yes	100%	2				Yes	100%	5				Yes					
ND	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	7				Yes	100%	4				Yes	100%	8				Yes	100%	6			
ND	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	3:01	1698				Yes	1:28	1664				Yes	1:26	1103				Yes	0:29	1152			
ND	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	1:07	960				Yes	2:46	1292				Yes	3:46	668				Yes	1:07	1826			
ND	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	97.40%	1770	96.90%	23059	-1.16	Yes	98.78%	1554	97.06%	27220	-3.9	Yes	96.91%	1101	96.59%	26860	-0.58	Yes	94.62%	1189	96.20%	24784	2.79
ND	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			96.90%	23059		N/A			97.06%	27220		N/A			96.59%	26860		N/A			96.20%	24784	
ND	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2.33	3	5.61	115	1.3	Yes	1.33	3	6.36	132	2.03	No	5	3	5.36	116	-0.15	Yes	12	1	5.82	105	-0.41
ND	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.76	21	5.61	115	0.4	Yes	3.82	11	6.36	132	1.1	Yes	10.18	11	5.36	116	-2.39	Yes	3.2	5	5.82	105	0.35
ND	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2	1	5.61	115	0.42	Yes			6.36	132		N/A			5.36	116		N/A			5.82	105	
ND	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0%	3	43.64%	110	1.38	Yes	0%	1	37.72%	114	0.48	Yes	25%	8	35.48%	93	0.53	Yes	0%	8	25.77%	97	1.74
ND	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	83.33%	6	43.64%	110	-1.91	Yes			37.72%	114		N/A	57.14%	7	35.48%	93	-1.15	Yes	6.25%	16	25.77%	97	1.79
ND	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A						N/A			0%	3		N/A					
ND	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			43.64%	110		N/A			37.72%	114		N/A			35.48%	93		N/A	0%	4	25.77%	97	1.07
ND	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100%	111	98.85%	2519	-1.11	Yes	100%	62	99.56%	3670	-0.52	Yes	100%	85	99.36%	2647	-0.73	Yes	95.95%	74	99.17%	2645	2.18
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100%	8	91.34%	901	-0.87	Yes	100%	9	92.88%	1110	-0.83	Yes	100%	10	92.69%	876	-0.88	Yes	87.50%	8	92.20%	846	0.5
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.98	45	3.78	2040	-2.71	Yes	2.78	36	3.4	2886	-3.25	Yes	2.86	36	3.54	1820	-3.14	Yes	4.16	38	3.51	1872	2.33
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	2.88	8	5.72	906	-1.31	Yes	3.3	10	5.53	1121	-1.13	Yes	3	11	5.13	886	-0.99	Yes	4	8	5.64	858	-0.48
ND	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	95.83%	96	91.77%	4109	-1.43	Yes	94.05%	84	90.44%	4163	-1.11	Yes	94.38%	89	89.68%	3518	-1.44	Yes	91.30%	69	90.21%	3760	-0.3
ND	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	95.24%	84	92%	4163	-1.08	Yes	95.51%	89	91.47%	3518	-1.35	Yes	91.30%	69	91.73%	3760	0.18
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			5.46	35		N/A			3.15	27		N/A			3.19	27		N/A	6	1	7.87	39	-0.12
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			5.68	22		N/A			3.42	12		N/A			4.42	12		N/A	6.67	3	4.41	17	0.71
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			7.41	44		N/A			8.4	52		N/A			9.9	39		N/A			12.89	28	
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			3.14	7		N/A			4.5	4		N/A			4.8	5		N/A			2.6	5	
ND	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	178	3	54.72	200	1.88	N/A	243	2	66.96	159	2.17	N/A	216	2	65.67	138	1.91	N/A	102	4	62.83	129	0.97
ND	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	0		43		-0.9	N/A	0		57		-1.05	N/A	0		59		-1.21	N/A	0		43		-1.39
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	66.67%	3	99.34%	151	2.14	No	100%	5	95.05%	222	-0.5	Yes	100%	3	96.62%	207	-0.32	Yes	100%	1	98.45%	194	-0.13
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	100%	6	91.02%	1102	-0.77	Yes	93.33%	15	86.27%	1428	-0.79	Yes	81.82%	11	86.58%	1520	0.49	Yes	100%	12	87.88%	1353	-1.28
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	87.50%	8	99.14%	349	1.74	No	100%	8	99.11%	451	-0.27	Yes	92.86%	14	99.10%	443	1.46	Yes	100%	3	99.30%	428	-0.15
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	85.71%	7	95.37%	1491	0.99	Yes	100%	17	95.41%	1850	-0.9	Yes	100%	15	94.74%	1959	-0.91	Yes	100%	17	95.28%	1823	-0.91
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	13:00	8	6:50	349	1.64	No	3:31	8	6:50	451	-0.97	Yes	7:02	14	8:10	443	-0.4	Yes	1:09	3	7:27	428	-0.91
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	19:01	7	17:52	1491	0.36	Yes	11:44	17	18:41	1850	-1.71	Yes	14:35	15	18:39	1959	-1	Yes	11:41	17	18:15	1823	-1.7
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	22.22%	9	16.23%	1540	0.5	Yes	0%	17	14.40%	1896	-1.68	Yes	13.33%	15	13.94%	2002	-0.07	Yes	29.41%	17	12.52%	1853	1.85
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	25%	8	14.61%	349	0.78	Yes	25%	8	13.30%	451	0.9	Yes	7.14%	14	11.96%	443	-0.55	Yes	0%	3	14.95%	428	-0.72
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	0%	15	14.36%	1818	-1.58	Yes	13.33%	15	13.74%	1885	-0.05	Yes	28.57%	14	12.26%	1787	1.64
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	0%	3	14.93%	201	-0.72	Yes	9.09%	11	13.46%	156	-0.41	Yes	0%	2	17.45%	149	-0.65

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	3:05	217				Yes	0				
ND	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
ND	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	16:35	9				Yes	0				
ND	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
ND	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
ND	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
ND	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
ND	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	20%	45				N/A	0				
ND	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	648				Yes	0				
ND	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	100%	237				Yes	0				
ND	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	100%	20				Yes	0				
ND	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	55				Yes	0				
ND	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	92				Yes	0				
ND	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	98.36%	365				Yes	0				
ND	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	99.71%	339				Yes	0				
ND	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	100%	15				Yes	0				
ND	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	100%	885				Yes	0				
ND	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	100%	169				Yes	0				
ND	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	N/A						N/A	1	10	90.00%		
ND	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	No	100%	16				Yes	1	54	96.30%		
ND	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	Yes	100%	13				Yes	0				
ND	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	N/A	100%	1				Yes	0				
ND	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	80%	5				No	1	30	96.67%		
ND	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:34	1427				Yes	0				
ND	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	1:28	981				Yes	0				
ND	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	No	95.90%	1389	92.01%	33191	-5.23	Yes	1	7003	96.86%	95.54%	1.32%
ND	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			92.01%	33191		N/A	0				
ND	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	Yes	1	1	5.47	113	0.82	Yes	1	11	3.54	5.74	(2.20)
ND	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	3.67	3	5.47	113	0.37	Yes	0				
ND	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	N/A			5.47	113		N/A	0				
ND	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	No	20%	5	26.26%	99	0.2	Yes	1	25	12.00%	34.11%	-22.11%
ND	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	No	2.94%	34	26.26%	99	3.1	No	2	63	17.46%	34.11%	-16.65%
ND	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A	0%	1				N/A	0				
ND	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes			26.26%	99		N/A	0				
ND	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753		Yes	1	114504	82.87%	81.71%	1.16%
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	No	100%	50	99.27%	3010	-0.6	Yes	1	382	99.22%	99.27%	-0.05%
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	100%	5	93.80%	1000	-0.57	Yes	0				
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	No	3.56	36	3.43	2065	0.77	Yes	1	191	3.26	3.52	(0.26)
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	2.6	5	5.1	1004	-1.06	Yes	0				
ND	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	84.44%	45	89.81%	3552	1.15	Yes	0				
ND	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	88.89%	45	91.72%	3552	0.7	Yes	0				
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes			6.5	34		N/A	0				
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	Yes			3.52	21		N/A	0				
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A			7.07	29		N/A	0				
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			4	1		N/A	0				
ND	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	49.88	8	75.25	105	-0.8	N/A	0				
ND	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	0		32		-1.81	N/A	0				
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	100%	2	99.59%	246	-0.09	Yes	1	14	92.86%	97.75%	-4.89%
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	82.35%	17	89.31%	1281	0.89	Yes	0				
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	11	99.82%	542	-0.14	Yes	1	44	95.46%	99.32%	-3.87%
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	100%	20	95.36%	1769	-0.98	Yes	0				
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	1:25	11	5:50	542	-1.86	Yes	1	44	5:40	6:58	-1:18
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	14:51	20	17:42	1769	-0.81	Yes	0				
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	No	25%	20	14.36%	1804	1.27	Yes	1	78	17.95%	14.22%	3.73%
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	18.18%	11	16.05%	542	0.23	Yes	0				
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	29.41%	17	13.91%	1690	1.66	No	1	61	18.03%	13.57%	4.46%
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	25%	8	19.25%	265	0.42	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
ND	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
ND	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
ND	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
ND	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
ND	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
ND	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
ND	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
ND	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
ND	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
ND	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
ND	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
ND	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
ND	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
ND	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
ND	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
ND	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
ND	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
ND	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
ND	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
ND	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
ND	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
ND	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
ND	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
ND	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
ND	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
ND	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
ND	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
ND	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
ND	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
ND	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
ND	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
ND	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
ND	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
ND	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
ND	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
ND	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
ND	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
ND	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.73%	2320	1.08%	175306	-1.6	Yes	1.08%	2320	1.34%	175306	-1.09	Yes	1.25%	2320	1.39%	175306	-0.59	Yes	0.86%	2320	1.30%	175306	-1.85
ND	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.78%	2320	1.15%	175306	-1.69	Yes	1.12%	2320	1.16%	175306	-0.19	Yes	0.69%	2320	1.10%	175306	-1.9
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100%	9	96.69%	1540	-0.55	Yes	100%	17	93.99%	1896	-1.04	Yes	86.67%	15	94.11%	2002	1.09	Yes	100%	17	92.66%	1853	-1.16
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100%	8	99.43%	349	-0.21	Yes	100%	8	99.56%	451	-0.19	Yes	100%	14	99.55%	443	-0.25	Yes	100%	3	98.60%	428	-0.21
ND	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	26.09%	23	29.57%	2682	-0.36	N/A	32.43%	37	29.79%	3343	0.36	N/A	17.14%	35	30.52%	3519	-1.71	N/A	28.57%	28	30.82%	3297	-0.26
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	94.83%	58	94.74%	19	-0.02	Yes	94.79%	96	95.45%	44	0.04	Yes	98.72%	78	70.59%	17	-2.31	Yes	96.94%	98	28.57%	7	-3.87
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100%	33				N/A	97.67%	43	100%	1	-0.29	Yes	100%	69	0%	1	.	N/A	98.41%	63	66.67%	3	-1.14
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	5.36	59	4.05	19	3.09	No	5.35	97	4.14	44	2.23	No	5.59	78	5.53	17	0.13	Yes	5.53	98	16.57	7	-1.24
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	3.68	31				N/A	4.71	41	4	1	.	N/A	5.02	66	12	1	.	N/A	4.9	61	7.67	3	-0.85
ND	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	93.97%	116	59.38%	32	-3.53	Yes	94.44%	144	90.63%	32	-0.67	Yes	90.26%	154	50%	14	-2.88	Yes	91.41%	163	84.62%	13	-0.65
ND	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	94.44%	144	93.75%	32	-0.15	Yes	93.51%	154	64.29%	14	-2.18	Yes	93.25%	163	84.62%	13	-0.83
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	2	3	1	1	.	N/A	1.5	2	3	1	.	N/A	1	1				N/A			6	1	
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A	1	1				N/A						N/A	3	1	5	1	.
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	6	1				N/A	4.67	3	2	1	.	N/A			7.2	5		N/A	6.67	3	19.5	4	-0.57
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A			7	1		N/A					
ND	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	28	2	0	1	.	N/A	19.4	5	3	1	.	N/A	29.5	4	1.5	2	1.22	N/A	24.83	6	9	2	.
ND	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	0		0		.	N/A	0		0		.	N/A	0		0		.	N/A	0		0		.
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	96.15%	52	90%	10	-0.59	Yes	85.90%	78	92.86%	14	0.61	Yes	89.83%	59	80%	10	-0.72	Yes	96.77%	93	71.43%	14	-1.96
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100%	5	100%	5	.	Yes	100%	17	100%	4	.	Yes	100%	15	100%	5	.	Yes	100%	13	100%	2	.
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	100%	66	91.67%	12	-0.96	Yes	96.74%	92	94.44%	18	-0.39	Yes	97.01%	67	100%	15	0.42	Yes	98.20%	111	100%	16	0.24
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100%	28	100%	18	.	Yes	100%	44	100%	9	.	Yes	96.67%	30	100%	11	0.25	Yes	100%	30	100%	7	.
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	14:42	66	13:47	12	0.07	Yes	18:58	92	19:49	18	-0.24	Yes	16:16	67	19:18	15	-0.95	Yes	14:21	111	18:19	16	-1.23
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	2:21	28	4:17	18	-1.26	Yes	5:30	44	5:27	9	0.03	Yes	6:28	30	2:07	11	1.51	Yes	5:53	30	5:10	7	0.1
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	10.45%	67	0%	12	1.14	Yes	14.74%	95	10%	20	0.47	Yes	10%	70	20%	15	-0.88	Yes	10.71%	112	17.65%	17	-0.7
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	14.29%	28	16.67%	18	-0.21	Yes	25%	44	22.22%	9	0.08	Yes	10%	30	9.09%	11	-0.11	Yes	13.33%	30	14.29%	7	-0.06
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	13.25%	83	11.11%	18	0.14	Yes	10.14%	69	20%	10	-0.73	Yes	10.48%	105	17.65%	17	-0.72
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	24%	25	40%	5	-0.67	Yes	33.33%	6	10%	10	1	Yes	21.43%	14	33.33%	3	-0.4
ND	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.60%	15732	0.35%	8583	3.21	No	0.88%	15732	0.34%	8583	7.01	No	0.64%	15732	0.30%	8583	4.51	No	0.90%	15732	0.28%	8583	8.79
ND	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.69%	15732	0.27%	8583	6.03	No	0.48%	15732	0.23%	8583	3.77	No	0.76%	15732	0.23%	8583	8.09
ND	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	29.63%	135	36.17%	47	-0.8	N/A	27.23%	191	12.12%	33	1.91	N/A	37.11%	159	29.73%	37	0.83	N/A	27.18%	195	20%	30	0.8
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			100%	6		N/A			100%	3		N/A			100%	3		N/A	100%	2	100%	4	.
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100%	4	100%	5	.	Yes	100%	3	100%	5	.	Yes	100%	2	80%	5	-0.6	Yes	100%	4	100%	3	.
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			2.33	3		N/A			3.4	5		N/A			1.67	3		N/A	5	4	1.67	3	1.86
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			3.29	7		N/A			1.67	3		N/A			3.33	3		N/A	5	2	3.5	4	0.83
ND	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100%	4	100%	10	.	Yes	100%	3	100%	8	.	Yes	100%	4	75%	8	-0.94	Yes	100%	5	54.55%	11	-1.69
ND	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100%	3	100%	8	.	Yes	100%	4	87.50%	8	-0.62	Yes	100%	5	54.55%	11	-1.69
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P						N/A						N/A						N/A					
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A			1	1		N/A					
ND	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P						N/A						N/A						N/A					
ND	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			87.5	4		N/A			95	3		N/A			55.25	4		N/A			43.5	4	
ND	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			0			N/A			0			N/A			0			N/A			0		
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			100%	13		N/A			100%	14		N/A			75%	16		N/A			80%	15	
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100%	1	100%	2	.	Yes	100%	1	100%	4	.	Yes	100%	1	100%	1	.	Yes	100%	1	100%	3	.
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			89.47%	19		N/A			100%	17		N/A			83.33%	18		N/A	100%	1	100%	20	.
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100%	1	100%	6	.	Yes	100%	2	100%	5	.	Yes	100%	2	100%	2	.	Yes	100%	1	100%	7	.
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			17:21	19		N/A			14:47	17		N/A			20:32	18		N/A	46:08:00	1	15:34	20	2.03
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	7:55	1	3:48	6	0.67	Yes	8:16	2	13:01	5	-0.85	Yes	0:58	2	0.125	2	-0.62	Yes	15:28	1	19:48	7	-0.3
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			21.05%	19		N/A			16.67%	18		N/A			10.53%	19		N/A	0%	1	0%	20	.
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0%	1	33.33%	6	-0.65	Yes	0%	2	20%	5	-0.6	Yes	0%	2	0%	2	.	Yes	0%	1	14.29%	7	-0.38
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			17.65%	17		N/A			6.25%	16		N/A	0%	1	0%	19	.
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	0%	2	33.33%	3	-0.77	Yes	0%	2	0%	2	.	Yes			25%	4	
ND	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.34%	293	0.64%	3920	-0.61	Yes	0.68%	293	0.59%	3920	0.27	Yes	0.68%	293	0.54%	3920	0.38	Yes	0.68%	293	0.69%	3920	-0.01
ND	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.68%	293	0.51%	3920	0.44	Yes	0.68%	293	0.46%	3920	0.57	Yes	0.34%	293	0.59%	3920	-0.53
ND	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	75%	4	34.21%	38	1.46	Yes	50%	4	25.81%	31	0.89	Yes	0%	2	30%	30	-0.9	Yes	50%	4	18.18%	33	1.26
ND	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A			92.20%	846	
ND	04--01	OP-3	Install Commit Met, UBL Analog%		90%	98.59%	781	91.34%	901	-5.27	Yes	99.13%	1264	92.88%	1110	-5.91	Yes	99.23%	391	92.69%	876	-4.13	Yes	99.32%	441	92.20%	846	-4.52
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A	7	1	5.64	858	0.72

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	1.38%	2252	1.33%	177006	0.21	Yes	0				
ND	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	1.11%	2252	1.10%	177006	0.03	Yes	0				
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	100%	20	93.46%	1804	-1.18	Yes	0				
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	90.91%	11	99.08%	542	1.59	Yes	0				
ND	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	18.42%	38	23.81%	3079	-0.77	N/A	0				
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	Yes	91.67%	96	86.67%	15	-0.53	Yes	0				
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	Yes	95.65%	69				N/A	0				
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	Yes	8.01	96	6.87	15	-0.14	Yes	2	428	6.03	5.61	0.42
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	Yes	5	64				N/A	0				
ND	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	Yes	91.14%	158	100%	12	1.02	Yes	0				
ND	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	Yes	93.04%	158	100%	12	0.84	Yes	0				
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	34	4	3	1	.	N/A	0				
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A	2	2				N/A	0				
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	Yes	8.5	4	32	1	.	N/A	0				
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A	5	1				N/A	0				
ND	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A	56.67	9	21.33	3	0.7	N/A	0				
ND	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A	2		3		.	N/A	0				
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	Yes	89.71%	68	100%	8	0.83	Yes	0				
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	Yes	100%	24	100%	2	.	Yes	0				
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	Yes	100%	99	100%	10	.	Yes	0				
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	Yes	100%	49	100%	3	.	Yes	0				
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	15:29	99	12:23	10	1.16	Yes	0				
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	Yes	3:19	49	2:34	3	-0.08	Yes	0				
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	11.88%	101	0%	11	1.2	Yes	0				
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	14.29%	49	33.33%	3	-0.68	Yes	0				
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	11.58%	95	0%	11	1.18	Yes	0				
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	9.09%	22	50%	2	-1.11	Yes	0				
ND	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	No	0.92%	16285	0.16%	8615	14.14	No	5	79213	0.79%	0.29%	0.50%
ND	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	No	0.72%	16285	0.15%	8615	10.98	No	4	63481	0.66%	0.22%	0.44%
ND	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A	26.11%	203	30%	20	-0.36	N/A	0				
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	Yes	100%	1	85.71%	7	-0.38	Yes	0				
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	Yes	100%	3	71.43%	7	-0.92	Yes	0				
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	No	4	3	9.43	7	-0.71	Yes	1	7	4.57	4.76	(0.19)
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	Yes	3	1	5.25	8	-0.43	Yes	0				
ND	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	Yes	50%	2	52.94%	17	-0.04	Yes	0				
ND	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	Yes	50%	2	70.59%	17	0.43	Yes	0				
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			5	2		N/A	0				
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A			22	2		N/A	0				
ND	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A						N/A	0				
ND	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A			63	2		N/A	0				
ND	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A			0			N/A	0				
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	N/A	100%	1	100%	7	.	Yes	0				
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	Yes			100%	4		N/A	0				
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	Yes	100%	3	100%	12	.	Yes	0				
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	2	100%	16	.	Yes	0				
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	No	18:27	3	12:00	12	0.9	Yes	1	4	1:22	16:20	9:01
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	Yes	0:39	2	2:36	16	-0.69	Yes	0				
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	0%	3	8.33%	12	-0.47	Yes	0				
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	50%	2	12.50%	16	0.98	Yes	0				
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	0%	3	9.09%	11	-0.49	Yes	0				
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A	50%	2	20%	10	0.64	Yes	0				
ND	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	Yes	1.75%	285	0.71%	3959	1.73	No	1	1457	0.82%	0.63%	0.19%
ND	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	1.75%	285	0.53%	3959	2.16	No	1	1164	0.86%	0.52%	0.33%
ND	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	Yes	28.57%	7	12.50%	32	0.95	Yes	0				
ND	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	N/A			93.80%	1000		N/A	0				
ND	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	98.98%	685	93.80%	1000	-4.33	Yes	0				
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	No			5.1	1004		N/A	1	1	7.00	5.35	1.65

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
ND	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
ND	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
ND	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
ND	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
ND	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
ND	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
ND	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
ND	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
ND	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
ND	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
ND	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
ND	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
ND	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
ND	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
ND	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
ND	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
ND	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
ND	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
ND	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.26	231	5.72	906	-1.03	Yes	4.56	325	5.53	1121	-2.47	Yes	4.78	221	5.13	886	-0.65	Yes	5.15	272	5.64	858	-0.74
ND	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.65%	1023	66.67%	1014	-14.83	Yes	96.86%	829	60.36%	1004	-15.9	Yes	95.92%	417	58.37%	872	-12.79	Yes	96.10%	564	60.47%	931	-13.66
ND	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	97.71%	829	66.83%	1004	-13.97	Yes	96.88%	417	65.60%	872	-11.06	Yes	96.45%	564	66.60%	931	-11.86
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	8.18	11	5.46	35	0.88	Yes	3.5	8	3.15	27	0.21	Yes	8.25	4	3.19	27	1.49	Yes	8.67	3	7.87	39	0.66
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			7.87	39	
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			12.89	28	
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P			7.41	44		N/A	6	3	8.4	52	-0.39	Yes			9.9	39		N/A			12.89	28	
ND	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	119.12	25	69.31	42	2.07	N/A	114.68	22	60.34	59	2.58	N/A	109.79	19	45.43	61	2.88	N/A	94.72	18	49.6	50	2.17
ND	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	5		20		-2.19	N/A	4		31		-2.75	N/A	2		40		-4.41	N/A	2		29		-3.46
ND	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	96.64%	119	92.02%	1253	-1.78	Yes	97.32%	112	87.45%	1650	-3.05	Yes	96.30%	108	87.78%	1727	-2.62	Yes	96.12%	129	89.20%	1547	-2.43
ND	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100%	121	96.09%	1840	-2.15	Yes	100%	115	96.13%	2301	-2.1	Yes	100%	109	95.55%	2402	-2.2	Yes	100%	132	96.05%	2251	-2.27
ND	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	8:41	121	15:46	1840	-4.58	Yes	7:52	115	16:22	2301	-5.48	Yes	9:01	109	16:43	2402	-5.09	Yes	8:36	132	16:12	2251	-5.37
ND	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	13.22%	121	15.93%	1889	-0.79	Yes	10.43%	115	14.19%	2347	-1.13	Yes	11.93%	109	13.58%	2445	-0.49	Yes	14.39%	132	12.98%	2281	0.49
ND	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	12.36%	89	14.41%	2019	-0.54	Yes	10.47%	86	13.72%	2041	-0.86	Yes	12.75%	102	12.66%	1936	0.06
ND	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.93%	13007	1.08%	175306	-1.57	Yes	0.93%	12425	1.34%	175306	-3.87	Yes	0.96%	11349	1.39%	175306	-3.82	Yes	1.19%	11138	1.30%	175306	-1.05
ND	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.72%	12425	1.15%	175306	-4.4	Yes	0.76%	11349	1.16%	175306	-3.91	Yes	0.92%	11138	1.10%	175306	-1.85
ND	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	20.92%	153	29.57%	2682	-2.28	N/A	14.18%	134	29.79%	3343	-3.88	N/A	14.17%	127	30.52%	3519	-3.93	N/A	18.52%	162	30.82%	3297	-3.31
ND	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	98.59%	71	100%	14	0.05	Yes	100%	42	100%	6	.	Yes	95.92%	49	100%	9	0.33	Yes	98.41%	63	100%	3	-0.23
ND	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	4.77	43	6.08	13	-2.43	Yes	4.84	19	6.8	5	-1.07	Yes	6.13	23	11.6	5	-0.75	No	4.94	35	17.5	4	-1.43
ND	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	92.98%	57	90%	10	-0.29	Yes	100%	46	100%	8	.	Yes	96.49%	57	100%	7	0.18	Yes	95.65%	69	100%	7	0.28
ND	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100%	46	100%	8	.	Yes	98.25%	57	100%	7	-0.08	Yes	97.10%	69	100%	7	0.12
ND	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	12	1				N/A						N/A	17	2				N/A	1	1	29	1	.
ND	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	1	1				N/A						N/A						N/A					
ND	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	141.67	3	121.17	6	0.1	N/A	56.14	7	188.5	4	-3.62	N/A	99.67	3	166.5	4	-1.5	N/A	58.5	4	107.57	7	-1.21
ND	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	1		4		-1	N/A	3		2		-0.23	N/A	1		1		0.05	N/A	1		1		0.29
ND	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	11	100%	8	.	Yes	100%	20	100%	2	.	Yes	100%	19	100%	10	.	Yes	100%	20	100%	11	.
ND	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	11	100%	8	.	Yes	100%	20	100%	2	.	Yes	100%	19	100%	10	.	Yes	100%	20	100%	11	.
ND	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:22	11	1:52	8	0.74	Yes	2:10	20	0:56	2	1.23	Yes	2:29	19	3:54	10	-0.75	Yes	3:30	20	1:48	11	0.8
ND	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	9.09%	11	25%	8	-0.79	Yes	20%	20	0%	2	0.42	Yes	5.26%	19	10%	10	-0.4	Yes	10%	20	18.18%	11	-0.57
ND	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	22.22%	18				N/A	0%	17	0%	4	.	Yes	11.76%	17	33.33%	3	-0.73
ND	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.31%	3577	0.92%	867	-1.7	Yes	0.56%	3573	0.23%	864	1.8	No	0.53%	3575	1.15%	870	-1.53	Yes	0.56%	3584	1.27%	867	-1.68
ND	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.50%	3573	0%	864	.	N/A	0.48%	3575	0.46%	870	0.06	Yes	0.47%	3584	0.35%	867	0.58
ND	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	15.38%	13	52.94%	17	-2.04	N/A	4.76%	21	66.67%	6	-2.84	N/A	9.52%	21	16.67%	12	-0.53	N/A	13.04%	23	42.11%	19	-1.9
ND	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100%	1	78.46%	130	-0.52	Yes	100%	4	86.55%	119	-0.78	Yes	100%	6	88.80%	125	-0.85	Yes	100%	8	76.25%	80	-1.51
ND	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	5	1	18.79	135	-0.79	Yes	3	1	16.61	151	-1.36	Yes			20.99	137		N/A	5	1	15.1	91	-0.94
ND	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	100%	3	98.62%	145	-0.2	Yes	80%	5	97.97%	148	1.55	Yes	100%	7	96.67%	120	-0.48	Yes	100%	4	90.63%	128	-0.63
ND	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	80%	5	97.97%	148	1.55	Yes	100%	7	99.17%	120	-0.24	Yes	100%	4	93.75%	128	-0.51
ND	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			15.8	25		N/A			14.8	15		N/A			17.29	17		N/A			17.48	23	
ND	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			29.8	5		N/A			19.33	3		N/A			21	1		N/A			14	2	
ND	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			67.2	20		N/A			51.47	30		N/A			44.24	34		N/A			34.97	30	
ND	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			11			N/A			17			N/A			9			N/A			5		
ND	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			80.39%	51		N/A	100%	1	83.56%	73	-0.44	Yes			76.39%	72		N/A			86.36%	88	
ND	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:29	51		N/A	0:55	1	3:08	73	-0.47	Yes			3:07	72		N/A			2:19	88	
ND	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			33.33%	51		N/A	0%	1	41.10%	73	-0.83	Yes			36.11%	72		N/A			40.91%	88	
ND	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A	0%	1	47.37%	57	-0.94	Yes			40.43%	47		N/A			48.44%	64	
ND	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	0%	78	0.91%	5616	-0.84	Yes	1.30%	77	1.29%	5660	0.1	Yes	0%	74	1.29%	5590	-0.98	Yes	0%	68	1.56%	5637	-1.03
ND	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	1.30%	77	1.01%	5660	0.33	Yes	0%	74	0.84%	5590	-0.79	Yes	0%	68	1.14%	5637	-0.88
ND	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			33.77%	77		N/A	0%	1	23.16%	95	-0.55	N/A			27.27%	99		N/A			31.25%	128	
ND	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100%	3	78.46%	130	-0.9	Yes	80%	5	86.55%	119	0.4	Yes	83.33%	6	88.80%	125	0.4	Yes	100%	4	76.25%	80	-1.09
ND	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8.33	3	18.79	135	-1.02	Yes	11	4	16.61	151	-1.11	Yes	9.67	6	20.99	137	-2.18	Yes	8.67	3	15.1	91	-1.03
ND	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100%	5	98.62%	145	-0.26	Yes	83.33%	6	97.97%	148	1.46	Yes	100%	7	96.67%	120	-0.48	Yes	83.33%	6	90.63%	128	0.55
ND	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	83.33%	6	97.97%	148	1.46	Yes	100%	7	99.17%	120	-0.24	Yes	83.33%	6	93.75%	128	0.84
ND	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			15.8	25		N/A	7	1	14.8	15	-0.67	Yes	12	1	17.29	17	-0.36	Yes			17.48	23	
ND	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			29.8	5		N/A			19.33	3		N/A			21	1		N/A			14	2	
ND	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			67.2	20		N/A			51.47	30		N/A	2	2	44.24	34	-1.15	N/A	3	1	34.97	30	-0.69
ND	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS			11			N/A			17			N/A	0		9		-0.82	N/A	1		5		1.34
ND	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	50%	2	80.39%	51	0.81	Yes	33.33%	3	83.56%	73	1.76	No	66.67%	3	76.39%	72	0.34	Yes	83.33%	6	86.36%	88	0.21

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	4.97	251	5.1	1004	-0.35	Yes	0				
ND	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	96.31%	569	59.69%	898	-13.93	Yes	0				
ND	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	96.84%	569	67.26%	898	-11.76	Yes	0				
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	46.83	6	6.5	34	1.65	No	1	32	14.31	5.50	8.82
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			6.5	34		N/A	0				
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			7.07	29		N/A	0				
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			7.07	29		N/A	0				
ND	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	81.06	17	73.39	44	0.36	N/A	0				
ND	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A	1		22		-3.09	N/A	0				
ND	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	99.12%	113	90.96%	1527	-2.92	Yes	0				
ND	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	113	96.41%	2311	-2	Yes	0				
ND	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	6:48	113	14:55	2311	-5.59	Yes	0				
ND	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	8.85%	113	14.75%	2346	-1.73	Yes	0				
ND	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	Yes	10.23%	88	14.63%	1955	-1.14	Yes	0				
ND	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	1.05%	10798	1.33%	177006	-2.46	Yes	0				
ND	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.82%	10798	1.10%	177006	-2.79	Yes	0				
ND	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	15.67%	134	23.81%	3079	-2.16	N/A	0				
ND	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	100%	72	88.89%	9	-1	Yes	0				
ND	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	4.78	36	12.13	8	-0.94	Yes	1	156	5.02	9.66	(4.64)
ND	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	98.73%	79	100%	6	-0.17	Yes	0				
ND	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	100%	79	100%	6	.	Yes	0				
ND	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	N/A			47	1		N/A	0				
ND	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A						N/A	0				
ND	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	45.25	4	102	6	-1.53	N/A	0				
ND	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A	2		1		0.93	N/A	0				
ND	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	17	100%	6	.	Yes	0				
ND	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	17	100%	6	.	Yes	0				
ND	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	1:20	17	2:22	6	-1.4	Yes	0				
ND	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	17	0%	6	.	Yes	0				
ND	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	12	0%	3	.	Yes	0				
ND	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.48%	3526	0.66%	906	-0.6	Yes	1	17835	0.49%	0.84%	-0.36%
ND	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.34%	3526	0.33%	906	0.04	Yes	0				
ND	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	22.73%	22	25%	8	-0.13	N/A	0				
ND	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	Yes			69.72%	142		N/A	0				
ND	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	Yes			17.85	157		N/A	0				
ND	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	Yes	100%	1	97.30%	148	-0.17	Yes	0				
ND	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	Yes	100%	1	97.97%	148	-0.14	Yes	0				
ND	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			14.79	42		N/A	0				
ND	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			18.4	5		N/A	0				
ND	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			26.03	33		N/A	0				
ND	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			8			N/A	0				
ND	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			84%	50		N/A	0				
ND	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	N/A			2:32	50		N/A	0				
ND	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			24%	50		N/A	0				
ND	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			25.64%	39		N/A	0				
ND	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	Yes	0%	61	0.89%	5641	-0.73	Yes	0				
ND	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	Yes	0%	61	0.69%	5641	-0.65	Yes	0				
ND	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A			32.43%	74		N/A	0				
ND	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	100%	2	69.72%	142	-0.93	Yes	0				
ND	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes	13	4	17.85	157	-0.77	Yes	0				
ND	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	8	97.30%	148	-0.46	Yes	0				
ND	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	8	97.97%	148	-0.4	Yes	0				
ND	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A	17	1	14.79	42	-0.03	Yes	0				
ND	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			18.4	5		N/A	0				
ND	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A			26.03	33		N/A	0				
ND	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A			8			N/A	0				
ND	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	Yes	0%	2	84%	50	2.22	No	2	16	56.25%	82.33%	-26.09%

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
ND	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
ND	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
ND	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
ND	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
ND	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
ND	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
ND	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
ND	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
ND	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
ND	04--01	MR-8	Trouble Rate, UBL Analog%		P	
ND	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
ND	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
ND	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
ND	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
ND	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
ND	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
ND	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
ND	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
ND	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
ND	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
ND	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
ND	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
ND	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
ND	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
ND	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
ND	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
ND	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
ND	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
ND	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
ND	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
ND	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
ND	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
ND	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
ND	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
ND	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
ND	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
ND	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
ND	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
ND	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
ND	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
ND	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
ND	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
ND	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
ND	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
ND	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
ND	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
ND	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
ND	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
ND	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
ND	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
ND	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
ND	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	16:40	2	2:29	51	2.26	No	4:35	3	3:08	73	0.93	Yes	3:57	3	3:07	72	0.58	Yes	2:08	6	2:19	88	-0.19
ND	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	50%	2	33.33%	51	0.38	Yes	66.67%	3	41.10%	73	0.76	Yes	33.33%	3	36.11%	72	-0.1	Yes	16.67%	6	40.91%	88	-1.17
ND	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	100%	2	47.37%	57	1.24	Yes	33.33%	3	40.43%	47	-0.24	Yes	33.33%	3	48.44%	64	-0.51
ND	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2.20%	91	0.91%	5616	1.15	Yes	3.19%	94	1.29%	5660	1.42	Yes	3.23%	93	1.29%	5590	1.44	Yes	6.82%	88	1.56%	5637	2.95
ND	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	2.13%	94	1.01%	5660	1	Yes	3.23%	93	0.84%	5590	1.94	No	3.41%	88	1.14%	5637	1.66
ND	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0%	2	33.77%	77	-1	N/A	25%	4	23.16%	95	0.09	N/A	0%	3	27.27%	99	-1.04	N/A	0%	6	31.25%	128	-1.61
ND	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P			100%	14		N/A	100%	4	100%	6	.	Yes	100%	1	100%	9	.	Yes			100%	3	
ND	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P			6.08	13		N/A	4	3	6.8	5	-1.06	Yes	5	1	11.6	5	-0.41	Yes			17.5	4	
ND	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	100%	2	90%	10	-0.43	Yes	100%	3	100%	8	.	Yes	100%	1	100%	7	.	Yes	100%	2	100%	7	.
ND	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100%	3	100%	8	.	Yes	100%	1	100%	7	.	Yes	100%	2	100%	7	.
ND	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A						N/A						N/A			29	1	
ND	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			121.17	6		N/A			188.5	4		N/A			166.5	4		N/A			107.57	7	
ND	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			4			N/A			2			N/A			1			N/A			1		
ND	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P			100%	8		N/A			100%	2		N/A			100%	10		N/A	100%	2	100%	11	.
ND	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P			100%	8		N/A			100%	2		N/A			100%	10		N/A	100%	2	100%	11	.
ND	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P			1:52	8		N/A			0:56	2		N/A			3:54	10		N/A	2:10	2	1:48	11	0.14
ND	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P			25%	8		N/A			0%	2		N/A			10%	10		N/A	0%	2	18.18%	11	-0.61
ND	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A						N/A			0%	4		N/A	0%	2	33.33%	3	-0.77
ND	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0%	134	0.92%	867	-1.04	Yes	0%	134	0.23%	864	-0.52	Yes	0%	131	1.15%	870	-1.15	Yes	1.54%	130	1.27%	867	0.3
ND	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0%	134	0%	864	.	Yes	0%	131	0.46%	870	-0.73	Yes	1.54%	130	0.35%	867	1.49
ND	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	100%	1	52.94%	17	0.58	N/A			66.67%	6		N/A			16.67%	12		N/A	0%	2	42.11%	19	-1.15
ND	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	100%	5	82.35%	17	-0.91	Yes	100%	6	83.33%	12	-0.89	Yes	100%	9	81.82%	11	-1.05	Yes	100%	15	100%	9	.
ND	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	5	2	6.22	18	-0.78	Yes	5	2	5.58	12	-0.37	Yes	5	4	10.5	14	-1.44	Yes	5	8	11.2	10	-2.27
ND	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	100%	6	100%	15	.	Yes	100%	8	84.62%	13	-0.95	Yes	100%	12	83.33%	12	-1.1	Yes	100%	10	100%	8	.
ND	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	100%	8	84.62%	13	-0.95	Yes	100%	12	83.33%	12	-1.1	Yes	100%	10	100%	8	.
ND	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			3	3		N/A			3.5	2		N/A			7	3		N/A					
ND	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A						N/A						N/A					
ND	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	100%	1	95%	20	-0.22	Yes			100%	28		N/A			80%	40		N/A			91.67%	12	
ND	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	100%	1	95%	20	-0.22	Yes			100%	28		N/A			97.50%	40		N/A			91.67%	12	
ND	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	15:58	1	8:23	20	0.46	Yes			4:53	28		N/A			13:32	40		N/A			6:45	12	
ND	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	0%	1	30%	20	-0.64	Yes			57.14%	28		N/A			47.50%	40		N/A			25%	12	
ND	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			44.44%	18		N/A			45.83%	24		N/A			25%	8	
ND	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.79%	127	1.22%	1634	-0.43	Yes	0%	129	1.66%	1683	-1.42	Yes	0%	133	2.30%	1739	-1.71	Yes	0%	134	0.67%	1789	-0.92
ND	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0%	129	1.07%	1683	-1.14	Yes	0%	133	1.38%	1739	-1.31	Yes	0%	134	0.45%	1789	-0.75
ND	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	0%	1	52.38%	42	-1.04	N/A	100%	2	50.88%	57	1.15	N/A			45.21%	73		N/A			47.83%	23	
ND	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			60%	5		N/A			87.50%	8		N/A			100%	1		N/A			100%	28	
ND	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			8.86	7		N/A			26	9		N/A			13.67	3		N/A			9.57	30	
ND	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100%	9		N/A			100%	6		N/A			100%	17		N/A			100%	18	
ND	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100%	6		N/A			100%	17		N/A			100%	18	
ND	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			5	1		N/A			67	1		N/A						N/A			17	2	
ND	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			30	1		N/A						N/A						N/A					
ND	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			35.5	2		N/A			27.67	3		N/A			18.25	4		N/A			44	4	
ND	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			1			N/A			2			N/A			0			N/A			0		
ND	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100%	2		N/A						N/A			0%	1		N/A			100%	1	
ND	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:31	2		N/A						N/A			15:39	1		N/A			1:04	1	
ND	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			50%	2		N/A						N/A			0%	1		N/A			0%	1	
ND	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A						N/A			0%	1		N/A			0%	1	
ND	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.67%	300		N/A			0%	298		N/A			0.34%	295		N/A			0.34%	292	
ND	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0%	298		N/A			0.34%	295		N/A			0.34%	292	
ND	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			0%	2		N/A						N/A			50%	2		N/A			66.67%	3	
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	74				N/A	0:02	81				N/A	0:03	88				N/A	0:04	98			
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:02	4				N/A	0:04	6				N/A	0:02	4				N/A	0:05	2			
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100%	33				Yes	100%	41				Yes	100%	32				Yes	100%	39			
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100%	8				Yes	100%	11				Yes	100%	9				Yes	100%	5			
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	33				N/A	0%	41				N/A	0%	32				N/A	0%	39			
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0%	8				N/A	0%	11				N/A	0%	9				N/A	0%	5			
ND	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	0%	1				No						N/A	50%	2				No					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	Yes	4:40	2	2:32	50	1.22	Yes	1	16	5:04	2:43	2:20
ND	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	0%	2	24%	50	-0.78	Yes	0				
ND	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	0%	2	25.64%	39	-0.81	Yes	0				
ND	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	No	2.41%	83	0.89%	5641	1.26	Yes	1	449	3.56%	1.19%	2.38%
ND	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	No	2.41%	83	0.69%	5641	1.5	Yes	2	358	2.80%	0.92%	1.88%
ND	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A	0%	2	32.43%	74	-0.97	N/A	0				
ND	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	N/A	100%	4	88.89%	9	-0.59	Yes	0				
ND	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	N/A	4.33	3	12.13	8	-0.58	Yes	0				
ND	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	100%	3	100%	6	.	Yes	0				
ND	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	100%	3	100%	6	.	Yes	0				
ND	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A			47	1		N/A	0				
ND	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A			102	6		N/A	0				
ND	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A			1			N/A	0				
ND	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	Yes			100%	6		N/A	0				
ND	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes			100%	6		N/A	0				
ND	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes			2:22	6		N/A	0				
ND	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes			0%	6		N/A	0				
ND	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes			0%	3		N/A	0				
ND	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	Yes	0%	130	0.66%	906	-0.87	Yes	0				
ND	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	Yes	0%	130	0.33%	906	-0.61	Yes	0				
ND	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A			25%	8		N/A	0				
ND	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	Yes	100%	5	100%	6	.	Yes	0				
ND	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	Yes	5	4	9.17	6	-1.19	Yes	0				
ND	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	8	85.71%	7	-0.79	Yes	0				
ND	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	8	85.71%	7	-0.79	Yes	0				
ND	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A						N/A	0				
ND	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A						N/A	0				
ND	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A	100%	2	91.30%	23	-0.42	Yes	0				
ND	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A	100%	2	95.65%	23	-0.29	Yes	0				
ND	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A	4:26	2	11:34	23	-0.59	Yes	0				
ND	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A	0%	2	21.74%	23	-0.71	Yes	0				
ND	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A	0%	2	16.67%	12	-0.59	Yes	0				
ND	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	Yes	1.49%	134	1.21%	1895	0.34	Yes	0				
ND	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	Yes	1.49%	134	0.63%	1895	1.06	Yes	0				
ND	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A	0%	2	50%	46	-1.38	N/A	0				
ND	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A						N/A	0				
ND	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			23.25	4		N/A	0				
ND	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	5		N/A	0				
ND	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	5		N/A	0				
ND	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			37	1		N/A	0				
ND	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A	0				
ND	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			59.5	2		N/A	0				
ND	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			0			N/A	0				
ND	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			100%	1		N/A	0				
ND	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			0:58	1		N/A	0				
ND	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0%	1		N/A	0				
ND	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0%	1		N/A	0				
ND	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.34%	292		N/A	0				
ND	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.34%	292		N/A	0				
ND	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			0%	1		N/A	0				
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	N/A	0:03	137				N/A	0				
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A	0:03	2				N/A	0				
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	100%	53				Yes	0				
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	Yes	100%	7				Yes	0				
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0%	53				N/A	0				
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	7				N/A	0				
ND	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	N/A	100%	2				Yes	2	5	60.00%		

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
ND	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
ND	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
ND	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
ND	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
ND	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
ND	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
ND	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
ND	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
ND	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
ND	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
ND	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
ND	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
ND	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
ND	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
ND	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
ND	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
ND	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
ND	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
ND	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
ND	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
ND	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
ND	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
ND	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
ND	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
ND	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
ND	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
ND	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
ND	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
ND	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
ND	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
ND	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
ND	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
ND	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
ND	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
ND	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
ND	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
ND	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
ND	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
ND	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
ND	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
ND	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
ND	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
ND	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
ND	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
ND	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
ND	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
ND	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
ND	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
ND	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
ND	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	17	1				No						N/A	29	1				No					
ND	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			91.34%	901		N/A			92.88%	1110		N/A			92.69%	876		N/A			92.20%	846	
ND	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%			98.85%	2519		N/A			99.56%	3670		N/A			99.36%	2647		N/A			99.17%	2645	
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.72	906		N/A			5.53	1121		N/A			5.13	886		N/A			5.64	858	
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.78	2040		N/A			3.4	2886		N/A			3.54	1820		N/A			3.51	1872	
ND	04--10	OP-5	New Service Install Quality, Line Sharing%		P			91.77%	4109		N/A			90.44%	4163		N/A			89.68%	3518		N/A			90.21%	3760	
ND	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A			92%	4163		N/A			91.47%	3518		N/A			91.73%	3760	
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			5.46	35		N/A			3.15	27		N/A			3.19	27		N/A			7.87	39	
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			5.68	22		N/A			3.42	12		N/A			4.42	12		N/A			4.41	17	
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			7.41	44		N/A			8.4	52		N/A			9.9	39		N/A			12.89	28	
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			3.14	7		N/A			4.5	4		N/A			4.8	5		N/A			2.6	5	
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			91.02%	1102		N/A			86.27%	1428		N/A			86.58%	1520		N/A			87.88%	1353	
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			99.34%	151		N/A			95.05%	222		N/A			96.62%	207		N/A			98.45%	194	
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			95.37%	1491		N/A			95.41%	1850		N/A			94.74%	1959		N/A			95.28%	1823	
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.14%	349		N/A			99.11%	451		N/A			99.10%	443		N/A			99.30%	428	
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			17:52	1491		N/A			18:41	1850		N/A			18:39	1959		N/A			18:15	1823	
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:50	349		N/A			6:50	451		N/A			8:10	443		N/A			7:27	428	
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			44.44%	9		N/A			75%	8		N/A			53.85%	13		N/A			66.67%	3	
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			18.18%	11		N/A			50%	20		N/A			44.44%	27		N/A			11.11%	9	
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			100%	4		N/A			66.67%	6		N/A			66.67%	3	
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			28.57%	14		N/A			38.89%	18		N/A			0%	5	
ND	04--10	MR-8	Trouble Rate, Line Sharing%		P			1.08%	175306		N/A			1.34%	175306		N/A			1.39%	175306		N/A			1.30%	175306	
ND	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A			1.15%	175306		N/A			1.16%	175306		N/A			1.10%	175306	
ND	05--01	OP-3	Install Commit Met, UDIT DS1%		P			78.46%	130		N/A			86.55%	119		N/A			88.80%	125		N/A			76.25%	80	
ND	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			18.79	135		N/A			16.61	151		N/A			20.99	137		N/A			15.1	91	
ND	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			98.62%	145		N/A			97.97%	148		N/A			96.67%	120		N/A			90.63%	128	
ND	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			97.97%	148		N/A			99.17%	120		N/A			93.75%	128	
ND	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			15.8	25		N/A			14.8	15		N/A			17.29	17		N/A			17.48	23	
ND	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			29.8	5		N/A			19.33	3		N/A			21	1		N/A			14	2	
ND	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			67.2	20		N/A			51.47	30		N/A			44.24	34		N/A			34.97	30	
ND	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			11			N/A			17			N/A			9			N/A			5		
ND	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			80.39%	51		N/A			83.56%	73		N/A			76.39%	72		N/A			86.36%	88	
ND	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:29	51		N/A			3:08	73		N/A			3:07	72		N/A			2:19	88	
ND	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			33.33%	51		N/A			41.10%	73		N/A			36.11%	72		N/A			40.91%	88	
ND	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			47.37%	57		N/A			40.43%	47		N/A			48.44%	64	
ND	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0%	12	0.91%	5616	-0.33	Yes	0%	12	1.29%	5660	-0.4	Yes	0%	12	1.29%	5590	-0.4	Yes	0%	11	1.56%	5637	-0.42
ND	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	12	1.01%	5660	-0.35	Yes	0%	12	0.84%	5590	-0.32	Yes	0%	11	1.14%	5637	-0.36
ND	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			33.77%	77		N/A			23.16%	95		N/A			27.27%	99		N/A			31.25%	128	
ND	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100%	1	60%	5	-0.75	Yes			87.50%	8		N/A			100%	1		N/A			100%	28	
ND	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	18	1	8.86	7	1.45	Yes			26	9		N/A			13.67	3		N/A			9.57	30	
ND	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100%	1	100%	9	.	Yes			100%	6		N/A			100%	17		N/A			100%	18	
ND	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100%	6		N/A			100%	17		N/A			100%	18	
ND	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			5	1		N/A			67	1		N/A						N/A			17	2	
ND	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			30	1		N/A						N/A						N/A					
ND	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			35.5	2		N/A			27.67	3		N/A			18.25	4		N/A			44	4	
ND	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			1			N/A			2			N/A			0			N/A			0		
ND	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100%	2		N/A						N/A			0%	1		N/A			100%	1	
ND	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			1:31	2		N/A						N/A			15:39	1		N/A			1:04	1	
ND	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			50%	2		N/A						N/A			0%	1		N/A			0%	1	
ND	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A						N/A			0%	1		N/A			0%	1	
ND	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0%	4	0.67%	300	-0.16	Yes	0%	3	0%	298	.	Yes	0%	3	0.34%	295	-0.1	Yes	0%	3	0.34%	292	-0.1
ND	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0%	3	0%	298	.	Yes	0%	3	0.34%	295	-0.1	Yes	0%	3	0.34%	292	-0.1
ND	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			0%	2		N/A						N/A			50%	2		N/A			66.67%	3	
ND	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:07	9513				N/A	0:09	12004				N/A	0:12	10133				N/A	0:43	9172			
ND	07--01	OP-3	Install Commit Met, E911%		P						N/A						N/A						N/A					
ND	07--01	OP-4	Install Interv, E911, Avg Days		P			75	1		N/A						N/A						N/A					
ND	07--01	OP-5	New Service Install Quality, E911%		P			100%	3		N/A			100%	3		N/A			100%	1		N/A			100%	1	

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	N/A	8	1				Yes	2	3	18.00		
ND	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			93.80%	1000		N/A	0				
ND	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	N/A			99.27%	3010		N/A	0				
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			5.1	1004		N/A	0				
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	N/A			3.43	2065		N/A	0				
ND	04--10	OP-5	New Service Install Quality, Line Sharing%		P	N/A			89.81%	3552		N/A	0				
ND	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	N/A			91.72%	3552		N/A	0				
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			6.5	34		N/A	0				
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			3.52	21		N/A	0				
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			7.07	29		N/A	0				
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			4	1		N/A	0				
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	N/A			89.31%	1281		N/A	0				
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	N/A			99.59%	246		N/A	0				
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	N/A			95.36%	1769		N/A	0				
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	N/A			99.82%	542		N/A	0				
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	N/A			17:42	1769		N/A	0				
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	N/A			5:50	542		N/A	0				
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			16.67%	6		N/A	0				
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			23.53%	17		N/A	0				
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			0%	2		N/A	0				
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			20%	10		N/A	0				
ND	04--10	MR-8	Trouble Rate, Line Sharing%		P	N/A			1.33%	177006		N/A	0				
ND	04--10	MR-8*	Trouble Rate, Line Sharing%		P	N/A			1.10%	177006		N/A	0				
ND	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			69.72%	142		N/A	0				
ND	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A			17.85	157		N/A	0				
ND	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	N/A			97.30%	148		N/A	0				
ND	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	N/A			97.97%	148		N/A	0				
ND	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			14.79	42		N/A	0				
ND	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			18.4	5		N/A	0				
ND	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			26.03	33		N/A	0				
ND	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A			8			N/A	0				
ND	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	N/A			84%	50		N/A	0				
ND	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	N/A			2:32	50		N/A	0				
ND	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	N/A			24%	50		N/A	0				
ND	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	N/A			25.64%	39		N/A	0				
ND	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0%	10	0.89%	5641	-0.3	Yes	0				
ND	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	Yes	0%	10	0.69%	5641	-0.26	Yes	0				
ND	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A			32.43%	74		N/A	0				
ND	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A						N/A	0				
ND	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A			23.25	4		N/A	0				
ND	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	5		N/A	0				
ND	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	5		N/A	0				
ND	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			37	1		N/A	0				
ND	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A	0				
ND	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			59.5	2		N/A	0				
ND	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			0			N/A	0				
ND	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	N/A			100%	1		N/A	0				
ND	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	N/A			0:58	1		N/A	0				
ND	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			0%	1		N/A	0				
ND	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			0%	1		N/A	0				
ND	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	3	0.34%	292	-0.1	Yes	0				
ND	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	3	0.34%	292	-0.1	Yes	0				
ND	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A			0%	1		N/A	0				
ND	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	0:45	11193				N/A	0				
ND	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A	0				
ND	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A	0				
ND	07--01	OP-5	New Service Install Quality, E911%		P	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
ND	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
ND	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
ND	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
ND	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
ND	04--10	MR-8	Trouble Rate, Line Sharing%		P	
ND	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
ND	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
ND	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
ND	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
ND	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
ND	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
ND	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
ND	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
ND	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
ND	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
ND	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
ND	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
ND	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
ND	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
ND	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
ND	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
ND	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
ND	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
ND	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
ND	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
ND	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
ND	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
ND	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
ND	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
ND	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
ND	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
ND	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
ND	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
ND	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
ND	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
ND	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
ND	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
ND	07--01	OP-3	Install Commit Met, E911%		P	
ND	07--01	OP-4	Install Interv, E911, Avg Days		P	
ND	07--01	OP-5	New Service Install Quality, E911%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100%	3		N/A			100%	1		N/A			100%	1	
ND	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A						N/A						N/A					
ND	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS						N/A						N/A						N/A					
ND	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A			100%	4		N/A					
ND	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A			2:14	4		N/A					
ND	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A			0%	4		N/A					
ND	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A			0%	4		N/A					
ND	07--01	MR-8	Trouble Rate, E911%		P	0%	16	0%	206	.	Yes	0%	16	0%	204	.	Yes	0%	16	2.07%	193	-0.56	Yes	0%	16	0%	193	.
ND	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0%	16	0%	204	.	Yes	0%	16	2.07%	193	-0.56	Yes	0%	16	0%	193	.
ND	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A			20%	5		N/A					
ND	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.33	1		N/A			8.78	.		N/A			8.67	.		N/A			10.62	.	
ND	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A			9.67	.	
ND	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.13	15575				N/A	0.09	19248				N/A	0.06	19031				N/A	0.07	18511			
ND	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	94.97%	13096				N/A	96.38%	15307				N/A	95.80%	13739				N/A	95.34%	13593			
ND	09--01	NP-1A	NXX Code Activation, All%		P						N/A						N/A						N/A					
ND	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A						N/A					
ND	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
ND	11--01	OP-8B	LNP Timeliness, LNP%		95%	100%	66				Yes	100%	55				Yes	100%	66				Yes	100%	62			
ND	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	100%	457				Yes	100%	923				Yes	100%	217				Yes	99.27%	137			
ND	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	559				Yes	100%	1012				Yes	100%	320				Yes	100%	322			
ND	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	559				N/A	100%	1012				N/A	100%	320				N/A	100%	322			
ND	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			45.70%	151		N/A			48.20%	222		N/A			38.65%	207		N/A			44.85%	194	
ND	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.14%	349		N/A			99.11%	451		N/A			99.10%	443		N/A			99.30%	428	
ND	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100%	510				Yes	100%	732.5043				Yes	100%	631.9198				Yes	100%	596.7017			
ND	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100%	510				Yes	100%	732.5043				Yes	100%	631.9198				Yes	100%	596.7017			
ND	14--01	OP-3	Install Commit Met, Residence%	D	P	98.43%	127	91.38%	731	-2.61	Yes	100%	93	93.55%	930	-2.41	Yes	93.41%	91	92.55%	698	-0.29	Yes	92.45%	106	92.34%	679	-0.04
ND	14--01	OP-3	Install Commit Met, Residence%	ND	P	100%	596	98.84%	2496	-2.38	Yes	100%	566	99.56%	3638	-1.47	Yes	99.43%	174	99.46%	2601	0.13	Yes	100%	81	99.19%	2602	-0.8
ND	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.06	127	5.66	735	-4.38	Yes	3.15	93	5.65	940	-3.61	Yes	3.6	91	5.06	704	-2.48	Yes	3.29	106	5.66	689	-2.55
ND	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	3.11	169	3.78	2026	-4.27	Yes	2.91	158	3.4	2864	-5.31	Yes	2.88	97	3.53	1790	-5.35	Yes	2.73	66	3.51	1848	-4.66
ND	14--01	OP-5	New Service Install Quality, Residence%		P	97.83%	692	91.99%	3906	-5.22	Yes	96.76%	463	90.62%	3943	-4.29	Yes	97.35%	226	89.93%	3298	-3.58	Yes	96.10%	205	90.64%	3538	-2.61
ND	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	97.62%	463	92.16%	3943	-4.14	Yes	97.35%	226	91.60%	3298	-3.01	Yes	96.59%	205	92.06%	3538	-2.33
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	3.5	2	5.58	26	-0.36	Yes			2.5	18		N/A	3.33	3	3.5	16	-0.13	Yes	4.25	8	8.97	29	-0.69
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			5.68	22		N/A			3.42	12		N/A	1	1	3.6	10	-0.7	Yes			4.63	16	
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P			8.08	38		N/A			9.45	42		N/A	5.67	3	6.86	36	-0.29	Yes			8.25	24	
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			3.14	7		N/A			4.5	4		N/A			2.5	4		N/A			2.6	5	
ND	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	143.5	2	35.94	154	1.64	N/A	267	1	49.21	107	1.91	N/A	245	1	49.75	87	1.72	N/A	123.33	6	52.46	76	1.76
ND	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	0		35		-0.76	N/A	0		46		-0.86	N/A	0		47		-1.08	N/A	2		33		-0.48
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100%	8	99.24%	132	-0.24	Yes	100%	9	95.12%	205	-0.66	Yes	100%	9	95.95%	173	-0.6	Yes	75%	4	98.26%	172	1.74
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	90.91%	44	90.87%	975	-0.01	Yes	93.88%	49	85.73%	1275	-1.6	Yes	94.29%	35	86.87%	1378	-1.28	Yes	85.37%	41	87.78%	1227	0.49
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100%	55	95.23%	1342	-1.63	Yes	98.28%	58	95.39%	1671	-1.03	Yes	96.08%	51	94.79%	1784	-0.41	Yes	100%	51	95.25%	1664	-1.57
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	11	99.03%	309	-0.32	Yes	100%	18	99.03%	411	-0.41	Yes	100%	17	99.20%	373	-0.36	Yes	100%	7	99.47%	376	-0.19
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	13:53	55	18:12	1342	-1.81	Yes	14:22	58	18:51	1671	-1.98	Yes	18:47	51	18:40	1784	0.06	Yes	17:18	51	18:25	1664	-0.49
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:20	11	6:57	309	-1.18	Yes	4:11	18	7:01	411	-1.2	Yes	6:58	17	8:16	373	-0.51	Yes	8:22	7	7:06	376	0.46
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	10.53%	57	16.41%	1389	-1.18	Yes	10.17%	59	14.59%	1714	-0.94	Yes	18.87%	53	13.67%	1822	1.07	Yes	9.62%	52	12.12%	1692	-0.54
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	27.27%	11	15.86%	309	0.96	Yes	5.56%	18	12.65%	411	-0.89	Yes	11.76%	17	12.06%	373	-0.04	Yes	0%	7	14.63%	376	-1.09
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	10.34%	58	14.46%	1646	-0.88	Yes	19.23%	52	13.48%	1721	1.16	Yes	10.42%	48	12.05%	1635	-0.34
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0%	3	15.25%	177	-0.73	Yes	14.29%	7	13.18%	129	0.11	Yes	0%	4	17.05%	129	-0.89
ND	14--01	MR-8	Trouble Rate, Residence%		P	1.28%	5296	1.21%	140065	0.47	Yes	1.45%	5296	1.52%	140065	-0.37	Yes	1.32%	5296	1.57%	140065	-1.41	Yes	1.11%	5296	1.48%	140065	-2.15
ND	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.15%	5296	1.30%	140065	-0.94	Yes	1.11%	5296	1.32%	140065	-1.29	Yes	0.98%	5296	1.26%	140065	-1.78
ND	14--01	MR-9	Repair Appoint Met, Residence%	D	P	96.49%	57	96.62%	1389	0.12	Yes	100%	59	93.76%	1714	-1.95	Yes	98.11%	53	94.35%	1822	-1.17	Yes	98.08%	52	92.44%	1692	-1.52
ND	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100%	11	99.35%	309	-0.26	Yes	100%	18	99.76%	411	-0.21	Yes	100%	17	99.46%	373	-0.3	Yes	100%	7	98.94%	376	-0.27
ND	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	30.61%	98	29.34%	2403	0.28	N/A	23%	100	29.26%	3004	-1.35	N/A	20.45%	88	30.30%	3149	-1.98	N/A	28.92%	83	30.56%	2978	-0.32
ND	14--02	OP-3	Install Commit Met, Business%	D	P	83.33%	6	91.18%	170	0.6	Yes	87.50%	8	89.44%	180	0.21	Yes	100%	3	93.26%	178	-0.46	Yes	100%	1	91.62%	167	-0.3
ND	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	5	100%	23	.	Yes	100%	50	100%	32	.	Yes	100%	7	93.48%	46	-0.65	Yes	100%	7	97.67%	43	-0.38
ND	14--02	OP-4	Install Interv, Business, Avg Days	D	P	6.67	6	5.98	171	0.46	Yes	2.88	8	4.88	181	-1.07	Yes	3.33	3	5.4	182	-0.3	Yes	1	1	5.57	169	-0.37
ND	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.4	5	2.79	14	-0.59	Yes	2.8	40	2.55	22	0.93	Yes	3	3	3.67	30	-0.27	Yes	2.67	6	2.96	24	-0.5
ND	14--02	OP-5	New Service Install Quality, Business%		P	100%	35	87.75%	204	-2.04	Yes	85.29%	34	87.33%	221	0.35	Yes	100%	9	85.91%	220	-1.19	Yes	93.33%	15	83.33%	222	-1.01

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	07--01	OP-5*	New Service Install Quality, E911%		P	N/A						N/A	0				
ND	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	N/A						N/A	0				
ND	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	N/A						N/A	0				
ND	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A						N/A	0				
ND	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A						N/A	0				
ND	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
ND	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
ND	07--01	MR-8	Trouble Rate, E911%		P	Yes	0%	16	0%	191	.	Yes	0				
ND	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0%	16	0%	191	.	Yes	0				
ND	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A						N/A	0				
ND	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			10.13	.		N/A	0				
ND	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.43	.		N/A	0				
ND	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.08	20383				N/A	0				
ND	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	95%	15285				N/A	0				
ND	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A	0				
ND	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A	0				
ND	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
ND	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	100%	123				Yes	0				
ND	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	100%	365				Yes	0				
ND	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100%	595				Yes	0				
ND	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	595				N/A	0				
ND	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			53.25%	246		N/A	0				
ND	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A			99.82%	542		N/A	0				
ND	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	Yes	100%	570.1002				Yes	0				
ND	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	Yes	100%	570.1002				Yes	0				
ND	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	95.92%	98	95.92%	808	0	Yes	0				
ND	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100%	124	99.33%	2972	-0.9	Yes	0				
ND	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	3.14	99	5.1	811	-3.75	Yes	0				
ND	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.88	101	3.43	2040	-4.1	Yes	0				
ND	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	95.62%	251	89.95%	3322	-2.88	Yes	0				
ND	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	97.21%	251	91.78%	3322	-3.02	Yes	0				
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	Yes	1	3	5.56	18	-1.14	Yes	0				
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	N/A			2.74	19		N/A	0				
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	N/A	2	1	7.38	16	-0.76	Yes	0				
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	N/A			4	1		N/A	0				
ND	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	203	1	69.7	63	1.39	N/A	0				
ND	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	0		23		-0.75	N/A	0				
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	No	100%	5	99.54%	216	-0.15	Yes	1	35	97.14%	97.55%	-0.41%
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	94.74%	38	88.98%	1162	-1.11	Yes	0				
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	97.92%	48	95.45%	1606	-0.81	Yes	0				
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	11	99.79%	478	-0.15	Yes	0				
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	14:53	48	17:42	1606	-1.24	Yes	0				
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	4:42	11	6:07	478	-0.58	Yes	0				
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	12.50%	48	14.77%	1639	-0.44	Yes	0				
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	9.09%	11	16.53%	478	-0.66	Yes	0				
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	11.63%	43	14.36%	1553	-0.5	Yes	0				
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	20%	5	20.35%	226	-0.02	Yes	0				
ND	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.08%	5439	1.50%	141413	-2.46	Yes	0				
ND	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	0.88%	5439	1.26%	141413	-2.44	Yes	0				
ND	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	97.92%	48	93.53%	1639	-1.22	Yes	0				
ND	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	100%	11	98.95%	478	-0.34	Yes	0				
ND	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	28.92%	83	23.19%	2756	1.2	N/A	0				
ND	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	83.33%	6	84.90%	192	0.14	Yes	0				
ND	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	16	94.74%	38	-0.79	Yes	0				
ND	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	3	6	5.11	193	-0.78	Yes	0				
ND	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	3	8	3.64	25	-0.4	Yes	0				
ND	14--02	OP-5	New Service Install Quality, Business%		P	Yes	94.12%	17	87.83%	230	-0.77	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	07--01	OP-5*	New Service Install Quality, E911%		P	
ND	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	
ND	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	
ND	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
ND	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
ND	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
ND	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
ND	07--01	MR-8	Trouble Rate, E911%		P	
ND	07--01	MR-8*	Trouble Rate, E911%		P	
ND	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
ND	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
ND	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
ND	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
ND	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
ND	09--01	NP-1A	NXX Code Activation, All%		P	
ND	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
ND	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
ND	11--01	OP-8B	LNP Timeliness, LNP%		95%	
ND	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
ND	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
ND	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
ND	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
ND	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
ND	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
ND	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
ND	14--01	OP-3	Install Commit Met, Residence%	D	P	
ND	14--01	OP-3	Install Commit Met, Residence%	ND	P	
ND	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
ND	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
ND	14--01	OP-5	New Service Install Quality, Residence%		P	
ND	14--01	OP-5*	New Service Install Quality, Residence%		P	
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
ND	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
ND	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
ND	14--01	MR-8	Trouble Rate, Residence%		P	
ND	14--01	MR-8*	Trouble Rate, Residence%		P	
ND	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
ND	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
ND	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
ND	14--02	OP-3	Install Commit Met, Business%	D	P	
ND	14--02	OP-3	Install Commit Met, Business%	ND	P	
ND	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
ND	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
ND	14--02	OP-5	New Service Install Quality, Business%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	88.24%	34	89.14%	221	0.19	Yes	100%	9	89.55%	220	-1	Yes	93.33%	15	86.49%	222	-0.75
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			5.11	9		N/A			4.44	9		N/A			2.73	11		N/A			4.7	10	
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P						N/A						N/A			8.5	2		N/A			1	1	
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	23	1	3.17	6	1.47	Yes	5	1	4	10	0.43	Yes			46.33	3		N/A			40.75	4	
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A			14	1		N/A					
ND	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	280	1	117.59	46	0.87	N/A	140	2	103.46	52	0.53	N/A	238	1	92.82	51	0.92	N/A	216	1	77.7	53	1.09
ND	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	0		8		-0.45	N/A	1		11		0.76	N/A	0		12		-0.55	N/A	0		10		-0.48
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100%	4	92.13%	127	-0.58	Yes	33.33%	6	90.85%	153	3.25	No	100%	4	83.80%	142	-0.87	Yes	100%	3	88.89%	126	-0.61
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100%	1	100%	19	.	Yes	100%	1	94.12%	17	-0.24	Yes	100%	1	100%	34	.	Yes	100%	2	100%	22	.
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	4	96.64%	149	-0.37	Yes	83.33%	6	95.53%	179	1.07	Yes	100%	7	94.29%	175	-0.64	Yes	100%	3	95.60%	159	-0.37
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100%	2	100%	40	.	Yes	100%	7	100%	40	.	Yes	100%	2	98.57%	70	-0.17	Yes	100%	6	98.08%	52	-0.32
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3:09	2	5:58	40	-0.48	Yes	8:03	7	5:02	40	0.99	Yes	4:36	2	7:37	70	-0.4	Yes	6:52	6	9:53	52	-0.33
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	13:03	4	14:52	149	-0.25	Yes	26:12:00	6	17:13	179	1.38	Yes	6:32	7	18:33	175	-1.84	Yes	14:37	3	16:38	159	-0.21
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	25%	4	14.57%	151	0.53	Yes	0%	6	12.64%	182	-0.92	Yes	14.29%	7	16.67%	180	-0.17	Yes	33.33%	3	16.77%	161	0.65
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	50%	2	5%	40	1.52	Yes	28.57%	7	20%	40	0.48	Yes	50%	2	11.43%	70	1.17	Yes	33.33%	6	17.31%	52	0.86
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0%	6	13.37%	172	-0.95	Yes	14.29%	7	16.46%	164	-0.15	Yes	33.33%	3	14.47%	152	0.76
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	33.33%	3	12.50%	24	0.75	Yes			14.81%	27		N/A	0%	2	20%	20	-0.67
ND	14--02	MR-8	Trouble Rate, Business%		P	0.53%	1137	0.54%	35241	-0.06	Yes	1.14%	1137	0.63%	35241	2.15	No	0.79%	1137	0.71%	35241	0.32	Yes	0.79%	1137	0.60%	35241	0.8
ND	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.79%	1137	0.56%	35241	1.05	Yes	0.62%	1137	0.54%	35241	0.33	Yes	0.44%	1137	0.49%	35241	-0.23
ND	14--02	MR-9	Repair Appoint Met, Business%	D	P	100%	4	97.35%	151	-0.33	Yes	100%	6	96.15%	182	-0.48	Yes	100%	7	91.67%	180	-0.78	Yes	100%	3	95.03%	161	-0.39
ND	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100%	2	100%	40	.	Yes	100%	7	97.50%	40	-0.39	Yes	100%	2	100%	70	.	Yes	100%	6	96.15%	52	-0.46
ND	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	66.67%	18	31.54%	279	2.93	N/A	35%	20	34.51%	339	0.06	N/A	35.71%	14	32.43%	370	0.27	N/A	40%	15	33.23%	319	0.54
ND	14--03	OP-3	Install Commit Met, Centrex%	D	P			94.74%	19		N/A			95.45%	44		N/A			70.59%	17		N/A			28.57%	7	
ND	14--03	OP-3	Install Commit Met, Centrex%	ND	P						N/A			100%	1		N/A			0%	1		N/A			66.67%	3	
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			4.05	19		N/A			4.14	44		N/A			5.53	17		N/A			16.57	7	
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P						N/A			4	1		N/A			12	1		N/A			7.67	3	
ND	14--03	OP-5	New Service Install Quality, Centrex%		P			59.38%	32		N/A			90.63%	32		N/A			50%	14		N/A			84.62%	13	
ND	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			93.75%	32		N/A			64.29%	14		N/A			84.62%	13	
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			1	1		N/A			3	1		N/A						N/A			6	1	
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A			5	1	
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A			2	1		N/A			7.2	5		N/A			19.5	4	
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A			7	1		N/A					
ND	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			0	1		N/A			3	1		N/A			1.5	2		N/A			9	2	
ND	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			0			N/A			0			N/A			0			N/A			0		
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			90%	10		N/A			92.86%	14		N/A			80%	10		N/A	100%	1	71.43%	14	-0.61
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100%	5		N/A			100%	4		N/A			100%	5		N/A			100%	2	
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			91.67%	12		N/A			94.44%	18		N/A			100%	15		N/A	100%	2	100%	16	.
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100%	18		N/A			100%	9		N/A			100%	11		N/A			100%	7	
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			13:47	12		N/A			19:49	18		N/A			19:18	15		N/A	13:39	2	18:19	16	-0.52
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			4:17	18		N/A			5:27	9		N/A			2:07	11		N/A			5:10	7	
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			0%	12		N/A			10%	20		N/A			20%	15		N/A	50%	2	17.65%	17	0.8
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			16.67%	18		N/A			22.22%	9		N/A			9.09%	11		N/A			14.29%	7	
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			11.11%	18		N/A			20%	10		N/A	0%	1	17.65%	17	-0.45
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			40%	5		N/A			10%	10		N/A			33.33%	3	
ND	14--03	MR-8	Trouble Rate, Centrex%		P	0%	13	0.35%	8583	-0.21	Yes	0%	13	0.34%	8583	-0.21	Yes	0%	13	0.30%	8583	-0.2	Yes	15.38%	13	0.28%	8583	3.45
ND	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0%	13	0.27%	8583	-0.19	Yes	0%	13	0.23%	8583	-0.17	Yes	7.69%	13	0.23%	8583	2.17
ND	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			83.33%	12		N/A			90%	20		N/A			80%	15		N/A	100%	2	88.24%	17	-0.49
ND	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			94.44%	18		N/A			88.89%	9		N/A			100%	11		N/A			85.71%	7	
ND	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			36.17%	47		N/A			12.12%	33		N/A			29.73%	37		N/A	0%	2	20%	30	-0.68
ND	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			100%	6		N/A	100%	1	100%	3	.	Yes			100%	3		N/A	100%	1	100%	4	.
ND	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100%	6	100%	5	.	Yes	100%	3	100%	5	.	Yes	100%	2	80%	5	-0.6	Yes	100%	3	100%	3	.
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			2.33	3		N/A	3	1	3.4	5	-0.32	Yes			1.67	3		N/A	4.67	3	1.67	3	1.68
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			3.29	7		N/A	2	1	1.67	3	-0.42	Yes			3.33	3		N/A	6	1	3.5	4	1.22
ND	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100%	5	100%	10	.	Yes	100%	3	100%	8	.	Yes	100%	3	75%	8	-0.85	Yes	75%	4	54.55%	11	-0.7
ND	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100%	3	100%	8	.	Yes	100%	3	87.50%	8	-0.56	Yes	75%	4	54.55%	11	-0.7
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A					
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A			1	1		N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	100%	17	90.87%	230	-1.26	Yes	0				
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A	2	1	7.56	16	-0.39	Yes	0				
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A			11	2		N/A	0				
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			6.69	13		N/A	0				
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A						N/A	0				
ND	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A	196	1	83.57	42	0.87	N/A	0				
ND	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A	0		9		-0.52	N/A	0				
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	80%	5	92.44%	119	0.84	Yes	1	22	77.27%	89.51%	-12.23%
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes	100%	3	100%	30	.	Yes	0				
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	6	94.48%	163	-0.58	Yes	0				
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	Yes	100%	5	100%	64	.	Yes	0				
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	Yes	9:21	5	3:45	64	1.77	No	1	22	7:15	6:29	0:46
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	9:20	6	17:37	163	-1.13	Yes	0				
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	16.67%	6	10.30%	165	0.48	Yes	0				
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	20%	5	12.50%	64	0.44	Yes	0				
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	20%	5	8.76%	137	0.74	Yes	0				
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	Yes			12.82%	39		N/A	0				
ND	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.96%	1150	0.64%	35593	1.31	Yes	1	5698	0.84%	0.62%	0.22%
ND	14--02	MR-8*	Trouble Rate, Business%		P	Yes	0.43%	1150	0.49%	35593	-0.28	Yes	0				
ND	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100%	6	92.73%	165	-0.67	Yes	0				
ND	14--02	MR-9	Repair Appoint Met, Business%	ND	P	Yes	100%	5	100%	64	.	Yes	0				
ND	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	21.43%	14	29.10%	323	-0.62	N/A	0				
ND	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			86.67%	15		N/A	0				
ND	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A						N/A	0				
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			6.87	15		N/A	0				
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A						N/A	0				
ND	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			100%	12		N/A	0				
ND	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			100%	12		N/A	0				
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A			3	1		N/A	0				
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A			32	1		N/A	0				
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
ND	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			21.33	3		N/A	0				
ND	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A			3			N/A	0				
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	Yes			100%	8		N/A	0				
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100%	2		N/A	0				
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	Yes			100%	10		N/A	0				
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	N/A			100%	3		N/A	0				
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	Yes			12:23	10		N/A	0				
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A			2:34	3		N/A	0				
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	Yes			0%	11		N/A	0				
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A			33.33%	3		N/A	0				
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	Yes			0%	11		N/A	0				
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A			50%	2		N/A	0				
ND	14--03	MR-8	Trouble Rate, Centrex%		P	No	0%	13	0.16%	8615	-0.15	Yes	1	65	3.08%	0.29%	2.79%
ND	14--03	MR-8*	Trouble Rate, Centrex%		P	No	0%	13	0.15%	8615	-0.14	Yes	1	52	1.92%	0.22%	1.70%
ND	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	Yes			90.91%	11		N/A	0				
ND	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A			100%	3		N/A	0				
ND	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A			30%	20		N/A	0				
ND	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	Yes	100%	1	85.71%	7	-0.38	Yes	0				
ND	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	Yes	100%	3	71.43%	7	-0.92	Yes	0				
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	No			9.43	7		N/A	1	4	4.25	4.76	(0.51)
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	Yes	9	1	5.25	8	0.86	Yes	0				
ND	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	66.67%	3	52.94%	17	-0.44	Yes	0				
ND	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes	100%	3	70.59%	17	-1.03	Yes	0				
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			5	2		N/A	0				
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A			22	2		N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	14--02	OP-5*	New Service Install Quality, Business%		P	
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
ND	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
ND	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
ND	14--02	MR-8	Trouble Rate, Business%		P	
ND	14--02	MR-8*	Trouble Rate, Business%		P	
ND	14--02	MR-9	Repair Appoint Met, Business%	D	P	
ND	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
ND	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
ND	14--03	OP-3	Install Commit Met, Centrex%	D	P	
ND	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
ND	14--03	OP-5	New Service Install Quality, Centrex%		P	
ND	14--03	OP-5*	New Service Install Quality, Centrex%		P	
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P	
ND	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
ND	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
ND	14--03	MR-8	Trouble Rate, Centrex%		P	
ND	14--03	MR-8*	Trouble Rate, Centrex%		P	
ND	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
ND	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
ND	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
ND	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
ND	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
ND	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
ND	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A					
ND	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			87.5	4		N/A			95	3		N/A			55.25	4		N/A			43.5	4	
ND	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			0			N/A			0			N/A			0			N/A			0		
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100%	3	100%	13	.	Yes			100%	14		N/A			75%	16		N/A	100%	3	80%	15	-0.79
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100%	2		N/A			100%	4		N/A	100%	1	100%	1	.	Yes			100%	3	
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100%	4	89.47%	19	-0.62	Yes			100%	17		N/A	100%	1	83.33%	18	-0.44	Yes	100%	3	100%	20	.
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100%	6		N/A	100%	2	100%	5	.	Yes	100%	1	100%	2	.	Yes			100%	7	
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	8:56	4	17:21	19	-0.8	Yes			14:47	17		N/A	2:02	1	20:32	18	-0.58	Yes	16:24	3	15:34	20	0.08
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:48	6		N/A	5:09	2	13:01	5	-1.41	Yes	0:32	1	0.125	2	-0.61	Yes			19:48	7	
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0%	4	21.05%	19	-0.94	Yes			16.67%	18		N/A	0%	1	10.53%	19	-0.33	Yes	25%	4	0%	20	1.46
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			33.33%	6		N/A	0%	2	20%	5	-0.6	Yes	0%	1	0%	2	.	Yes			14.29%	7	
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			17.65%	17		N/A			6.25%	16		N/A	25%	4	0%	19	1.43
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			33.33%	3		N/A			0%	2		N/A			25%	4	
ND	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.77%	518	0.64%	3920	0.36	Yes	0.39%	518	0.59%	3920	-0.56	Yes	0.39%	518	0.54%	3920	-0.44	Yes	0.77%	518	0.69%	3920	0.22
ND	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0%	518	0.51%	3920	-1.53	Yes	0%	518	0.46%	3920	-1.45	Yes	0.77%	518	0.59%	3920	0.52
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100%	4	100%	19	.	Yes			94.44%	18		N/A	100%	1	100%	19	.	Yes	100%	4	80%	20	-0.91
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			100%	6		N/A	100%	2	100%	5	.	Yes	100%	1	100%	2	.	Yes			71.43%	7	
ND	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0%	4	34.21%	38	-1.37	N/A	0%	2	25.81%	31	-0.81	N/A	33.33%	3	30%	30	0.07	N/A	0%	4	18.18%	33	-0.89
ND	14--05	OP-3	Install Commit Met, PBX%	D	P			0%	1		N/A			100%	1		N/A			100%	1		N/A					
ND	14--05	OP-3	Install Commit Met, PBX%	ND	P						N/A			50%	2		N/A						N/A					
ND	14--05	OP-3	Install Commit Met, PBX%		P	100%	2	66.67%	3	-0.77	Yes	100%	3	0%	1	.	N/A	100%	1	100%	2	.	Yes	100%	2	100%	4	.
ND	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			11	1		N/A			3	1		N/A			14	1		N/A					
ND	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A			13	2		N/A						N/A					
ND	14--05	OP-4	Install Interv, PBX, Avg Days		P	2	1	15.8	5	-0.7	Yes	4	3	44	2	-6.2	Yes	6	1	19	3	-1.63	Yes	7	2	3.75	4	0.86
ND	14--05	OP-5	New Service Install Quality, PBX%		P	66.67%	3	100%	6	0.98	Yes	100%	2	80%	5	-0.6	Yes	100%	2	50%	4	-1.15	Yes	0%	1	50%	4	0.48
ND	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100%	2	100%	5	.	Yes	100%	2	100%	4	.	Yes	0%	1	75%	4	0.88
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			4	1		N/A						N/A						N/A					
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A			20	1		N/A						N/A					
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			20.5	2		N/A			32	2		N/A			23	1		N/A					
ND	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			124	1		N/A			104	1		N/A			42	2		N/A			60	1	
ND	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			0			N/A			0			N/A			0			N/A			0		
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	2	100%	5	.	Yes			100%	4		N/A	100%	1	100%	3	.	Yes	100%	5	100%	6	.
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	100%	1	100%	4	.	Yes			100%	2		N/A	100%	1	60%	5	-0.75	Yes			83.33%	6	
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100%	1	100%	4	.	Yes			87.50%	8		N/A	100%	1	100%	6	.	Yes			100%	9	
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	2	100%	5	.	Yes			100%	8		N/A	100%	1	100%	6	.	Yes	100%	5	100%	8	.
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:44	2	1:30	5	-0.59	Yes			2:37	8		N/A	2:55	1	0:43	6	1.41	Yes	0:57	5	1:40	8	-0.97
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	22:41	1	17:24	4	0.37	Yes			######	8		N/A	22:16	1	17:53	6	0	Yes			16:18	9	
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	100%	2	20%	5	1.61	Yes			12.50%	8		N/A	0%	1	0%	6	.	Yes	60%	5	0%	8	2.2
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	0%	1	0%	4	.	Yes			22.22%	9		N/A	0%	1	0%	6	.	Yes			10%	10	
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			14.29%	7		N/A	0%	1	0%	5	.	Yes			10%	10	
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			0%	1		N/A			0%	2		N/A	50%	4	0%	3	1.17
ND	14--05	MR-8	Trouble Rate, PBX%		P	0.23%	1281	0.13%	7176	1.01	Yes	0%	1262	0.20%	8589	-1.48	Yes	0.16%	1250	0.14%	8645	0.19	Yes	0.42%	1203	0.20%	8808	1.52
ND	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0%	1262	0.09%	8589	-1.01	Yes	0.08%	1250	0.08%	8645	-0.01	Yes	0.33%	1203	0.15%	8808	1.57
ND	14--05	MR-9	Repair Appoint Met, PBX%	D	P	100%	1	100%	4	.	Yes			66.67%	9		N/A	100%	1	83.33%	6	-0.41	Yes			80%	10	
ND	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100%	2		N/A			100%	4		N/A			100%	4		N/A	100%	1	100%	4	.
ND	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	25%	4	18.18%	11	0.19	N/A			29.17%	24		N/A	33.33%	3	42.86%	21	-0.31	N/A	16.67%	6	28%	25	-0.56
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A			100%	1	
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A			100%	1		N/A					
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			100%	14		N/A			100%	6		N/A			100%	8		N/A			100%	2	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A			8	1	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A			2	1		N/A					
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			6.08	13		N/A			6.8	5		N/A			14	4		N/A			20.67	3	
ND	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			90%	10		N/A			100%	8		N/A			100%	7		N/A			100%	7	
ND	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100%	8		N/A			100%	7		N/A			100%	7	
ND	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A						N/A			29	1	
ND	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			121.17	6		N/A			188.5	4		N/A			166.5	4		N/A			107.57	7	
ND	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			4			N/A			2			N/A			1			N/A			1		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A						N/A	0				
ND	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			63	2		N/A	0				
ND	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			0			N/A	0				
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	Yes			100%	7		N/A	0				
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A	100%	1	100%	4	.	Yes	0				
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	Yes	100%	1	100%	12	.	Yes	0				
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	N/A	100%	1	100%	16	.	Yes	0				
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	Yes	22:35	1	12:00	12	1.13	Yes	0				
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	N/A	3:23	1	2:36	16	0.6	Yes	0				
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	Yes	0%	1	8.33%	12	-0.29	Yes	0				
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A	0%	1	12.50%	16	-0.37	Yes	0				
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	Yes			9.09%	11		N/A	0				
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			20%	10		N/A	0				
ND	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0.39%	510	0.71%	3959	-0.8	Yes	0				
ND	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	0%	510	0.53%	3959	-1.55	Yes	0				
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	Yes	100%	1	100%	12	.	Yes	0				
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	N/A	100%	1	100%	16	.	Yes	0				
ND	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A	50%	4	12.50%	32	1.57	N/A	0				
ND	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			100%	3		N/A	0				
ND	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A						N/A	0				
ND	14--05	OP-3	Install Commit Met, PBX%		P	Yes						N/A	0				
ND	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			3	3		N/A	0				
ND	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A						N/A	0				
ND	14--05	OP-4	Install Interv, PBX, Avg Days		P	Yes						N/A	0				
ND	14--05	OP-5	New Service Install Quality, PBX%		P	Yes			88.89%	9		N/A	0				
ND	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes			88.89%	9		N/A	0				
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A						N/A	0				
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A						N/A	0				
ND	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			22.5	2		N/A	0				
ND	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			0			N/A	0				
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes	0%	1	100%	11	1.85	No	1	9	88.89%	100.00%	-11.11%
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A			100%	7		N/A	0				
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	N/A			100%	8		N/A	0				
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	Yes	100%	1	100%	15	.	Yes	0				
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes	25:26:00	1	1:47	15	3.72	No	1	9	3:50	1:44	2:06
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A			11:20	8		N/A	0				
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	No	0%	1	20%	15	-0.48	Yes	1	9	55.56%	11.90%	43.65%
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	N/A			25%	8		N/A	0				
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A			16.67%	6		N/A	0				
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	Yes			20%	10		N/A	0				
ND	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.09%	1106	0.26%	8904	-1.04	Yes	0				
ND	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0%	1106	0.18%	8904	-1.33	Yes	0				
ND	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A			85.71%	7		N/A	0				
ND	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	Yes	100%	1	83.33%	6	-0.41	Yes	0				
ND	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	0%	1	17.86%	28	-0.46	N/A	0				
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100%	1		N/A	0				
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A			100%	1		N/A	0				
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			85.71%	7		N/A	0				
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			1	1		N/A	0				
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			13.71	7		N/A	0				
ND	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	N/A	100%	1	100%	6	.	Yes	0				
ND	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	N/A	100%	1	100%	6	.	Yes	0				
ND	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			47	1		N/A	0				
ND	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			102	6		N/A	0				
ND	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			1			N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
ND	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
ND	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
ND	14--04	MR-8	Trouble Rate, Centrex 21%		P	
ND	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
ND	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
ND	14--05	OP-3	Install Commit Met, PBX%	D	P	
ND	14--05	OP-3	Install Commit Met, PBX%	ND	P	
ND	14--05	OP-3	Install Commit Met, PBX%		P	
ND	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
ND	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
ND	14--05	OP-4	Install Interv, PBX, Avg Days		P	
ND	14--05	OP-5	New Service Install Quality, PBX%		P	
ND	14--05	OP-5*	New Service Install Quality, PBX%		P	
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
ND	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
ND	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
ND	14--05	MR-8	Trouble Rate, PBX%		P	
ND	14--05	MR-8*	Trouble Rate, PBX%		P	
ND	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
ND	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
ND	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
ND	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
ND	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
ND	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
ND	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
ND	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100%	5		N/A						N/A			100%	3		N/A			100%	3	
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100%	3		N/A			100%	2		N/A			100%	7		N/A			100%	8	
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	5		N/A						N/A			100%	3		N/A			100%	3	
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	3		N/A			100%	2		N/A			100%	7		N/A			100%	8	
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			2:40	5		N/A						N/A			9:15	3		N/A			3:37	3	
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:32	3		N/A			0:56	2		N/A			1:36	7		N/A			1:07	8	
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			0%	5		N/A						N/A			0%	3		N/A			0%	3	
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			66.67%	3		N/A			0%	2		N/A			14.29%	7		N/A			25%	8	
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A						N/A			0%	3		N/A			0%	2	
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A						N/A			0%	1		N/A			100%	1	
ND	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	15	0.92%	867	-0.37	Yes	0%	15	0.23%	864	-0.18	Yes	0%	15	1.15%	870	-0.41	Yes	0%	16	1.27%	867	-0.45
ND	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	15	0%	864	.	Yes	0%	15	0.46%	870	-0.26	Yes	0%	16	0.35%	867	-0.23
ND	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A					
ND	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			52.94%	17		N/A			66.67%	6		N/A			16.67%	12		N/A			42.11%	19	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			82.35%	17		N/A			83.33%	12		N/A			80%	10		N/A			100%	9	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100%	2	97.85%	233	-0.21	Yes	100%	1	97.25%	218	-0.17	Yes			97.39%	307		N/A			99.57%	232	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%		P						N/A			0%	1		N/A			100%	1		N/A			100%	5	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	5.5	2	4.83	174	2.29	No	3	1	4.89	168	-3.32	Yes			4.95	160		N/A			9.6	141	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6.22	18		N/A			5.58	12		N/A			10.85	13		N/A			11.2	10	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P						N/A			5	1		N/A			6	1		N/A			1.4	5	
ND	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100%	2	100%	242	.	Yes	100%	1	99.28%	277	-0.09	Yes			99.30%	284		N/A			100%	244	
ND	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100%	1	99.28%	277	-0.09	Yes			99.30%	284		N/A			100%	244	
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3	3		N/A			3.5	2		N/A			7	3		N/A					
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A			2.17	6		N/A			4.75	4		N/A			11	1	
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A			5	1		N/A						N/A					
ND	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A					
ND	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			95%	20		N/A			100%	28		N/A			80%	40		N/A			91.67%	12	
ND	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			95%	20		N/A			100%	28		N/A			97.50%	40		N/A			91.67%	12	
ND	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			8:23	20		N/A			4:53	28		N/A			13:32	40		N/A			6:45	12	
ND	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			30%	20		N/A			57.14%	28		N/A			47.50%	40		N/A			25%	12	
ND	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			44.44%	18		N/A			45.83%	24		N/A			25%	8	
ND	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0%	3	1.22%	1634	-0.19	Yes	0%	3	1.66%	1683	-0.23	Yes	0%	3	2.30%	1739	-0.27	Yes	0%	3	0.67%	1789	-0.14
ND	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	3	1.07%	1683	-0.18	Yes	0%	3	1.38%	1739	-0.2	Yes	0%	3	0.45%	1789	-0.12
ND	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			52.38%	42		N/A			50.88%	57		N/A			45.21%	73		N/A			47.83%	23	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A						N/A			100%	2	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100%	31		N/A						N/A					
ND	14--08	OP-3	Install Commit Met, ISDN Primary%		P			100%	2		N/A			12.73%	55		N/A	0%	1	25%	4	0.07	Yes			94.12%	17	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A			7.5	2	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			0	31		N/A						N/A					
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			13.94	32		N/A			124.64	56		N/A	39	1	10	2	0.62	Yes			14.23	13	
ND	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			98.33%	60		N/A	100%	1	100%	46	.	Yes	100%	1	94.74%	19	-0.23	Yes			96.55%	29	
ND	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100%	1	100%	46	.	Yes	100%	1	100%	19	.	Yes			100%	29	
ND	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P						N/A			110.63	49		N/A	26	1	5	3	.	N/A			3.4	5	
ND	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS						N/A						N/A			107	48		N/A	7	1	85	49	.
ND	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS						N/A						N/A			23			N/A	1		0		2.44
ND	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			75%	4		N/A			66.67%	3		N/A			75%	4		N/A			100%	3	
ND	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:47	4		N/A			2:34	3		N/A			2:36	4		N/A			1:05	3	
ND	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			0%	4		N/A			0%	3		N/A			25%	4		N/A			33.33%	3	
ND	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0%	3		N/A			0%	2		N/A					
ND	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0%	137	0.03%	15088	-0.19	Yes	0%	135	0.02%	15472	-0.16	Yes	0%	120	0.03%	14296	-0.18	Yes	0%	120	0.02%	14248	-0.16
ND	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0%	135	0.02%	15472	-0.16	Yes	0%	120	0.01%	14296	-0.13	Yes	0%	120	0%	14248	.
ND	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			20%	5		N/A			0%	3		N/A			0%	4		N/A			0%	3	
ND	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A					
ND	14--09	OP-3	Install Commit Met, DS0%	ND	P	100%	1				N/A						N/A	100%	1				N/A	0%	1	100%	1	0.67
ND	14--09	OP-3	Install Commit Met, DS0%		P			40%	5		N/A	100%	1	57.14%	7	-0.81	Yes	100%	2	100%	1	.	Yes	100%	12	100%	3	.
ND	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A					
ND	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	6	1				N/A						N/A	4	1				N/A	13	1	4	1	.

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			100%	2		N/A	0				
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	4		N/A	0				
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	2		N/A	0				
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	4		N/A	0				
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			3:44	2		N/A	0				
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A			1:41	4		N/A	0				
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			0%	2		N/A	0				
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			0%	4		N/A	0				
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			0%	2		N/A	0				
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			0%	1		N/A	0				
ND	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	16	0.66%	906	-0.32	Yes	0				
ND	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	16	0.33%	906	-0.23	Yes	0				
ND	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
ND	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			25%	8		N/A	0				
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			100%	6		N/A	0				
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A			99.57%	231		N/A	0				
ND	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			100%	4		N/A	0				
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A			9.74	161		N/A	1	3	4.67	6.69	(2.02)
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			9.17	6		N/A	0				
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A			6.75	4		N/A	0				
ND	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	N/A			99.63%	270		N/A	0				
ND	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	N/A			99.63%	270		N/A	0				
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A	0				
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A			11	1		N/A	0				
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
ND	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A	0				
ND	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			91.30%	23		N/A	0				
ND	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			95.65%	23		N/A	0				
ND	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			11:34	23		N/A	0				
ND	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			21.74%	23		N/A	0				
ND	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			16.67%	12		N/A	0				
ND	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0%	3	1.21%	1895	-0.19	Yes	0				
ND	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	3	0.63%	1895	-0.14	Yes	0				
ND	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			50%	46		N/A	0				
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A			100%	1		N/A	0				
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A						N/A	0				
ND	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			100%	2		N/A	0				
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A			2	1		N/A	0				
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			14.5	22		N/A	0				
ND	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			93.75%	16		N/A	0				
ND	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			93.75%	16		N/A	0				
ND	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			13	1		N/A	0				
ND	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			62.49	51		N/A	0				
ND	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			0			N/A	0				
ND	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A			100%	2		N/A	0				
ND	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A			2:07	2		N/A	0				
ND	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A			50%	2		N/A	0				
ND	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A			50%	2		N/A	0				
ND	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0%	120	0.01%	14003	-0.13	Yes	0				
ND	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	Yes	0%	120	0.01%	14003	-0.13	Yes	0				
ND	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A			33.33%	3		N/A	0				
ND	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A			50%	2		N/A	0				
ND	14--09	OP-3	Install Commit Met, DS0%	ND	P	Yes						N/A	0				
ND	14--09	OP-3	Install Commit Met, DS0%		P	Yes			33.33%	3		N/A	0				
ND	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A			18.5	2		N/A	0				
ND	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
ND	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
ND	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
ND	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
ND	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
ND	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
ND	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
ND	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
ND	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
ND	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
ND	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
ND	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
ND	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
ND	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
ND	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
ND	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
ND	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
ND	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
ND	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
ND	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
ND	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
ND	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
ND	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
ND	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
ND	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
ND	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
ND	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
ND	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
ND	14--09	OP-3	Install Commit Met, DS0%	D	P	
ND	14--09	OP-3	Install Commit Met, DS0%	ND	P	
ND	14--09	OP-3	Install Commit Met, DS0%		P	
ND	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
ND	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	14--09	OP-4	Install Interv, DS0, Avg Days		P			10.8	5		N/A	5	1	13.29	7	-0.69	Yes	6.5	2	5	1	.	N/A	6.67	12	6	3	-0.32
ND	14--09	OP-5	New Service Install Quality, DS0%		P	100%	1	50%	6	-0.93	Yes	100%	2	50%	4	-1.15	Yes	100%	8	0%	3	.	N/A	100%	7	40%	5	-2.09
ND	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100%	2	50%	4	-1.15	Yes	100%	8	0%	3	.	N/A	100%	7	40%	5	-2.09
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A					
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A	8	1			
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			7.33	3		N/A			15.33	3		N/A						N/A					
ND	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS						N/A			86.33	3		N/A			210	1		N/A			74.33	3	
ND	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS						N/A			1			N/A			0			N/A			2		
ND	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	50%	2	95.77%	71	1.65	No	100%	2	87.76%	49	-0.52	Yes			92.41%	79		N/A			91.01%	89	
ND	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	3:00	2	1:30	71	1.35	Yes	1:40	2	2:01	49	-0.2	Yes			1:29	79		N/A			1:58	89	
ND	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0%	2	12.68%	71	-0.53	Yes	0%	2	22.45%	49	-0.75	Yes			21.52%	79		N/A			29.21%	89	
ND	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	0%	2	31.03%	29	-0.92	Yes			23.53%	51		N/A			22%	50	
ND	14--09	MR-8	Trouble Rate, DS0%		P	1.18%	170	0.67%	10615	0.8	Yes	1.18%	169	0.47%	10429	1.18	Yes	0%	170	0.76%	10414	-1.13	Yes	0%	170	0.84%	10576	-1.19
ND	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	1.18%	169	0.28%	10429	1.68	No	0%	170	0.49%	10414	-0.91	Yes	0%	170	0.47%	10576	-0.89
ND	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	0%	2	59.66%	176	-1.71	N/A	33.33%	3	52.43%	103	-0.65	N/A			45.52%	145		N/A			41.45%	152	
ND	14--10	OP-3	Install Commit Met, DS1%		P			78.46%	130		N/A	0%	1	86.55%	119	1.5	Yes			88.80%	125		N/A	100%	1	76.25%	80	-0.55
ND	14--10	OP-4	Install Interv, DS1, Avg Days		P			18.79	135		N/A	11	1	16.61	151	-0.56	Yes			20.99	137		N/A	10	1	15.1	91	-0.47
ND	14--10	OP-5	New Service Install Quality, DS1%		P	0%	1	98.62%	145	2.38	No	0%	1	97.97%	148	2.27	No	0%	1	96.67%	120	2.09	No	100%	1	90.63%	128	-0.32
ND	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	0%	1	97.97%	148	2.27	No	0%	1	99.17%	120	2.47	No	100%	1	93.75%	128	-0.26
ND	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			15.8	25		N/A			14.8	15		N/A			17.29	17		N/A			17.48	23	
ND	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			29.8	5		N/A	2	1	19.33	3	-1.07	Yes			21	1		N/A			14	2	
ND	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			67.2	20		N/A			51.47	30		N/A			44.24	34		N/A			34.97	30	
ND	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			11			N/A			17			N/A			9			N/A			5		
ND	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100%	3	80.39%	51	-0.83	Yes	66.67%	3	83.56%	73	0.64	Yes	100%	2	76.39%	72	-0.78	Yes	100%	2	86.36%	88	-0.56
ND	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:09	3	2:29	51	-0.83	Yes	0.16667	3	3:08	73	0.67	Yes	3:12	2	3:07	72	0.45	Yes	0:35	2	2:19	88	-1.02
ND	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0%	3	33.33%	51	-1.19	Yes	33.33%	3	41.10%	73	-0.27	Yes	50%	2	36.11%	72	0.31	Yes	0%	2	40.91%	88	-1.16
ND	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	0%	1	47.37%	57	-0.94	Yes	50%	2	40.43%	47	0.18	Yes	0%	1	48.44%	64	-0.96
ND	14--10	MR-8	Trouble Rate, DS1%		P	5.56%	54	0.91%	5616	2.45	No	5.66%	53	1.29%	5660	2.11	No	3.85%	52	1.29%	5590	1.36	Yes	4%	50	1.56%	5637	1.21
ND	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	1.89%	53	1.01%	5660	0.63	Yes	3.85%	52	0.84%	5590	1.76	No	2%	50	1.14%	5637	0.59
ND	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	50%	6	33.77%	77	0.75	N/A	25%	4	23.16%	95	0.09	N/A	0%	2	27.27%	99	-0.86	N/A	0%	2	31.25%	128	-0.95
ND	14--11	OP-3	Install Commit Met, DS3%		P			60%	5		N/A			87.50%	8		N/A			100%	1		N/A			100%	28	
ND	14--11	OP-4	Install Interv, DS3, Avg Days		P			8.86	7		N/A			26	9		N/A			13.67	3		N/A			9.57	30	
ND	14--11	OP-5	New Service Install Quality, DS3%		P			100%	9		N/A			100%	6		N/A			100%	17		N/A			100%	18	
ND	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100%	6		N/A			100%	17		N/A			100%	18	
ND	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			5	1		N/A			67	1		N/A						N/A			17	2	
ND	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			30	1		N/A						N/A						N/A					
ND	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			35.5	2		N/A			27.67	3		N/A			18.25	4		N/A			44	4	
ND	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			1			N/A			2			N/A			0			N/A			0		
ND	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100%	2		N/A						N/A			0%	1		N/A			100%	1	
ND	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:31	2		N/A						N/A			15:39	1		N/A			1:04	1	
ND	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			50%	2		N/A						N/A			0%	1		N/A			0%	1	
ND	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A						N/A			0%	1		N/A			0%	1	
ND	14--11	MR-8	Trouble Rate, DS3%		P			0.67%	300		N/A			0%	298		N/A			0.34%	295		N/A			0.34%	292	
ND	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0%	298		N/A			0.34%	295		N/A			0.34%	292	
ND	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			0%	2		N/A						N/A			50%	2		N/A			66.67%	3	
ND	14--12	OP-3	Install Commit Met, Frame Relay%		P			69.23%	13		N/A			77.27%	22		N/A			90%	20		N/A			91.30%	23	
ND	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			9	1		N/A			26	1		N/A			13	1		N/A			4	1	
ND	14--12	OP-5	New Service Install Quality, Frame Relay%		P			94.44%	18		N/A			95.24%	21		N/A			90.91%	22		N/A			85%	20	
ND	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			95.24%	21		N/A			90.91%	22		N/A			85%	20	
ND	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			7.25	4		N/A			13.6	5		N/A			8.5	2		N/A			5	2	
ND	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			7	1		N/A						N/A						N/A					
ND	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS						N/A			0	2		N/A			26.5	2		N/A			6.67	3	
ND	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS						N/A			1			N/A			1			N/A			2		
ND	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			92.31%	13		N/A			86.67%	15		N/A			89.47%	19		N/A			90.32%	31	
ND	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:41	13		N/A			1:50	15		N/A			1:43	19		N/A			2:25	31	
ND	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			15.38%	13		N/A			13.33%	15		N/A			31.58%	19		N/A			16.13%	31	
ND	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			0%	8		N/A			11.11%	9		N/A			21.05%	19	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	14--09	OP-4	Install Interv, DS0, Avg Days		P	Yes			22.25	4		N/A	0				
ND	14--09	OP-5	New Service Install Quality, DS0%		P	Yes			33.33%	3		N/A	0				
ND	14--09	OP-5*	New Service Install Quality, DS0%		P	Yes			66.67%	3		N/A	0				
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A			23	1		N/A	0				
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	N/A						N/A	0				
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			32	2		N/A	0				
ND	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			84	2		N/A	0				
ND	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			1			N/A	0				
ND	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	N/A	100%	1	95.45%	66	-0.22	Yes	1	5	80.00%	92.66%	-12.66%
ND	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	N/A	1:22	1	1:14	66	0.47	Yes	0				
ND	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	N/A	0%	1	21.21%	66	-0.51	Yes	0				
ND	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A			6.06%	33		N/A	0				
ND	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0.65%	153	0.61%	10749	0.16	Yes	0				
ND	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0%	153	0.31%	10749	-0.68	Yes	1	662	0.30%	0.39%	-0.09%
ND	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A	0%	1	50.75%	134	-1.01	N/A	0				
ND	14--10	OP-3	Install Commit Met, DS1%		P	Yes	0%	1	69.72%	142	1.03	Yes	0				
ND	14--10	OP-4	Install Interv, DS1, Avg Days		P	Yes			17.85	157		N/A	0				
ND	14--10	OP-5	New Service Install Quality, DS1%		P	Yes	100%	1	97.30%	148	-0.17	Yes	3	5	40.00%	96.37%	-56.37%
ND	14--10	OP-5*	New Service Install Quality, DS1%		P	Yes	100%	1	97.97%	148	-0.14	Yes	2	4	50.00%	97.24%	-47.24%
ND	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A	29	1	14.79	42	1.57	Yes	0				
ND	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			18.4	5		N/A	0				
ND	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			26.03	33		N/A	0				
ND	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			8			N/A	0				
ND	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	0%	2	84%	50	2.22	No	1	12	75.00%	82.33%	-7.33%
ND	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	Yes	4:09	2	2:32	50	1.05	Yes	0				
ND	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	0%	2	24%	50	-0.78	Yes	0				
ND	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	Yes	0%	2	25.64%	39	-0.81	Yes	0				
ND	14--10	MR-8	Trouble Rate, DS1%		P	Yes	4.26%	47	0.89%	5641	1.8	No	3	256	4.69%	1.19%	3.50%
ND	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	4.26%	47	0.69%	5641	2	No	2	202	2.97%	0.92%	2.05%
ND	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	0%	2	32.43%	74	-0.97	N/A	0				
ND	14--11	OP-3	Install Commit Met, DS3%		P	N/A						N/A	0				
ND	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			23.25	4		N/A	0				
ND	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	5		N/A	0				
ND	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	5		N/A	0				
ND	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			37	1		N/A	0				
ND	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A	0				
ND	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			59.5	2		N/A	0				
ND	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			0			N/A	0				
ND	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			100%	1		N/A	0				
ND	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			0:58	1		N/A	0				
ND	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			0%	1		N/A	0				
ND	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			0%	1		N/A	0				
ND	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.34%	292		N/A	0				
ND	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.34%	292		N/A	0				
ND	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			0%	1		N/A	0				
ND	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			78.57%	14		N/A	0				
ND	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			10	2		N/A	0				
ND	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			100%	14		N/A	0				
ND	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			100%	14		N/A	0				
ND	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			5.33	6		N/A	0				
ND	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A						N/A	0				
ND	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			21.5	2		N/A	0				
ND	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			0			N/A	0				
ND	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			95%	20		N/A	0				
ND	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			1:27	20		N/A	0				
ND	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			0%	20		N/A	0				
ND	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			0%	14		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	14--09	OP-4	Install Interv, DS0, Avg Days		P	
ND	14--09	OP-5	New Service Install Quality, DS0%		P	
ND	14--09	OP-5*	New Service Install Quality, DS0%		P	
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
ND	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
ND	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
ND	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
ND	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
ND	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
ND	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
ND	14--09	MR-8	Trouble Rate, DS0%		P	
ND	14--09	MR-8*	Trouble Rate, DS0%		P	
ND	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
ND	14--10	OP-3	Install Commit Met, DS1%		P	
ND	14--10	OP-4	Install Interv, DS1, Avg Days		P	
ND	14--10	OP-5	New Service Install Quality, DS1%		P	
ND	14--10	OP-5*	New Service Install Quality, DS1%		P	
ND	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
ND	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
ND	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
ND	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
ND	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
ND	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
ND	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
ND	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
ND	14--10	MR-8	Trouble Rate, DS1%		P	
ND	14--10	MR-8*	Trouble Rate, DS1%		P	
ND	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
ND	14--11	OP-3	Install Commit Met, DS3%		P	
ND	14--11	OP-4	Install Interv, DS3, Avg Days		P	
ND	14--11	OP-5	New Service Install Quality, DS3%		P	
ND	14--11	OP-5*	New Service Install Quality, DS3%		P	
ND	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
ND	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
ND	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
ND	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
ND	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
ND	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
ND	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
ND	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
ND	14--11	MR-8	Trouble Rate, DS3%		P	
ND	14--11	MR-8*	Trouble Rate, DS3%		P	
ND	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
ND	14--12	OP-3	Install Commit Met, Frame Relay%		P	
ND	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
ND	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
ND	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
ND	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
ND	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
ND	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
ND	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
ND	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
ND	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
ND	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
ND	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
ND	14--12	MR-8	Trouble Rate, Frame Relay%		P			0.90%	1441		N/A			1.03%	1453		N/A			1.30%	1465		N/A			2.12%	1464	
ND	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			0.55%	1453		N/A			0.61%	1465		N/A			1.30%	1464	
ND	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			35%	20		N/A			46.43%	28		N/A			42.42%	33		N/A			27.91%	43	
NE	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	15	100%	20	.	Yes	100%	19	100%	9	.	Yes	100%	1	100%	5	.	Yes	100%	2	100%	8	.
NE	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	10.76	21	11.78	23	-0.58	Yes	19.68	19	9.78	9	3.09	No	11	1	19.4	5	-1.28	Yes	7	2	19.09	11	-8.19
NE	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100%	20	87.50%	16	-1.13	Yes	100%	10	100%	7	.	Yes	100%	2	100%	8	.	Yes	100%	5	100%	13	.
NE	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	10	100%	7	.	Yes	100%	2	100%	8	.	Yes	100%	5	100%	13	.
NE	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A					
NE	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100%	1	100%	5	.	Yes	100%	4	100%	2	.	Yes	100%	2	100%	4	.	Yes	100%	1	100%	4	.
NE	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:45	1	0:59	5	-0.21	Yes	1:11	4	0:14	2	0.81	Yes	0:30	2	1:54	4	-1.63	Yes	0:03	1	0:42	4	-0.92
NE	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0%	1	20%	5	-0.46	Yes	0%	4	0%	2	.	Yes	0%	2	25%	4	-0.67	Yes	0%	1	25%	4	-0.52
NE	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0%	3	0%	1	.	Yes	0%	2	0%	2	.	Yes					
NE	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0%	40730	0.01%	37592	-1.31	Yes	0.01%	39746	0.01%	37208	0.89	Yes	0.01%	37106	0.01%	35336	-0.75	Yes	0%	36074	0.01%	35360	-1.07
NE	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	39746	0%	37208	1.3	Yes	0.01%	37106	0.01%	35336	-0.05	Yes	0%	36074	0%	35360	.
NE	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	0%	1	28.57%	7	-0.59	N/A	42.86%	7	60%	5	-0.6	N/A	33.33%	3	33.33%	6	0	N/A	66.67%	3	42.86%	7	0.5
NE	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0%	4968	0%	5698	-8.29	Yes	0%	3960	0%	5698	-12.1	Yes	0%	5448	0%	5698	.	Yes	0%	4704	0%	5698	-8.17
NE	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	1416	0%	19596	-1.8	Yes	0%	1416	0%	20700	-1.76	Yes	0%	1704	0.01%	20700	-1.95	Yes	0%	1440	0%	20700	.
NE	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.18%	5784	0%	5698	3097.28	N/A	2.85%	5424	0%	5698	63824.5	N/A	0%	5448	0%	5698	.	N/A	0%	4704	0%	5698	-8.17
NE	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0%	1416	0%	19596	-1.8	N/A	0%	1416	0%	20700	-1.76	N/A	0%	1704	0.01%	20700	-1.95	N/A	0%	1440	0%	20700	.
NE	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A						N/A						N/A					
NE	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	118	1				Yes	115	1				Yes						N/A	91	2			
NE	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A						N/A						N/A					
NE	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	100%	2				Yes	100%	1				Yes						N/A	100%	2			
NE	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	10	2				Yes	8.33	3				Yes						N/A					
NE	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100%	2				Yes	100%	3				Yes						N/A					
NE	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.38	1389925	5.2	1304952	-414.24	Yes	1.75	1281546	6.11	1422905	-424.79	Yes	1.62	1076838	6.54	1437651	-462.1	Yes	1.49	950929	6.97	1187073	-414.19
NE	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100%	1160525				Yes	100%	1171956				Yes	100%	1418125				Yes	91.16%	779459			
NE	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.39	708642	5.2	1304952	-341.92	N/A	1.71	659520	6.11	1422905	-350.19	N/A	1.63	557052	6.54	1437651	-372.19	N/A	1.52	518375	6.97	1187073	-340.08
NE	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.38	681283	5.2	1304952	-338.08	N/A	1.79	622026	6.11	1422905	-337.31	N/A	1.6	519786	6.54	1437651	-364.89	N/A	1.44	432554	6.97	1187073	-323.56
NE	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100%	3213				N/A	100%	3101				N/A	100%	3132				N/A	99.96%	2771			
NE	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	98.46%	992421	99.40%	19412799	118.68	No	86.63%	870546.02	98.82%	17983423	1029.36	No	98.15%	1087597.2	99.15%	20878667	109.89	No	96.26%	944832.01	96.05%	20815599	-10.37
NE	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	89.27%	5323	88.20%	52115	-2.32	Yes	97.74%	4949	97.81%	58063	0.33	Yes	96.38%	3512	97.47%	53900	3.98	No	93.21%	2828	87.14%	54060	-9.4
NE	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
NE	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
NE	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
NE	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
NE	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
NE	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
NE	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
NE	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
NE	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
NE	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
NE	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
NE	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
NE	02--01	OA-1	Order Accuracy, %		NS	99.76%	2465				N/A	99.82%	2228				N/A	99.82%	1657				N/A					
NE	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
NE	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.03	2204	0.05	7219	-2.11	N/A	0.04	2593	0.04	8554	0.38	N/A	0.05	1884	0.04	8021	1.29	N/A	0.05	1556	0.05	7452	-0.64
NE	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
NE	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
NE	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
NE	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
NE	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			
NE	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

								May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
ND	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			1.37%	1458		N/A	0				
ND	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			0.96%	1458		N/A	0				
ND	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			37.50%	32		N/A	0				
NE	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	83.33%	6	90.91%	11	0.33	Yes	0				
NE	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	12.75	8	17.93	15	-2.65	Yes	1	51	14.25	14.84	(0.59)
NE	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100%	11	100%	13	.	Yes	0				
NE	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	11	100%	13	.	Yes	0				
NE	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	N/A	6	1	3	1	.	N/A	0				
NE	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	87.50%	8	80%	5	-0.33	Yes	0				
NE	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes	2:05	8	1:36	5	0.24	Yes	0				
NE	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	12.50%	8	0%	5	0.46	Yes	0				
NE	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	N/A	14.29%	7	0%	4	0.42	Yes	0				
NE	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.02%	35967	0.01%	36045	0.95	Yes	0				
NE	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0.02%	35967	0.01%	36045	1.07	Yes	0				
NE	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A	0%	8	0%	5	.	N/A	0				
NE	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0%	4704	0.01%	5746	-8.15	Yes	0				
NE	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0%	1440	0%	20991	.	Yes	0				
NE	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0%	4704	0.01%	5746	-8.15	N/A	0				
NE	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0%	1440	0%	20991	.	N/A	0				
NE	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	N/A	35	1				Yes	0				
NE	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	Yes						N/A	0				
NE	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	N/A	100%	1				Yes	0				
NE	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	Yes						N/A	0				
NE	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	N/A	9	1				Yes	0				
NE	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	N/A	100%	1				Yes	0				
NE	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	1.52	1256599	6.79	1549723	-473.75	Yes	0				
NE	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	No	99.56%	842048				Yes	1	5372113	98.65%		
NE	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
NE	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
NE	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	3020				N/A	0				
NE	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	Yes	92.72%	851317.09	98.83%	20532175	513.75	No	4	4746713	94.75%	98.43%	-3.67%
NE	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	Yes	97.76%	2413	96.08%	54511	-4.16	Yes	1	19025	94.45%	93.44%	1.00%
NE	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
NE	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
NE	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
NE	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
NE	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
NE	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
NE	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
NE	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
NE	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
NE	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
NE	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
NE	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
NE	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
NE	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
NE	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.07	1184	0.03	8182	4.69	N/A	0				
NE	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
NE	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
NE	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
NE	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
NE	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				
NE	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
ND	14--12	MR-8	Trouble Rate, Frame Relay%		P	
ND	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
ND	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
NE	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
NE	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
NE	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
NE	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
NE	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
NE	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
NE	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
NE	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
NE	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
NE	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
NE	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
NE	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
NE	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
NE	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
NE	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
NE	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
NE	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
NE	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
NE	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	
NE	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
NE	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
NE	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
NE	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
NE	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
NE	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
NE	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
NE	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
NE	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
NE	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
NE	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
NE	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
NE	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
NE	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
NE	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
NE	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
NE	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
NE	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
NE	02--01	GA-4	System Avail - EXACT, %		99.25%	
NE	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
NE	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
NE	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
NE	02--01	OA-1	Order Accuracy, %		NS	
NE	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
NE	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
NE	02--01	PO-16	Timely Release Notifs, %		92.50%	
NE	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
NE	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
NE	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
NE	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	02--01	PO-1A-10(t	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
NE	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
NE	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
NE	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
NE	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
NE	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
NE	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
NE	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
NE	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
NE	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
NE	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
NE	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
NE	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
NE	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
NE	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
NE	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
NE	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
NE	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
NE	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
NE	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
NE	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
NE	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
NE	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
NE	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
NE	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
NE	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
NE	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
NE	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
NE	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
NE	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
NE	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
NE	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
NE	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
NE	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
NE	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
NE	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
NE	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
NE	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
NE	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
NE	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
NE	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
NE	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
NE	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
NE	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	77.40%	947				N/A	83.07%	1181				N/A	77.31%	921				N/A	84.07%	1394			
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	47.62%	399				N/A	54.27%	433				N/A	47.95%	390				N/A	57.06%	326			
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	66.73%	1993				N/A	64.40%	2534				N/A	78.47%	3209				N/A	76.27%	2031			
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	87.26%	1248				N/A	86.77%	1051				N/A	81.88%	607				N/A	74.56%	169			
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	77.59%	232				N/A	76.24%	303				N/A	75.16%	322				N/A	50.66%	227			
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	70.18%	550				N/A	72.28%	725				N/A	75.44%	733				N/A	62.02%	387			
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0%	1				N/A	0%	5				N/A	0%	1				N/A					
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	84.78%	46				N/A	68.18%	22				N/A	52.63%	19				N/A	42.86%	14			
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	96.70%	758				Yes	96.37%	1018				Yes	94.43%	754				No	94.98%	1234			
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	93.60%	203				Yes	90.38%	260				Yes	91.67%	204				Yes	93.47%	199			
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	97.72%	1361				Yes	96.68%	1688				Yes	97.79%	2575				Yes	98.66%	1570			
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	98.46%	1106				Yes	98.49%	926				Yes	94.67%	525				Yes	93.33%	135			
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	97.83%	184				Yes	99.57%	232				Yes	96.03%	252				Yes	66.47%	173			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	02--01	PO-1A-10(t	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
NE	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
NE	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
NE	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
NE	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
NE	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
NE	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
NE	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
NE	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
NE	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
NE	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
NE	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
NE	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
NE	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
NE	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
NE	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
NE	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
NE	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
NE	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
NE	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
NE	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
NE	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
NE	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
NE	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
NE	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
NE	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
NE	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
NE	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
NE	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
NE	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
NE	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
NE	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
NE	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
NE	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
NE	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
NE	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
NE	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
NE	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
NE	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
NE	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
NE	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
NE	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
NE	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
NE	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	73.81%	970				N/A	0				
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	47.15%	403				N/A	0				
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	N/A	73.80%	1889				N/A	0				
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	71.79%	273				N/A	0				
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	77.83%	221				N/A	0				
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	76.55%	452				N/A	0				
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A						N/A	0				
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	52.63%	19				N/A	0				
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	No	94.33%	759				No	3	4523	95.38%		
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	98.45%	193				Yes	0				
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	Yes	98.66%	1413				Yes	0				
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	Yes	94.69%	207				Yes	0				
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	No	96.63%	178				Yes	1	1019	92.25%		

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	02--01	PO-1A-10(t	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
NE	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
NE	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
NE	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
NE	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
NE	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
NE	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
NE	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
NE	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
NE	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
NE	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
NE	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
NE	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
NE	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
NE	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
NE	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
NE	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
NE	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
NE	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
NE	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
NE	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
NE	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
NE	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
NE	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
NE	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
NE	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
NE	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
NE	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
NE	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
NE	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
NE	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
NE	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
NE	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
NE	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
NE	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
NE	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
NE	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	0%	1				No						N/A						N/A					
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	100%	39				Yes	100%	15				Yes	90.91%	11				Yes	100%	6			
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	94.15%	410				Yes	94.08%	557				Yes	93.42%	593				Yes	95.62%	251			
NE	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:21	66				Yes	3:06	116				Yes	1:34	84				Yes	2:19	185			
NE	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			
NE	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:58	25				Yes	1:49	47				Yes	2:11	29				Yes	1:41	45			
NE	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
NE	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	8:47	46				Yes	7:36	32				Yes	11:27	16				Yes	6:56	11			
NE	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
NE	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
NE	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
NE	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
NE	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	35.38%	130				N/A	30.77%	104				N/A	21.05%	76				N/A	20%	55			
NE	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	99.83%	1771				Yes	100%	1831				Yes	98.46%	1170				Yes	100%	1244			
NE	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	167				Yes	100%	204				Yes	100%	163				Yes	100%	161			
NE	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100%	1144				Yes	100%	1371				Yes	99.87%	2281				Yes	99.71%	1358			
NE	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	219				Yes	100%	243				Yes	99.60%	252				Yes	100%	119			
NE	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	375				Yes	100%	505				Yes	99.63%	540				Yes	100%	232			
NE	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	100%	354				Yes	97.82%	321				Yes	99.61%	295				Yes	99.16%	239			
NE	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	99.59%	242				Yes	98.80%	250				Yes	98.05%	256				Yes	98.29%	175			
NE	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100%	616				Yes	99.77%	855				Yes	100%	639				Yes	100%	447			
NE	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	100%	52				Yes	100%	74				Yes	100%	84				Yes	100%	116			
NE	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	98.66%	149				Yes	99.46%	184				Yes	99.43%	176				Yes	100%	141			
NE	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100%	1				Yes	100%	5				Yes	100%	1				Yes					
NE	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100%	38				Yes	100%	14				Yes	100%	21				Yes	100%	19			
NE	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100%	1				Yes	100%	7				Yes	100%	11				Yes	100%	3			
NE	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	97.50%	40				Yes	100%	47				Yes	100%	25				Yes	100%	20			
NE	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	21				Yes	100%	6				Yes	100%	4				Yes	100%	1			
NE	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	1:06	3921				Yes	1:34	4315				Yes	1:01	3728				Yes	0:13	2835			
NE	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:42	689				Yes	1:43	1050				Yes	0:59	604				Yes	0:17	583			
NE	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	89.90%	2257	96.60%	46978	17.17	No	87.58%	2544	96.34%	54736	23	No	98.40%	2066	96.81%	59168	-4.05	Yes	93.73%	1435	95.32%	51830	2.82
NE	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			96.60%	46978		N/A			96.34%	54736		N/A			96.81%	59168		N/A			95.32%	51830	
NE	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.5	2	4.65	112	0.79	Yes	3.33	3	4.85	124	0.13	Yes	6.25	4	5.26	134	-0.29	Yes	2	1	5.22	130	0.31
NE	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5.08	24	4.65	112	-0.34	Yes	5.53	36	4.85	124	-0.64	Yes	12.11	9	5.26	134	-2.94	Yes	4.5	2	5.22	130	-0.38
NE	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A					
NE	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P			4.65	112		N/A			4.85	124		N/A	1	1	5.26	134	0.94	Yes			5.22	130	
NE	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	16.67%	6	17.88%	179	-0.05	Yes	50%	2	22.60%	177	-0.92	Yes	20%	5	31.76%	148	0.46	Yes	33.33%	3	23.70%	135	-0.39
NE	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	60%	5	17.88%	179	-2.42	Yes	59.26%	27	22.60%	177	-4.24	Yes	10%	10	31.76%	148	1.46	Yes	0%	17	23.70%	135	2.54
NE	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A						N/A			0%	1		N/A			0%	1	
NE	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			17.88%	179		N/A	0%	2	22.60%	177	0.53	Yes			31.76%	148		N/A			23.70%	135	
NE	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100%	12	92.79%	1581	-0.96	Yes	94.44%	18	93.76%	1874	-0.12	Yes	100%	10	93.44%	1844	-0.84	Yes	100%	4	95.04%	1753	-0.46
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100%	985	98.74%	3814	-3.16	Yes	99.88%	861	99.45%	4866	-1.6	Yes	100%	352	99.59%	4118	-1.16	Yes	100%	44	99.38%	3887	-0.52
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.25	12	5.86	1594	-1.24	Yes	3.5	18	5.83	1879	-1.39	Yes	6.2	10	5.91	1851	0.31	Yes	3.75	4	5.65	1763	-0.61
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.01	949	3.8	3037	-11.32	Yes	2.98	851	3.54	3796	-6.21	Yes	2.93	341	3.6	3053	-10.78	Yes	2.86	36	3.55	2927	-3.04
NE	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	97.76%	938	85.26%	6080	-10.05	Yes	97.10%	621	81.76%	6361	-9.45	Yes	96.59%	205	83.51%	5811	-4.96	Yes	86.27%	51	84.81%	5945	-0.29
NE	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	97.26%	621	84.48%	6361	-8.4	Yes	97.07%	205	86.04%	5811	-4.48	Yes	88.24%	51	87.13%	5945	-0.23
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			7.38	61		N/A			4.8	50		N/A			3.04	55		N/A			4.14	36	
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			3.89	45		N/A	1	1	9.21	19	-0.3	Yes			3.93	15		N/A			4.5	22	
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			13.68	62		N/A	4	1	8.91	66	-0.55	Yes			10.86	69		N/A			10.67	51	
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			6	3		N/A			5.25	8		N/A			2	2		N/A			2	2	
NE	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	240	1	65.91	422	1.37	N/A	68.75	4	85.33	310	-0.35	N/A	77	5	85.64	262	-0.22	N/A	114.67	3	74.85	265	0.78
NE	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	0		130		-0.67	N/A	1		146		-0.88	N/A	2		121		-0.27	N/A	2		125		0.58
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	86.36%	22	92.63%	2834	1.06	Yes	92%	50	84.90%	3860	-1.39	Yes	82.35%	17	92.67%	3481	1.43	Yes	92.31%	13	92.60%	2987	0.13
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100%	11	96.96%	395	-0.58	Yes	100%	13	95.95%	667	-0.73	Yes	100%	13	97.41%	580	-0.58	Yes	66.67%	3	96.21%	449	1.58
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100%	25	97.45%	3650	-0.81	Yes	100%	52	96.22%	4917	-1.42	Yes	100%	22	98.48%	4349	-0.58	Yes	100%	19	98.11%	3960	-0.6
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100%	25	99.28%	832	-0.42	Yes	100%	22	99.10%	1227	-0.44	Yes	100%	20	99.66%	1167	-0.26	Yes	100%	9	99.71%	1026	-0.16

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	N/A						N/A	1	1	0.00%		
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	Yes	83.33%	12				No	1	83	96.39%		
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	96.65%	358				Yes	0				
NE	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	2:13	137				Yes	0				
NE	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				
NE	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	1:30	38				Yes	0				
NE	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
NE	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	11:10	20				Yes	0				
NE	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
NE	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
NE	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
NE	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
NE	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	31.25%	64				N/A	0				
NE	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	878				Yes	0				
NE	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	100%	160				Yes	0				
NE	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	100%	1241				Yes	0				
NE	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	181				Yes	0				
NE	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	343				Yes	0				
NE	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	98.77%	324				Yes	0				
NE	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	99.57%	232				Yes	0				
NE	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	100%	449				Yes	0				
NE	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	100%	54				Yes	0				
NE	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	100%	104				Yes	0				
NE	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	N/A						N/A	0				
NE	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	Yes	100%	24				Yes	0				
NE	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	Yes						N/A	0				
NE	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes	100%	14				Yes	0				
NE	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	100%	7				Yes	0				
NE	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:24	2886				Yes	0				
NE	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	0:46	584				Yes	0				
NE	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	No	96.44%	1768	95.34%	55228	-2.15	Yes	3	10070	92.75%	96.09%	-3.33%
NE	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			95.34%	55228		N/A	0				
NE	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	Yes	2.75	4	4.49	145	0.26	Yes	0				
NE	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	3.6	10	4.49	145	0.3	Yes	0				
NE	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A			13	1		N/A	0				
NE	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	N/A			4.49	145		N/A	0				
NE	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	66.67%	3	26.09%	161	-1.59	Yes	0				
NE	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	No	19.05%	21	26.09%	161	0.66	Yes	1	80	30.00%	24.13%	5.87%
NE	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A	0%	1	0%	5	.	Yes	0				
NE	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	N/A	0%	1	26.09%	161	0.31	Yes	0				
NE	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753	.	Yes	1	114504	82.87%	81.71%	1.16%
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	94.12%	17	94.17%	1905	0.1	Yes	0				
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100%	37	99.49%	4318	-0.43	Yes	0				
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	6	17	5.64	1917	0.44	Yes	0				
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	2.6	20	3.5	3190	-3.13	Yes	0				
NE	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	95.32%	278	84.78%	5971	-4.79	Yes	0				
NE	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	95.32%	278	87.34%	5971	-3.91	Yes	0				
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A	1	1	15.28	47	-0.19	Yes	0				
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			5.14	21		N/A	0				
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A			11.69	64		N/A	0				
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			6	1		N/A	0				
NE	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	72.75	4	67.33	259	0.3	N/A	0				
NE	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	1		112		-0.73	N/A	0				
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	100%	30	92.76%	2777	-1.52	Yes	0				
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	100%	7	98.34%	663	-0.34	Yes	0				
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	100%	37	98.68%	3713	-0.7	Yes	0				
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	12	99.92%	1299	-0.1	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
NE	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
NE	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
NE	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
NE	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
NE	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
NE	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
NE	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
NE	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
NE	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
NE	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
NE	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
NE	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
NE	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
NE	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
NE	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
NE	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
NE	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
NE	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
NE	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
NE	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
NE	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
NE	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
NE	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
NE	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
NE	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
NE	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
NE	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
NE	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
NE	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
NE	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
NE	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
NE	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
NE	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
NE	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
NE	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
NE	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
NE	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
NE	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
NE	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
NE	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
NE	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
NE	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	13:12	25	13:52	3650	-0.25	Yes	13:47	52	17:45	4917	-1.93	Yes	13:21	22	13:48	4349	-0.18	Yes	12:25	19	14:03	3960	-0.54
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	4:57	25	6:14	832	-0.69	Yes	3:36	22	8:05	1227	-1.86	Yes	3:24	20	7:30	1167	-2.03	Yes	5:58	9	6:12	1026	-0.08
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	19.23%	26	13.20%	3765	0.89	Yes	13.21%	53	12.90%	5054	0.11	Yes	13.64%	22	13.30%	4481	0.11	Yes	4.76%	21	11.57%	4096	-0.97
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	24%	25	12.50%	832	1.57	Yes	18.18%	22	15.32%	1227	0.4	Yes	10%	20	13.10%	1168	-0.41	Yes	11.11%	9	14.13%	1026	-0.26
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	14%	50	12.85%	4715	0.28	Yes	15.79%	19	13.09%	4201	0.39	Yes	5.56%	18	11.08%	3827	-0.74
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	26.67%	15	17.24%	493	0.92	Yes	13.33%	15	15.04%	585	-0.18	Yes	14.29%	7	13.37%	404	0.13
NE	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.24%	4102	1.32%	348729	-0.42	Yes	1.83%	4102	1.80%	348729	0.13	Yes	1.02%	4102	1.62%	348729	-3.01	Yes	0.73%	4102	1.47%	348729	-3.9
NE	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	1.58%	4102	1.49%	348729	0.48	Yes	0.83%	4102	1.37%	348729	-2.97	Yes	0.61%	4102	1.21%	348729	-3.51
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	96.15%	26	95.38%	3765	-0.19	Yes	94.34%	53	95.03%	5054	0.3	Yes	90.91%	22	95.83%	4481	1.05	Yes	95.24%	21	95.53%	4096	0.16
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100%	25	98.44%	832	-0.62	Yes	100%	22	99.02%	1227	-0.46	Yes	100%	20	98.20%	1168	-0.6	Yes	100%	9	99.03%	1026	-0.3
NE	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	29.17%	72	28.74%	6451	0.1	N/A	28.57%	105	31.38%	9153	-0.62	N/A	19.23%	52	27.40%	7781	-1.32	N/A	34.78%	46	28.57%	7171	0.93
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			100%	11		N/A			86.96%	23		N/A			100%	4		N/A			100%	7	
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P			75%	4		N/A			100%	2		N/A			100%	2		N/A					
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			3.64	11		N/A			7.91	23		N/A			4	4		N/A			3.57	7	
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P			3.25	4		N/A			1.5	2		N/A			1	2		N/A					
NE	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			60%	20		N/A			0%	16		N/A			28.57%	7		N/A			84.62%	13	
NE	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			18.75%	16		N/A			28.57%	7		N/A			84.62%	13	
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A			2.5	2		N/A						N/A					
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P			6	1		N/A						N/A						N/A					
NE	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A			12	1		N/A						N/A					
NE	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			1.17	6		N/A						N/A						N/A					
NE	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			0			N/A						N/A						N/A					
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			78.26%	23		N/A			88.89%	27		N/A			77.27%	22		N/A			100%	16	
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			100%	5		N/A			90.91%	11		N/A			100%	4		N/A			100%	3	
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			96.55%	29		N/A			100%	35		N/A			92.31%	26		N/A			100%	22	
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			90.91%	11		N/A			100%	20		N/A			100%	10		N/A			100%	9	
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			15:28	29		N/A			15:21	35		N/A			21:15	26		N/A			15:11	22	
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			12:20	11		N/A			7:04	20		N/A			2:13	10		N/A			2:57	9	
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			6.45%	31		N/A			14.29%	35		N/A			7.69%	26		N/A			13.64%	22	
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			0%	11		N/A			5%	20		N/A			0%	10		N/A			11.11%	9	
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			16.67%	30		N/A			8.70%	23		N/A			12.50%	16	
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			0%	12		N/A			0%	2		N/A			12.50%	8	
NE	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.30%	13923		N/A			0.40%	13904		N/A			0.26%	13909		N/A			0.22%	13908	
NE	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.30%	13904		N/A			0.18%	13909		N/A			0.17%	13908	
NE	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			26.32%	57		N/A			23.61%	72		N/A			35.71%	56		N/A			42.59%	54	
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			91.38%	58		N/A	100%	1	87.30%	63	-0.38	Yes			89.80%	49		N/A			91.89%	37	
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100%	1	92%	25	-0.29	Yes	100%	1	100%	20	.	Yes	100%	1	100%	24	.	Yes	100%	1	95.83%	24	-0.2
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			6.34	59		N/A	3	1	5.92	62	-0.46	Yes			7.41	49		N/A			9.13	39	
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	3	1	6.13	16	-0.28	Yes			3	18		N/A			2.85	20		N/A	1	1	3.81	21	-1.59
NE	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100%	2	80.95%	84	-0.68	Yes	100%	2	62.82%	78	-1.07	Yes	100%	1	69.57%	69	-0.66	Yes	100%	1	73.53%	68	-0.6
NE	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100%	2	70.51%	78	-0.9	Yes	100%	1	78.26%	69	-0.52	Yes	100%	1	83.82%	68	-0.44
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			13.5	2		N/A			4.2	5		N/A			1	1		N/A			6.67	3	
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			21.5	2		N/A						N/A						N/A			4	1	
NE	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			19.33	3		N/A			7.33	3		N/A			3	4		N/A			9	1	
NE	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			60.71	24		N/A			66.38	21		N/A			65.71	17		N/A			54.82	17	
NE	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			2			N/A			5			N/A			2			N/A			0		
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			95.24%	84		N/A	100%	1	90.65%	139	-0.32	Yes			90.57%	106		N/A	100%	1	86.75%	83	-0.39
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			95.24%	21		N/A			91.18%	34		N/A			96.15%	26		N/A			96.77%	31	
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			97.39%	115		N/A	100%	1	97.66%	171	-0.15	Yes			97.73%	132		N/A	100%	1	98.33%	120	-0.13
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			100%	46		N/A			97.37%	76		N/A			98.21%	56		N/A			100%	64	
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			12:45	115		N/A	17:27	1	13:19	171	0.33	Yes			13:28	132		N/A	4:51	1	12:32	120	-0.7
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			2:58	46		N/A			9:10	76		N/A			6:15	56		N/A			4:36	64	
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			10.34%	116		N/A	0%	1	15.25%	177	-0.42	Yes			10.45%	134		N/A	100%	1	8%	125	1.74
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			19.57%	46		N/A			19.74%	76		N/A			14.29%	56		N/A			18.75%	64	
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0%	1	13.73%	153	-0.4	Yes			9.09%	121		N/A	100%	1	7.62%	105	1.76
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			12.12%	33		N/A			14.29%	28		N/A			11.11%	27	
NE	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0%	34	0.61%	26462	-0.46	Yes	2.94%	34	0.96%	26462	0.99	Yes	0%	34	0.72%	26462	-0.5	Yes	2.94%	34	0.71%	26462	1.17

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	9:28	37	13:04	3713	-2	Yes	0				
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	5:03	12	5:52	1299	-0.38	Yes	0				
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	5.13%	39	13.64%	3833	-1.54	Yes	0				
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	25%	12	14.16%	1299	1.01	Yes	0				
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	5.56%	36	13.48%	3584	-1.38	Yes	0				
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	16.67%	6	13.97%	637	0.24	Yes	0				
NE	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	1.16%	4382	1.45%	353493	-1.58	Yes	0				
NE	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	0.96%	4382	1.19%	353493	-1.43	Yes	0				
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	92.31%	39	95.54%	3833	0.94	Yes	0				
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	100%	12	99.31%	1299	-0.29	Yes	0				
NE	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	25%	68	28.20%	7148	-0.58	N/A	0				
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	N/A			100%	15		N/A	0				
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	N/A			100%	2		N/A	0				
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	N/A			3.44	16		N/A	0				
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A			2.5	2		N/A	0				
NE	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	N/A			62.50%	16		N/A	0				
NE	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	N/A			75%	16		N/A	0				
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A						N/A	0				
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A						N/A	0				
NE	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A						N/A	0				
NE	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A						N/A	0				
NE	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A						N/A	0				
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	N/A			95.65%	23		N/A	0				
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	N/A			100%	10		N/A	0				
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	N/A			96.77%	31		N/A	0				
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	N/A			100%	16		N/A	0				
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	N/A			15:41	31		N/A	0				
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	N/A			6:28	16		N/A	0				
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			12.90%	31		N/A	0				
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			6.25%	16		N/A	0				
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			12.50%	24		N/A	0				
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			0%	8		N/A	0				
NE	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	N/A			0.34%	13877		N/A	0				
NE	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	N/A			0.23%	13877		N/A	0				
NE	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A			28.79%	66		N/A	0				
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	N/A			97.78%	45		N/A	0				
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	Yes			100%	24		N/A	0				
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	N/A			6.89	46		N/A	0				
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	Yes			3	18		N/A	0				
NE	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	Yes			60%	80		N/A	0				
NE	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	Yes			67.50%	80		N/A	0				
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A						N/A	0				
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
NE	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			13	1		N/A	0				
NE	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A			53.5	14		N/A	0				
NE	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A			0			N/A	0				
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	Yes			88.37%	86		N/A	0				
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	N/A			100%	46		N/A	0				
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	Yes			95.80%	119		N/A	0				
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	N/A			100%	81		N/A	0				
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	Yes			14:15	119		N/A	0				
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	N/A			2:53	81		N/A	0				
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	No			18.18%	121		N/A	1	2	50.00%	12.63%	37.37%
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			11.11%	81		N/A	0				
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	No			17.76%	107		N/A	1	2	50.00%	12.14%	37.86%
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			14.58%	48		N/A	0				
NE	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	34	0.75%	26832	-0.51	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
NE	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
NE	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
NE	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
NE	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
NE	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
NE	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
NE	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
NE	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
NE	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
NE	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
NE	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
NE	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
NE	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
NE	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
NE	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
NE	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
NE	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	2.94%	34	0.70%	26462	1.18	Yes	0%	34	0.56%	26462	-0.44	Yes	2.94%	34	0.50%	26462	1.38
NE	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			25%	216		N/A	0%	1	28.33%	353	-0.63	N/A			27.20%	261		N/A	0%	1	19.92%	236	-0.5
NE	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A	100%	2	95.04%	1753	-0.32
NE	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%						N/A						N/A						N/A					
NE	04--01	OP-3	Install Commit Met, UBL Analog%		90%	98%	600	92.79%	1581	-4.2	Yes	97.48%	953	93.76%	1874	-3.87	Yes	98.78%	739	93.44%	1844	-4.96	Yes	99.29%	700	95.04%	1753	-4.38
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A	4.5	2	5.65	1763	-0.26
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A					
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.99	302	5.86	1594	-1.9	Yes	4.79	353	5.83	1879	-2.53	Yes	5.09	300	5.91	1851	-2.13	Yes	4.74	368	5.65	1763	-2.54
NE	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.18%	780	48.42%	1737	-22.64	Yes	96.82%	850	37.83%	1866	-29.39	Yes	97.92%	721	47.01%	1808	-23.16	Yes	96.03%	580	50.95%	1841	-18.94
NE	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	97.88%	850	47.11%	1866	-24.58	Yes	98.61%	721	55.14%	1808	-19.84	Yes	96.72%	580	58.45%	1841	-16.31
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	3.67	6	7.38	61	-0.6	Yes	7.45	22	4.8	50	0.52	Yes	33.13	8	3.04	55	3.72	No	3.4	5	4.14	36	-0.26
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			4.14	36	
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			10.67	51	
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	7.5	6	13.68	62	-0.85	Yes	3.2	5	8.91	66	-1.4	Yes	15	1	10.86	69	0.82	Yes			10.67	51	
NE	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	8.33	3	85.83	122	-1.29	N/A	17.33	3	80.75	135	-1.18	N/A	0.11	9	83.9	113	-2.79	N/A	2.33	3	72.64	118	-1.5
NE	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	2		88		-0.21	N/A	2		93		-0.08	N/A	9		81		2.01	N/A	2		86		-0.24
NE	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	98.46%	130	93.16%	3229	-2.35	Yes	99.45%	182	86.53%	4527	-5.01	Yes	99.34%	151	93.35%	4061	-2.9	Yes	99.31%	145	93.07%	3436	-2.9
NE	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100%	142	97.79%	4482	-1.76	Yes	100%	190	96.79%	6144	-2.47	Yes	100%	154	98.73%	5516	-1.39	Yes	100%	153	98.44%	4986	-1.54
NE	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	5:54	142	12:27	4482	-5.91	Yes	7:17	190	15:49	6144	-7.92	Yes	6:24	154	12:28	5516	-6.36	Yes	6:26	153	12:26	4986	-5.79
NE	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	14.79%	142	13.07%	4597	0.61	Yes	10.53%	190	13.37%	6281	-1.14	Yes	11.04%	154	13.26%	5649	-0.8	Yes	16.99%	153	12.09%	5122	1.76
NE	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	12.33%	146	13.27%	5208	-0.33	Yes	11.61%	112	13.33%	4786	-0.53	Yes	17.65%	119	11.30%	4231	2.03
NE	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.86%	16546	1.32%	348729	-5.07	Yes	1.16%	16393	1.80%	348729	-6.04	Yes	0.96%	16008	1.62%	348729	-6.45	Yes	0.98%	15612	1.47%	348729	-4.97
NE	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.89%	16393	1.49%	348729	-6.22	Yes	0.70%	16008	1.37%	348729	-7.15	Yes	0.76%	15612	1.21%	348729	-5.04
NE	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	26.42%	193	28.74%	6451	-0.7	N/A	23.69%	249	31.38%	9153	-2.58	N/A	18.95%	190	27.40%	7781	-2.58	N/A	24.26%	202	28.57%	7171	-1.34
NE	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	98.28%	58	100%	7	-0.08	Yes	98.21%	56	90.91%	22	-1.01	Yes	100%	45	100%	17	.	Yes	100%	58	82.76%	29	-2.01
NE	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.43	40	6.17	6	-1.71	Yes	4.9	30	9.85	20	-3.52	Yes	3.86	21	6.86	14	-1.67	Yes	3.54	35	12.55	29	-2.35
NE	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	100%	60	80%	15	-1.73	Yes	100%	55	90%	20	-1.28	Yes	100%	54	79.17%	24	-2.09	Yes	96.72%	61	92.86%	28	-0.66
NE	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100%	55	100%	20	.	Yes	100%	54	79.17%	24	-2.09	Yes	96.72%	61	96.43%	28	-0.07
NE	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	6	2				N/A	10	2	2	1	.	N/A						N/A			17	5	
NE	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A			4	1		N/A						N/A					
NE	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	14	2	214.5	2	-1.85	N/A	1	1	194.5	2	-1.46	N/A	2	1	172.5	2	-1.29	N/A			155	3	
NE	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	2		0		1.53	N/A	1		0		1.04	N/A	0		0		.	N/A			0		
NE	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	2	96.43%	28	-0.26	Yes	100%	18	98.25%	57	-0.49	Yes	100%	11	97.14%	35	-0.5	Yes	100%	17	98.04%	51	-0.5
NE	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	3	100%	29	.	Yes	100%	18	100%	57	.	Yes	100%	11	100%	36	.	Yes	100%	19	98.04%	51	-0.53
NE	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:20	3	4:12	29	-0.52	Yes	4:06	18	3:23	57	0.58	Yes	3:21	11	3:46	36	-0.2	Yes	2:18	19	5:26	51	-0.87
NE	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	33.33%	3	13.79%	29	0.71	Yes	0%	18	12.28%	57	-1.38	Yes	9.09%	11	22.22%	36	-0.92	Yes	15.79%	19	15.69%	51	0
NE	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0%	11	13.51%	37	-1.15	Yes	0%	6	28.57%	21	-1.37	Yes	13.33%	15	18.18%	33	-0.4
NE	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.19%	1622	0.47%	6192	-1.49	Yes	1.13%	1600	0.92%	6219	0.78	Yes	0.70%	1563	0.58%	6228	0.59	Yes	1.25%	1522	0.82%	6250	1.68
NE	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.69%	1600	0.60%	6219	0.43	Yes	0.38%	1563	0.34%	6228	0.28	Yes	0.99%	1522	0.53%	6250	2.21
NE	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	0%	3	38.30%	47	-1.32	N/A	5.26%	19	26.92%	78	-1.91	N/A	15.38%	13	36.84%	57	-1.45	N/A	9.52%	21	30.14%	73	-1.81
NE	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			86.55%	290		N/A			78.55%	289		N/A	100%	10	83.45%	284	-1.38	Yes			94.52%	310	
NE	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			13.3	321		N/A			13.74	352		N/A	4	2	18.31	364	-1.57	Yes			18.58	351	
NE	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			93.91%	345		N/A	100%	5	92.72%	371	-0.62	Yes	100%	5	88.98%	363	-0.78	Yes			94.33%	335	
NE	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	100%	5	94.61%	371	-0.53	Yes	100%	5	92.01%	363	-0.65	Yes			96.42%	335	
NE	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A			17.26	19	
NE	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A			20.5	2	
NE	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			34.26	46		N/A			39	40		N/A			27.28	50		N/A			43.97	30	
NE	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			29			N/A			32			N/A			11			N/A			6		
NE	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			84.33%	217		N/A			80.35%	285		N/A			84.96%	246		N/A			87.34%	229	
NE	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			0.125	217		N/A			2:42	285		N/A			2:36	246		N/A			2:32	229	
NE	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			32.72%	217		N/A			36.84%	285		N/A			32.11%	246		N/A			25.76%	229	
NE	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			39.81%	206		N/A			34.44%	180		N/A			25.30%	166	
NE	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.72%	12614		N/A			2.27%	12580		N/A			1.96%	12522		N/A			1.86%	12340	
NE	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			1.64%	12580		N/A			1.44%	12522		N/A			1.35%	12340	
NE	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			24.39%	287		N/A			22.55%	368		N/A			17.17%	297		N/A			19.08%	283	
NE	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100%	1	86.55%	290	-0.39	Yes	100%	3	78.55%	289	-0.9	Yes	100%	1	83.45%	284	-0.44	Yes			94.52%	310	
NE	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8	1	13.3	321	-0.7	Yes	6.5	2	13.74	352	-1.08	Yes	6	1	18.31	364	-0.96	Yes			18.58	351	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	34	0.58%	26832	-0.44	Yes	0				
NE	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	N/A			30.34%	290		N/A	0				
NE	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	Yes			94.17%	1905		N/A	0				
NE	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%	N/A						N/A	0				
NE	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	99.13%	458	94.17%	1905	-4.06	Yes	0				
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	Yes			5.64	1917		N/A	0				
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	N/A						N/A	0				
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	4.76	219	5.64	1917	-1.94	Yes	0				
NE	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	95.17%	414	51.31%	1867	-16.15	Yes	0				
NE	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	98.79%	414	59.51%	1867	-14.73	Yes	0				
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	9	4	15.28	47	-0.16	Yes	1	45	11.20	6.93	4.27
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			15.28	47		N/A	0				
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			11.69	64		N/A	0				
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			11.69	64		N/A	0				
NE	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	31	6	70.03	110	-1.27	N/A	0				
NE	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A	0		77		-3.64	N/A	0				
NE	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	98.62%	145	93.84%	3440	-2.35	Yes	0				
NE	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	155	99%	5012	-1.23	Yes	0				
NE	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	6:31	155	11:12	5012	-5.44	Yes	0				
NE	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	No	14.19%	155	13.78%	5132	0.17	Yes	1	794	13.35%	13.13%	0.22%
NE	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	No	15.25%	118	13.55%	4221	0.55	Yes	1	495	14.14%	12.90%	1.24%
NE	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	1.02%	15245	1.45%	353493	-4.4	Yes	0				
NE	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.77%	15245	1.19%	353493	-4.68	Yes	0				
NE	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	17.99%	189	28.20%	7148	-3.08	N/A	0				
NE	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	100%	61	100%	25	.	Yes	0				
NE	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	3.6	43	6.58	26	-3.21	Yes	0				
NE	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	95.38%	65	100%	25	0.97	Yes	0				
NE	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	95.38%	65	100%	25	0.97	Yes	0				
NE	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	N/A						N/A	0				
NE	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A						N/A	0				
NE	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A			58.25	8		N/A	0				
NE	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A			2			N/A	0				
NE	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	16	96.30%	27	-0.62	Yes	0				
NE	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	17	100%	27	.	Yes	0				
NE	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	2:35	17	2:42	27	-0.08	Yes	0				
NE	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	17.65%	17	22.22%	27	-0.36	Yes	0				
NE	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	25%	12	26.67%	15	-0.1	Yes	0				
NE	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	No	1.14%	1495	0.43%	6261	3.74	No	2	7802	0.87%	0.64%	0.23%
NE	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	No	0.80%	1495	0.24%	6261	4	No	2	6180	0.71%	0.43%	0.28%
NE	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	10.53%	19	52.63%	57	-3.18	N/A	0				
NE	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	N/A			86.79%	265		N/A	0				
NE	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			14.87	316		N/A	0				
NE	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			95.50%	378		N/A	0				
NE	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			97.35%	378		N/A	0				
NE	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			16.24	41		N/A	0				
NE	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			14.33	6		N/A	0				
NE	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			37.89	35		N/A	0				
NE	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			11			N/A	0				
NE	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			86.81%	182		N/A	0				
NE	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	N/A			2:37	182		N/A	0				
NE	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			33.52%	182		N/A	0				
NE	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			36.15%	130		N/A	0				
NE	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	N/A			1.50%	12171		N/A	0				
NE	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A			1.07%	12171		N/A	0				
NE	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A			20.18%	228		N/A	0				
NE	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	N/A	100%	2	86.79%	265	-0.55	Yes	0				
NE	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	N/A			14.87	316		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
NE	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
NE	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
NE	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%	
NE	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
NE	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
NE	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
NE	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
NE	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
NE	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
NE	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
NE	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
NE	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
NE	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
NE	04--01	MR-8	Trouble Rate, UBL Analog%		P	
NE	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
NE	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
NE	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
NE	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
NE	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
NE	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
NE	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
NE	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
NE	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
NE	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
NE	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
NE	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
NE	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
NE	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
NE	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
NE	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
NE	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
NE	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
NE	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
NE	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
NE	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
NE	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
NE	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
NE	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
NE	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
NE	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
NE	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
NE	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
NE	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
NE	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
NE	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
NE	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
NE	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
NE	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
NE	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100%	2	93.91%	345	-0.36	Yes	100%	2	92.72%	371	-0.4	Yes	100%	1	88.98%	363	-0.35	Yes	100%	1	94.33%	335	-0.24
NE	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100%	2	94.61%	371	-0.34	Yes	100%	1	92.01%	363	-0.29	Yes	100%	1	96.42%	335	-0.19
NE	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A			17.26	19	
NE	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A			20.5	2	
NE	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	5	2	34.26	46	-0.75	N/A			39	40		N/A	13	1	27.28	50	-0.24	N/A	16	1	43.97	30	-0.44
NE	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	2		29		0.86	N/A			32			N/A	0		11		-0.53	N/A	0		6		-0.49
NE	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P			84.33%	217		N/A	100%	1	80.35%	285	-0.49	Yes			84.96%	246		N/A			87.34%	229	
NE	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P			0.125	217		N/A	1:33	1	2:42	285	-0.37	Yes			2:36	246		N/A			2:32	229	
NE	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P			32.72%	217		N/A	100%	1	36.84%	285	0.9	Yes			32.11%	246		N/A			25.76%	229	
NE	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	100%	1	39.81%	206	0.85	Yes			34.44%	180		N/A			25.30%	166	
NE	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	0%	18	1.72%	12614	-0.56	Yes	5.88%	17	2.27%	12580	0.88	Yes	0%	15	1.96%	12522	-0.55	Yes	0%	14	1.86%	12340	-0.51
NE	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	5.88%	17	1.64%	12580	1.09	Yes	0%	15	1.44%	12522	-0.47	Yes	0%	14	1.35%	12340	-0.44
NE	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS			24.39%	287		N/A	0%	1	22.55%	368	-0.54	N/A			17.17%	297		N/A			19.08%	283	
NE	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	83.33%	12	100%	7	0.92	Yes	90.63%	32	90.91%	22	-0.08	Yes	88.89%	9	100%	17	0.96	Yes	100%	18	82.76%	29	-1.52
NE	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	6.45	11	6.17	6	0.53	Yes	4.9	31	9.85	20	-3.54	Yes	6.88	8	6.86	14	-0.06	Yes	3.95	19	12.55	29	-1.91
NE	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	90.91%	22	80%	15	-0.81	Yes	85.71%	21	90%	20	0.3	Yes	85.71%	14	79.17%	24	-0.48	Yes	100%	16	92.86%	28	-0.88
NE	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	85.71%	21	100%	20	1.65	No	85.71%	14	79.17%	24	-0.48	Yes	100%	16	96.43%	28	-0.61
NE	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	11	2				N/A	5.33	3	2	1	.	N/A	20	1				N/A			17	5	
NE	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A			4	1		N/A						N/A					
NE	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	23	2	214.5	2	-1.77	N/A	5	3	194.5	2	-1.92	N/A			172.5	2		N/A	6	5	155	3	-2.65
NE	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	2		0		1.53	N/A	3		0		1.82	N/A			0			N/A	5		0		2.57
NE	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100%	7	96.43%	28	-0.46	Yes	100%	10	98.25%	57	-0.39	Yes	100%	5	97.14%	35	-0.36	Yes	100%	6	98.04%	51	-0.33
NE	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100%	7	100%	29	.	Yes	100%	10	100%	57	.	Yes	100%	5	100%	36	.	Yes	100%	6	98.04%	51	-0.33
NE	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	5:59	7	4:12	29	0.56	Yes	4:39	10	3:23	57	0.82	Yes	5:51	5	3:46	36	0.63	Yes	3:11	6	5:26	51	-0.39
NE	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	14.29%	7	13.79%	29	0.01	Yes	50%	10	12.28%	57	2.51	No	20%	5	22.22%	36	-0.11	Yes	0%	6	15.69%	51	-1
NE	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	50%	10	13.51%	37	2.27	No	20%	5	28.57%	21	-0.38	Yes	0%	3	18.18%	33	-0.78
NE	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.17%	597	0.47%	6192	2.41	No	1.67%	599	0.92%	6219	1.85	No	0.86%	579	0.58%	6228	0.87	Yes	1.05%	574	0.82%	6250	0.58
NE	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	1.67%	599	0.60%	6219	3.27	No	0.86%	579	0.34%	6228	2.09	No	0.52%	574	0.53%	6250	-0.02
NE	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	36.36%	11	38.30%	47	-0.12	N/A	9.09%	11	26.92%	78	-1.25	N/A	0%	5	36.84%	57	-1.64	N/A	33.33%	9	30.14%	73	0.19
NE	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			87.18%	39		N/A			81.08%	37		N/A			95.12%	41		N/A			95.35%	43	
NE	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.56	41		N/A			6.27	37		N/A			6.69	42		N/A			9.78	46	
NE	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100%	39		N/A			97.50%	40		N/A			97.73%	44		N/A			97.62%	42	
NE	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			97.50%	40		N/A			97.73%	44		N/A			97.62%	42	
NE	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			4	5		N/A			7	7		N/A			1.5	2		N/A			4.5	2	
NE	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A						N/A						N/A					
NE	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			73.68%	19		N/A			85.71%	42		N/A			85.71%	28		N/A			93.75%	16	
NE	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			89.47%	19		N/A			95.24%	42		N/A			92.86%	28		N/A			100%	16	
NE	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			14:29	19		N/A			10:49	42		N/A			10:44	28		N/A			10:51	16	
NE	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			36.84%	19		N/A			35.71%	42		N/A			46.43%	28		N/A			31.25%	16	
NE	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			52.17%	23		N/A			50%	18		N/A			40%	10	
NE	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0%	2	1.01%	1873	-0.14	Yes	0%	2	2.18%	1931	-0.21	Yes	0%	2	1.41%	1990	-0.17	Yes	0%	2	0.78%	2039	-0.13
NE	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0%	2	1.19%	1931	-0.16	Yes	0%	2	0.90%	1990	-0.14	Yes	0%	2	0.49%	2039	-0.1
NE	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			62.75%	51		N/A			47.50%	80		N/A			42.86%	49		N/A			48.39%	31	
NE	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			83.33%	12		N/A			85.71%	14		N/A			84.21%	19		N/A			97.14%	35	
NE	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			16.5	20		N/A			14.7	20		N/A			17.93	27		N/A			15.46	41	
NE	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100%	20		N/A			95.83%	24		N/A			100%	34		N/A			94.29%	35	
NE	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			95.83%	24		N/A			100%	34		N/A			94.29%	35	
NE	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			32.5	4		N/A			35.5	2		N/A			7	3		N/A			34	3	
NE	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A						N/A					
NE	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			28.5	6		N/A			22.57	7		N/A			41.86	7		N/A			32.4	5	
NE	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			6			N/A			5			N/A			1			N/A			1		
NE	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			75%	4		N/A			100%	2		N/A			100%	4		N/A			80%	5	
NE	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			2:05	4		N/A			1:29	2		N/A			0:28	4		N/A			2:47	5	
NE	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			25%	4		N/A			0%	2		N/A			0%	4		N/A			20%	5	
NE	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0%	2		N/A			0%	1		N/A			25%	4	
NE	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.43%	931		N/A			0.22%	928		N/A			0.44%	918		N/A			0.55%	906	
NE	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.22%	928		N/A			0.11%	918		N/A			0.44%	906	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	1	95.50%	378	-0.22	Yes	0				
NE	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	1	97.35%	378	-0.16	Yes	0				
NE	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			16.24	41		N/A	0				
NE	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			14.33	6		N/A	0				
NE	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A			37.89	35		N/A	0				
NE	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A			11			N/A	0				
NE	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	N/A	0%	1	86.81%	182	1.51	Yes	0				
NE	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	N/A	4:33	1	2:37	182	1.13	Yes	0				
NE	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A	100%	1	33.52%	182	0.97	Yes	0				
NE	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A	100%	1	36.15%	130	0.91	Yes	0				
NE	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	Yes	7.69%	13	1.50%	12171	1.3	Yes	0				
NE	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	Yes	7.69%	13	1.07%	12171	1.48	Yes	0				
NE	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A	0%	1	20.18%	228	-0.5	N/A	0				
NE	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	100%	11	100%	25	.	Yes	0				
NE	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	3.4	10	6.58	26	-2.29	Yes	0				
NE	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	77.78%	9	100%	25	1.9	No	1	82	89.02%	89.29%	-0.26%
NE	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	77.78%	9	100%	25	1.9	No	2	60	88.33%	93.82%	-5.48%
NE	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A						N/A	0				
NE	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A						N/A	0				
NE	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A			58.25	8		N/A	0				
NE	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A			2			N/A	0				
NE	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	Yes	100%	6	96.30%	27	-0.43	Yes	0				
NE	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes	100%	6	100%	27	.	Yes	0				
NE	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	4:18	6	2:42	27	1.17	Yes	0				
NE	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	33.33%	6	22.22%	27	0.52	Yes	1	34	26.47%	16.50%	9.97%
NE	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	33.33%	6	26.67%	15	0.24	Yes	1	24	33.33%	19.81%	13.52%
NE	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	Yes	1.04%	576	0.43%	6261	2.14	No	3	2925	1.16%	0.64%	0.52%
NE	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	Yes	1.04%	576	0.24%	6261	3.77	No	3	2328	1.03%	0.43%	0.60%
NE	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A	25%	8	52.63%	57	-1.47	N/A	0				
NE	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	N/A			100%	35		N/A	0				
NE	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			9.95	37		N/A	0				
NE	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			92.50%	40		N/A	0				
NE	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			92.50%	40		N/A	0				
NE	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A						N/A	0				
NE	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A						N/A	0				
NE	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			88.46%	26		N/A	0				
NE	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			100%	26		N/A	0				
NE	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A			10:49	26		N/A	0				
NE	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			19.23%	26		N/A	0				
NE	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			12.50%	16		N/A	0				
NE	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0%	2	1.24%	2095	-0.16	Yes	0				
NE	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0%	2	0.76%	2095	-0.12	Yes	0				
NE	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A			33.33%	39		N/A	0				
NE	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			70.83%	24		N/A	0				
NE	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			24.75	28		N/A	0				
NE	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	24		N/A	0				
NE	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	24		N/A	0				
NE	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			50.5	8		N/A	0				
NE	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A	0				
NE	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			63.6	5		N/A	0				
NE	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			2			N/A	0				
NE	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			75%	4		N/A	0				
NE	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			6:29	4		N/A	0				
NE	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0%	4		N/A	0				
NE	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0%	2		N/A	0				
NE	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.45%	897		N/A	0				
NE	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.22%	897		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
NE	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
NE	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
NE	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
NE	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
NE	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
NE	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
NE	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
NE	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
NE	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
NE	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
NE	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
NE	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
NE	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
NE	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
NE	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
NE	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
NE	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
NE	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
NE	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
NE	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
NE	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
NE	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
NE	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
NE	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
NE	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
NE	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
NE	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
NE	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
NE	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
NE	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
NE	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
NE	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
NE	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
NE	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
NE	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
NE	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
NE	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
NE	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
NE	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
NE	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
NE	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
NE	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
NE	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
NE	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
NE	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
NE	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
NE	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
NE	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
NE	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
NE	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
NE	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
NE	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
NE	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
NE	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
NE	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
NE	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			0%	4		N/A			0%	2		N/A			33.33%	6		N/A			0%	5	
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	130				N/A	0:04	95				N/A	0:02	119				N/A	0:03	166			
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A					
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100%	43				Yes	97.67%	43				Yes	100%	31				Yes	100%	48			
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100%	6				Yes	100%	11				Yes	100%	4				Yes	100%	10			
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	43				N/A	0%	43				N/A	0%	31				N/A	0%	48			
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0%	6				N/A	0%	11				N/A	0%	4				N/A	0%	10			
NE	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	0%	1				No	42.86%	7				No	100%	6				Yes					
NE	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15						N/A	14.5	6				Yes	5.33	6				Yes					
NE	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			92.79%	1581		N/A			93.76%	1874		N/A			93.44%	1844		N/A			95.04%	1753	
NE	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100%	24	98.74%	3814	-0.55	Yes	100%	48	99.45%	4866	-0.51	Yes	100%	49	99.59%	4118	-0.45	Yes	100%	15	99.38%	3887	-0.3
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.86	1594		N/A			5.83	1879		N/A			5.91	1851		N/A			5.65	1763	
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	2.96	24	3.8	3037	-2.19	Yes	2.95	42	3.54	3796	-1.6	Yes	3	40	3.6	3053	-3.47	Yes	3	8	3.55	2927	-1.15
NE	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100%	36	85.26%	6080	-2.49	Yes	100%	49	81.76%	6361	-3.29	Yes	93.94%	33	83.51%	5811	-1.61	Yes	100%	8	84.81%	5945	-1.2
NE	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100%	49	84.48%	6361	-2.99	Yes	93.94%	33	86.04%	5811	-1.31	Yes	100%	8	87.13%	5945	-1.09
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			7.38	61		N/A			4.8	50		N/A			3.04	55		N/A			4.14	36	
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			3.89	45		N/A			9.21	19		N/A			3.93	15		N/A			4.5	22	
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			13.68	62		N/A			8.91	66		N/A			10.86	69		N/A			10.67	51	
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			6	3		N/A			5.25	8		N/A			2	2		N/A			2	2	
NE	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A						N/A	21	1				N/A					
NE	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS						N/A						N/A	0					N/A					
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			92.63%	2834		N/A			84.90%	3860		N/A			92.67%	3481		N/A			92.60%	2987	
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			96.96%	395		N/A			95.95%	667		N/A	100%	1	97.41%	580	-0.16	Yes			96.21%	449	
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			97.45%	3650		N/A			96.22%	4917		N/A	0%	1	98.48%	4349	2.43	No			98.11%	3960	
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.28%	832		N/A			99.10%	1227		N/A	100%	1	99.66%	1167	-0.06	Yes			99.71%	1026	
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			13:52	3650		N/A			17:45	4917		N/A	67:02:00	1	13:48	4349	2.58	No			14:03	3960	
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:14	832		N/A			8:05	1227		N/A	21:59	1	7:30	1167	1.88	No			6:12	1026	
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			50%	6		N/A			44.44%	9		N/A	0%	1	42.86%	7	-0.81	N/A			40%	5	
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			30.77%	13		N/A			33.33%	33		N/A	0%	1	47.62%	21	-0.93	N/A			27.27%	11	
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			80%	5		N/A	0%	1	50%	2	-0.82	N/A			66.67%	3	
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			44.44%	18		N/A	0%	1	50%	16	-0.97	N/A			28.57%	7	
NE	04--10	MR-8	Trouble Rate, Line Sharing%		P	0%	4	1.32%	348729	-0.23	Yes	0%	4	1.80%	348729	-0.27	Yes	50%	4	1.62%	348729	3.17	No	0%	4	1.47%	348729	-0.24
NE	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0%	4	1.49%	348729	-0.25	Yes	50%	4	1.37%	348729	3.26	No	0%	4	1.21%	348729	-0.22
NE	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0%	2				N/A						N/A					
NE	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0%	2				N/A						N/A					
NE	05--01	OP-3	Install Commit Met, UDIT DS1%		P			86.55%	290		N/A	100%	3	78.55%	289	-0.9	Yes			83.45%	284		N/A			94.52%	310	
NE	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			13.3	321		N/A	3.67	3	13.74	352	-1.84	Yes			18.31	364		N/A			18.58	351	
NE	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	50%	2	93.91%	345	1.55	Yes	100%	2	92.72%	371	-0.4	Yes			88.98%	363		N/A			94.33%	335	
NE	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100%	2	94.61%	371	-0.34	Yes			92.01%	363		N/A			96.42%	335	
NE	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A			17.26	19	
NE	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A			20.5	2	
NE	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			34.26	46		N/A			39	40		N/A			27.28	50		N/A			43.97	30	
NE	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			29			N/A			32			N/A			11			N/A			6		
NE	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	0%	1	84.33%	217	1.42	Yes			80.35%	285		N/A			84.96%	246		N/A	0%	1	87.34%	229	1.53
NE	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	12:12	1	0.125	217	2.07	No			2:42	285		N/A			2:36	246		N/A	6:17	1	2:32	229	1.43
NE	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0%	1	32.72%	217	-0.7	Yes			36.84%	285		N/A			32.11%	246		N/A	0%	1	25.76%	229	-0.59
NE	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			39.81%	206		N/A			34.44%	180		N/A	0%	1	25.30%	166	-0.58
NE	05--01	MR-8	Trouble Rate, UDIT DS1%		P	4.55%	22	1.72%	12614	0.89	Yes	0%	22	2.27%	12580	-0.71	Yes	0%	20	1.96%	12522	-0.63	Yes	5%	20	1.86%	12340	0.9
NE	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	22	1.64%	12580	-0.6	Yes	0%	20	1.44%	12522	-0.54	Yes	5%	20	1.35%	12340	1.11
NE	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0%	1	24.39%	287	-0.57	N/A			22.55%	368		N/A			17.17%	297		N/A	0%	1	19.08%	283	-0.48
NE	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100%	5	83.33%	12	-0.84	Yes			85.71%	14		N/A			84.21%	19		N/A			97.14%	35	
NE	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	12.8	5	16.5	20	-0.41	Yes			14.7	20		N/A			17.93	27		N/A	47	1	15.46	41	1.55
NE	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	66.67%	3	100%	20	1.6	Yes			95.83%	24		N/A	100%	1	100%	34	.	Yes	100%	1	94.29%	35	-0.24
NE	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			95.83%	24		N/A	100%	1	100%	34	.	Yes	100%	1	94.29%	35	-0.24
NE	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			32.5	4		N/A			35.5	2		N/A			7	3		N/A	38	1	34	3	0.06
NE	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A						N/A						N/A					
NE	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			28.5	6		N/A			22.57	7		N/A			41.86	7		N/A			32.4	5	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			42.86%	7		N/A	0				
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	N/A	0:02	76				N/A	0				
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A						N/A	0				
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	100%	28				Yes	0				
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	Yes	100%	8				Yes	0				
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0%	28				N/A	0				
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	8				N/A	0				
NE	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	N/A	100%	4				Yes	2	18	72.22%		
NE	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	N/A	6.5	4				Yes	0				
NE	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			94.17%	1905		N/A	0				
NE	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	Yes			99.49%	4318		N/A	0				
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			5.64	1917		N/A	0				
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes			3.5	3190		N/A	0				
NE	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes			84.78%	5971		N/A	0				
NE	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes			87.34%	5971		N/A	0				
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			15.28	47		N/A	0				
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			5.14	21		N/A	0				
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			11.69	64		N/A	0				
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			6	1		N/A	0				
NE	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	N/A						N/A	0				
NE	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	N/A						N/A	0				
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	N/A			92.76%	2777		N/A	0				
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	N/A			98.34%	663		N/A	0				
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	N/A			98.68%	3713		N/A	1	1	0.00%	97.72%	-97.72%
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	N/A			99.92%	1299		N/A	0				
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	N/A			13:04	3713		N/A	1	1	19:02	14:40	4:21
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	N/A			5:52	1299		N/A	1	1	21:59	6:49	15:10
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			30%	10		N/A	0				
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			12.50%	16		N/A	0				
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			40%	5		N/A	0				
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			0%	11		N/A	0				
NE	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes			1.45%	353493		N/A	1	16	12.50%	1.53%	10.97%
NE	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes			1.19%	353493		N/A	1	12	16.67%	1.31%	15.35%
NE	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	N/A						N/A	0				
NE	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	N/A						N/A	0				
NE	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			86.79%	265		N/A	0				
NE	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A			14.87	316		N/A	0				
NE	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	N/A			95.50%	378		N/A	0				
NE	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	N/A			97.35%	378		N/A	0				
NE	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			16.24	41		N/A	0				
NE	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			14.33	6		N/A	0				
NE	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			37.89	35		N/A	0				
NE	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A			11			N/A	0				
NE	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	Yes			86.81%	182		N/A	0				
NE	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	Yes			2:37	182		N/A	1	2	9:14	2:41	6:33
NE	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	Yes			33.52%	182		N/A	0				
NE	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	Yes			36.15%	130		N/A	0				
NE	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0%	20	1.50%	12171	-0.55	Yes	0				
NE	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	Yes	0%	20	1.07%	12171	-0.46	Yes	0				
NE	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A			20.18%	228		N/A	0				
NE	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A			70.83%	24		N/A	0				
NE	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	Yes			24.75	28		N/A	0				
NE	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	Yes	100%	1	100%	24	.	Yes	0				
NE	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	Yes	100%	1	100%	24	.	Yes	0				
NE	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	Yes			50.5	8		N/A	0				
NE	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A	0				
NE	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A	19	1	63.6	5	-0.83	N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
NE	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
NE	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
NE	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
NE	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
NE	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
NE	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
NE	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
NE	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
NE	04--10	MR-8	Trouble Rate, Line Sharing%		P	
NE	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
NE	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	
NE	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	
NE	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
NE	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
NE	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
NE	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
NE	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
NE	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
NE	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
NE	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
NE	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
NE	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
NE	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
NE	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
NE	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
NE	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
NE	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
NE	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
NE	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
NE	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
NE	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
NE	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
NE	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
NE	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			6			N/A			5			N/A			1			N/A			1		
NE	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100%	1	75%	4	-0.52	Yes			100%	2		N/A			100%	4		N/A			80%	5	
NE	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	1:53	1	2:05	4	-0.07	Yes			1:29	2		N/A			0:28	4		N/A			2:47	5	
NE	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	0%	1	25%	4	-0.52	Yes			0%	2		N/A			0%	4		N/A			20%	5	
NE	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0%	2		N/A			0%	1		N/A			25%	4	
NE	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	4.35%	23	0.43%	931	1.59	Yes	0%	18	0.22%	928	-0.2	Yes	0%	16	0.44%	918	-0.26	Yes	0%	16	0.55%	906	-0.3
NE	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0%	18	0.22%	928	-0.2	Yes	0%	16	0.11%	918	-0.13	Yes	0%	16	0.44%	906	-0.26
NE	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	0%	1	0%	4	.	N/A			0%	2		N/A			33.33%	6		N/A			0%	5	
NE	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS						N/A						N/A						N/A					
NE	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A						N/A						N/A					
NE	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:16	19286				N/A	0:23	22557				N/A	0:24	21165				N/A	0:52	18840			
NE	07--01	OP-3	Install Commit Met, E911%		P			0%	3		N/A			0%	3		N/A						N/A					
NE	07--01	OP-4	Install Interv, E911, Avg Days		P			37.89	9		N/A			89.67	3		N/A						N/A					
NE	07--01	OP-5	New Service Install Quality, E911%		P			100%	7		N/A			100%	4		N/A			100%	3		N/A			100%	6	
NE	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100%	4		N/A			100%	3		N/A			100%	6	
NE	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P			20	3		N/A						N/A						N/A					
NE	07--01	OP-6B	Delayed Days for Facility Reasons, E911, Avg Days		P						N/A			80.67	3		N/A						N/A					
NE	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS			30	2		N/A			14.18	11		N/A			18.75	4		N/A			32	1	
NE	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS			2			N/A			11			N/A			1			N/A			1		
NE	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A			100%	1	
NE	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A			0:46	1	
NE	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			100%	1	
NE	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			100%	1	
NE	07--01	MR-8	Trouble Rate, E911%		P	0%	66	0%	446	.	Yes	0%	66	0%	414	.	Yes	0%	66	0%	402	.	Yes	0%	66	0.26%	390	-0.38
NE	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0%	66	0%	414	.	Yes	0%	66	0%	402	.	Yes	0%	66	0.26%	390	-0.38
NE	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A						N/A			0%	1	
NE	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.33	1		N/A			8.78	.		N/A			8.67	.		N/A			10.62	.	
NE	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A			9.67	.	
NE	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.13	31068				N/A	0.09	43836				N/A	0.06	35919				N/A	0.07	30946			
NE	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	94.42%	28409				N/A	94.77%	40327				N/A	95.87%	31797				N/A	94.83%	26821			
NE	09--01	NP-1A	NXX Code Activation, All%		P	100%	1				N/A						N/A						N/A					
NE	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0%	1				N/A						N/A						N/A					
NE	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
NE	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.22%	129				Yes	100%	94				Yes	100%	108				Yes	100%	161			
NE	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.39%	2622				Yes	99.76%	2976				Yes	99.08%	2705				Yes	99.02%	2950			
NE	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	2780				Yes	100%	3088				Yes	100%	3031				Yes	100%	3371			
NE	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	2780				N/A	100%	3088				N/A	100%	3031				N/A	100%	3371			
NE	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			50.89%	395		N/A			38.68%	667		N/A			38.62%	580		N/A			49.22%	449	
NE	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.28%	832		N/A			99.10%	1227		N/A			99.66%	1167		N/A			99.71%	1026	
NE	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100%	29493				Yes	100%	26829.3084				Yes	100%	26804.285				Yes	100%	44152.299			
NE	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100%	29493				Yes	100%	26829.3084				Yes	100%	26804.285				Yes	100%	44152.299			
NE	14--01	OP-3	Install Commit Met, Residence%	D	P	89.29%	56	94.09%	1201	1.38	Yes	96.83%	63	94.40%	1446	-0.82	Yes	96.08%	51	94.44%	1440	-0.5	Yes	100%	45	95.85%	1349	-1.37
NE	14--01	OP-3	Install Commit Met, Residence%	ND	P	100%	445	98.77%	3729	-2.23	Yes	100%	544	99.46%	4782	-1.63	Yes	99.77%	434	99.63%	4048	-0.46	Yes	99.67%	610	99.42%	3810	-0.76
NE	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.68	56	5.64	1208	-2.01	Yes	3.3	63	5.73	1449	-2.89	Yes	3.77	52	5.8	1443	-2.48	Yes	3.69	45	5.3	1358	-2.01
NE	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.91	206	3.8	2989	-6.79	Yes	2.97	172	3.51	3731	-5.13	Yes	3.61	184	3.6	2999	0.16	Yes	2.97	220	3.55	2868	-6.26
NE	14--01	OP-5	New Service Install Quality, Residence%		P	94.40%	554	85.05%	5587	-5.89	Yes	94.70%	547	81.77%	5864	-7.49	Yes	93.52%	571	83.40%	5331	-6.18	Yes	93.77%	578	84.49%	5402	-5.86
NE	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	95.25%	547	84.31%	5864	-6.73	Yes	94.75%	571	85.86%	5331	-5.79	Yes	94.29%	578	86.80%	5402	-5.06
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1.8	5	8.1	31	-0.69	Yes	1	1	5.87	31	-0.31	Yes	1	1	2.39	36	-0.71	Yes			3.23	22	
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			3.86	44		N/A			3.17	18		N/A	1	1	4.23	13	-0.71	Yes	1	2	4.8	20	-0.78
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	2	1	13.05	43	-0.59	Yes	3	1	7.96	49	-0.56	Yes	17	1	9.69	45	0.83	Yes			10.65	34	
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			6	3		N/A			5.25	8		N/A			2	2		N/A			2	2	
NE	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	261.25	4	59.26	290	3.09	N/A	127.5	8	97.43	174	0.82	N/A	226.75	4	94.1	157	2.37	N/A	140	6	84.48	161	1.3
NE	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	0		90		-1.33	N/A	1		103		-2.63	N/A	0		91		-2.32	N/A	1		92		-1.97
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	95.59%	68	92.95%	2511	-0.84	Yes	94.57%	92	84.11%	3442	-2.71	Yes	96.39%	83	92.95%	3164	-1.21	Yes	94.81%	77	92.71%	2717	-0.7
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100%	6	96.93%	326	-0.43	Yes	100%	8	96.15%	597	-0.56	Yes	100%	10	97.32%	522	-0.52	Yes	100%	14	96.10%	385	-0.74
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100%	81	97.64%	3262	-1.38	Yes	99.01%	101	96.22%	4422	-1.45	Yes	97.87%	94	98.58%	3957	0.61	Yes	100%	95	98.41%	3582	-1.22
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	17	99.30%	711	-0.34	Yes	100%	21	99.35%	1077	-0.37	Yes	100%	31	99.61%	1021	-0.34	Yes	100%	26	99.66%	879	-0.29

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A	1		2		0.67	N/A	0				
NE	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	N/A	0%	1	75%	4	0.88	Yes	0				
NE	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	N/A	4:35	1	6:29	4	-0.17	Yes	0				
NE	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A	0%	1	0%	4	.	Yes	0				
NE	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A	0%	1	0%	2	.	Yes	0				
NE	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	6.25%	16	0.45%	897	1.75	No	1	89	2.25%	0.42%	1.83%
NE	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	6.25%	16	0.22%	897	2	No	1	66	1.52%	0.25%	1.27%
NE	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A	0%	1	42.86%	7	-0.81	N/A	0				
NE	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	N/A						N/A	0				
NE	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	N/A						N/A	0				
NE	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	0:59	20233				N/A	0				
NE	07--01	OP-3	Install Commit Met, E911%		P	N/A			100%	2		N/A	0				
NE	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A			11	2		N/A	0				
NE	07--01	OP-5	New Service Install Quality, E911%		P	N/A			100%	6		N/A	0				
NE	07--01	OP-5*	New Service Install Quality, E911%		P	N/A			100%	6		N/A	0				
NE	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	N/A						N/A	0				
NE	07--01	OP-6B	Delayed Days for Facility Reasons, E911, Avg Days		P	N/A						N/A	0				
NE	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	N/A			12	1		N/A	0				
NE	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	N/A			1			N/A	0				
NE	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A						N/A	0				
NE	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A						N/A	0				
NE	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
NE	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
NE	07--01	MR-8	Trouble Rate, E911%		P	Yes	0%	66	0%	389	.	Yes	0				
NE	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0%	66	0%	389	.	Yes	0				
NE	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A						N/A	0				
NE	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			10.13	.		N/A	0				
NE	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.43	.		N/A	0				
NE	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.08	34070				N/A	0				
NE	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	94.28%	26641				N/A	0				
NE	09--01	NP-1A	NXX Code Activation, All%		P	N/A	100%	2				N/A	0				
NE	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A	0%	2				N/A	0				
NE	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
NE	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	100%	74				Yes	0				
NE	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	99.35%	2001				Yes	0				
NE	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100%	2081				Yes	0				
NE	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	2081				N/A	0				
NE	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			45.55%	663		N/A	0				
NE	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A			99.92%	1299		N/A	0				
NE	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	Yes	100%	44638.131				Yes	0				
NE	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	Yes	100%	44638.131				Yes	0				
NE	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	96.30%	54	95.32%	1411	-0.33	Yes	0				
NE	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100%	446	99.53%	4215	-1.39	Yes	0				
NE	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	4.94	54	5.46	1420	-0.62	Yes	0				
NE	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.96	202	3.49	3118	-6.7	Yes	0				
NE	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	94.27%	419	84.61%	5398	-5.28	Yes	0				
NE	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	95.47%	419	87.12%	5398	-4.91	Yes	0				
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	N/A	3	1	6.11	27	-0.43	Yes	0				
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	Yes			5.05	19		N/A	0				
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	N/A	55	1	11.98	40	1.59	Yes	0				
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	N/A			6	1		N/A	0				
NE	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	147.8	5	79.01	160	1.62	N/A	0				
NE	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	0		85		-2.34	N/A	0				
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	96.83%	63	93%	2529	-1.18	Yes	0				
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100%	12	97.98%	544	-0.49	Yes	0				
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	98.68%	76	98.75%	3353	0.14	Yes	0				
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	32	99.91%	1084	-0.17	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
NE	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
NE	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
NE	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
NE	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
NE	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
NE	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
NE	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
NE	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	
NE	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	
NE	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
NE	07--01	OP-3	Install Commit Met, E911%		P	
NE	07--01	OP-4	Install Interv, E911, Avg Days		P	
NE	07--01	OP-5	New Service Install Quality, E911%		P	
NE	07--01	OP-5*	New Service Install Quality, E911%		P	
NE	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
NE	07--01	OP-6B	Delayed Days for Facility Reasons, E911, Avg Days		P	
NE	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	
NE	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	
NE	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
NE	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
NE	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
NE	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
NE	07--01	MR-8	Trouble Rate, E911%		P	
NE	07--01	MR-8*	Trouble Rate, E911%		P	
NE	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
NE	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
NE	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
NE	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
NE	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
NE	09--01	NP-1A	NXX Code Activation, All%		P	
NE	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
NE	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
NE	11--01	OP-8B	LNP Timeliness, LNP%		95%	
NE	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
NE	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
NE	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
NE	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
NE	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
NE	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
NE	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
NE	14--01	OP-3	Install Commit Met, Residence%	D	P	
NE	14--01	OP-3	Install Commit Met, Residence%	ND	P	
NE	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
NE	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
NE	14--01	OP-5	New Service Install Quality, Residence%		P	
NE	14--01	OP-5*	New Service Install Quality, Residence%		P	
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
NE	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
NE	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	13:02	81	13:52	3262	-0.56	Yes	13:23	101	18:04	4422	-3.16	Yes	13:00	94	13:47	3957	-0.64	Yes	12:16	95	13:57	3582	-1.27
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	2:54	17	6:29	711	-1.62	Yes	3:17	21	8:11	1077	-2.28	Yes	3:36	31	7:56	1021	-2.61	Yes	6:12	26	6:31	879	-0.19
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	29.41%	17	12.94%	711	1.78	No	28.57%	21	15.41%	1077	1.54	Yes	3.23%	31	12.62%	1022	-1.55	Yes	3.85%	26	15.24%	879	-1.59
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	7.23%	83	13.27%	3369	-1.6	Yes	9.80%	102	12.98%	4546	-0.94	Yes	11.11%	99	13.22%	4078	-0.61	Yes	13.40%	97	11.78%	3710	0.51
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	45.45%	11	17.41%	425	2.11	No	5.26%	19	14.81%	513	-1.15	Yes	0%	14	14.12%	340	-1.49
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	9.18%	98	12.88%	4254	-1.08	Yes	11.11%	90	12.98%	3836	-0.52	Yes	11.58%	95	11.27%	3488	0.13
NE	14--01	MR-8	Trouble Rate, Residence%		P	1.45%	6896	1.52%	268769	-0.46	Yes	1.78%	6896	2.09%	268769	-1.77	Yes	1.89%	6896	1.90%	268769	-0.07	Yes	1.78%	6896	1.71%	268769	0.48
NE	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.58%	6896	1.74%	268769	-1	Yes	1.58%	6896	1.62%	268769	-0.24	Yes	1.58%	6896	1.42%	268769	1.08
NE	14--01	MR-9	Repair Appoint Met, Residence%	D	P	98.80%	83	96.17%	3369	-1.23	Yes	98.04%	102	95.93%	4546	-1.07	Yes	94.95%	99	96.37%	4078	0.76	Yes	96.91%	97	95.96%	3710	-0.47
NE	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100%	17	98.87%	711	-0.43	Yes	100%	21	99.35%	1077	-0.37	Yes	100%	31	98.14%	1022	-0.75	Yes	100%	26	99.09%	879	-0.48
NE	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	27.01%	137	28.98%	5745	-0.5	N/A	25.45%	165	31.50%	8209	-1.66	N/A	22.16%	167	27.21%	7006	-1.45	N/A	20.13%	154	28.46%	6415	-2.27
NE	14--02	OP-3	Install Commit Met, Business%	D	P	100%	2	88.68%	380	-0.5	Yes	100%	8	91.59%	428	-0.85	Yes	100%	6	89.85%	404	-0.82	Yes	100%	4	92.33%	404	-0.57
NE	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	8	97.65%	85	-0.42	Yes	100%	44	98.81%	84	-0.59	Yes	100%	23	97.14%	70	-0.71	Yes	100%	22	97.40%	77	-0.68
NE	14--02	OP-4	Install Interv, Business, Avg Days	D	P	2.5	2	6.55	386	-0.76	Yes	4.25	8	6.17	430	-0.62	Yes	3.17	6	6.3	408	-1.01	Yes	3.25	4	6.8	405	-0.81
NE	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	3	8	4.25	48	-0.72	Yes	2.57	44	5.42	65	-0.97	Yes	2.86	21	3.39	54	-2	Yes	2.53	19	3.37	59	-1.6
NE	14--02	OP-5	New Service Install Quality, Business%		P	96.77%	31	87.63%	493	-1.5	Yes	97.56%	41	81.69%	497	-2.53	Yes	100%	28	84.82%	481	-2.18	Yes	97.06%	34	88.03%	543	-1.57
NE	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	97.56%	41	86.52%	497	-1.99	Yes	100%	28	88.15%	481	-1.89	Yes	97.06%	34	90.42%	543	-1.28
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			6.63	30		N/A			3.05	19		N/A			4.26	19		N/A			5.57	14	
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			5	1		N/A			118	1		N/A			2	2		N/A			1.5	2	
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			15.11	19		N/A			11.65	17		N/A			13.04	24		N/A			10.71	17	
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A					
NE	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			80.52	132		N/A			69.86	136		N/A			72.99	105		N/A			59.95	104	
NE	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			40			N/A			43			N/A			30			N/A			33		
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	66.67%	3	90.09%	323	1.04	Yes	87.50%	8	91.39%	418	0.41	Yes	100%	4	89.91%	317	-0.67	Yes	100%	9	91.48%	270	-0.9
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			97.10%	69		N/A	100%	4	94.29%	70	-0.48	Yes			98.28%	58		N/A			96.88%	64	
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	5	95.88%	388	-0.46	Yes	100%	10	96.16%	495	-0.63	Yes	100%	5	97.45%	392	-0.36	Yes	100%	10	95.24%	378	-0.7
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100%	3	99.17%	121	-0.16	Yes	100%	5	97.33%	150	-0.36	Yes	100%	1	100%	146	.	Yes			100%	147	
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	18:51	5	13:55	388	0.87	Yes	10:07	10	14:56	495	-1.03	Yes	14:00	5	13:52	392	0.19	Yes	10:06	10	15:00	378	-0.96
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0:46	3	4:42	121	-0.71	Yes	3:09	5	7:21	150	-0.5	Yes	0:01	1	4:22	146	-0.64	Yes			4:18	147	
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0%	5	12.63%	396	-0.84	Yes	9.09%	11	12.20%	508	-0.31	Yes	40%	5	14.14%	403	1.37	Yes	20%	10	9.59%	386	1
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0%	3	9.92%	121	-0.57	Yes	0%	5	14.67%	150	-0.91	Yes	0%	1	16.44%	146	-0.44	Yes			7.48%	147	
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	10%	10	12.58%	461	-0.24	Yes	40%	5	14.25%	365	1.37	Yes	20%	10	9.14%	339	1.05
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0%	3	16.18%	68	-0.74	Yes	0%	1	16.67%	72	-0.44	Yes			9.38%	64	
NE	14--02	MR-8	Trouble Rate, Business%		P	0.61%	1305	0.65%	79960	-0.15	Yes	1.23%	1305	0.82%	79960	1.6	Yes	0.46%	1305	0.69%	79960	-0.98	Yes	0.77%	1305	0.67%	79960	0.44
NE	14--02	MR-8*	Trouble Rate, Business%		P						N/A	1%	1305	0.66%	79960	1.48	Yes	0.46%	1305	0.55%	79960	-0.42	Yes	0.77%	1305	0.50%	79960	1.33
NE	14--02	MR-9	Repair Appoint Met, Business%	D	P	80%	5	88.64%	396	0.57	Yes	100%	11	87.01%	508	-1.27	Yes	100%	5	90.32%	403	-0.73	Yes	80%	10	91.45%	386	1.13
NE	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100%	3	95.87%	121	-0.36	Yes	100%	5	96.67%	150	-0.41	Yes	100%	1	98.63%	146	-0.12	Yes			98.64%	147	
NE	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	33.33%	12	26.77%	706	0.52	N/A	33.33%	24	30.30%	944	0.33	N/A	33.33%	9	29.16%	775	0.29	N/A	16.67%	12	29.50%	756	-0.97
NE	14--03	OP-3	Install Commit Met, Centrex%	D	P			100%	11		N/A			86.96%	23		N/A			100%	4		N/A			100%	7	
NE	14--03	OP-3	Install Commit Met, Centrex%	ND	P			75%	4		N/A			100%	2		N/A			100%	2		N/A					
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			3.64	11		N/A			7.91	23		N/A			4	4		N/A			3.57	7	
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			3.25	4		N/A			1.5	2		N/A			1	2		N/A					
NE	14--03	OP-5	New Service Install Quality, Centrex%		P			60%	20		N/A			0%	16		N/A			28.57%	7		N/A			84.62%	13	
NE	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			18.75%	16		N/A			28.57%	7		N/A			84.62%	13	
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A			2.5	2		N/A						N/A					
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P			6	1		N/A						N/A						N/A					
NE	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A			12	1		N/A						N/A					
NE	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			1.17	6		N/A						N/A						N/A					
NE	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			0			N/A						N/A						N/A					
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	100%	2	78.26%	23	-0.71	Yes			88.89%	27		N/A	100%	1	77.27%	22	-0.53	Yes			100%	16	
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100%	5		N/A			90.91%	11		N/A			100%	4		N/A			100%	3	
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100%	4	96.55%	29	-0.35	Yes			100%	35		N/A	100%	2	92.31%	26	-0.39	Yes			100%	22	
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			90.91%	11		N/A			100%	20		N/A			100%	10		N/A			100%	9	
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	8:38	4	15:28	29	-0.94	Yes			15:21	35		N/A	22:08	2	21:15	26	0.31	Yes			15:11	22	
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			12:20	11		N/A			7:04	20		N/A			2:13	10		N/A			2:57	9	
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	25%	4	6.45%	31	0.96	Yes			14.29%	35		N/A	0%	2	7.69%	26	-0.39	Yes			13.64%	22	
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0%	11		N/A			5%	20		N/A			0%	10		N/A			11.11%	9	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	10:51	76	13:02	3353	-1.76	Yes	0				
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	3:28	32	6:13	1084	-2	Yes	0				
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	18.75%	32	14.39%	1084	0.7	Yes	1	127	14.96%	14.18%	0.78%
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	6.41%	78	13.84%	3468	-1.88	Yes	0				
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	12.50%	16	14.40%	500	-0.21	Yes	1	60	13.33%	15.18%	-1.85%
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	5.48%	73	13.56%	3260	-1.99	Yes	0				
NE	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.59%	6935	1.67%	272953	-0.52	Yes	0				
NE	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	1.28%	6935	1.38%	272953	-0.66	Yes	0				
NE	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	97.44%	78	96.19%	3468	-0.57	Yes	0				
NE	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	100%	32	99.54%	1084	-0.38	Yes	0				
NE	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	25.68%	148	28.26%	6345	-0.69	N/A	0				
NE	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	100%	6	90.89%	494	-0.77	Yes	0				
NE	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	35	98.06%	103	-0.72	Yes	0				
NE	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	2.83	6	6.13	497	-1.14	Yes	0				
NE	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.96	23	4.21	72	-1.13	Yes	0				
NE	14--02	OP-5	New Service Install Quality, Business%		P	Yes	93.55%	31	86.39%	573	-1.13	Yes	0				
NE	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	93.55%	31	89.35%	573	-0.74	Yes	0				
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A			27.65	20		N/A	0				
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A			6	2		N/A	0				
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			11.21	24		N/A	0				
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A						N/A	0				
NE	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A			48.44	99		N/A	0				
NE	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A			27			N/A	0				
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100%	10	90.32%	248	-1.01	Yes	0				
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	N/A	100%	3	100%	119	.	Yes	0				
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	10	98.06%	360	-0.44	Yes	0				
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	N/A	100%	7	100%	215	.	Yes	0				
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	6:53	10	13:26	360	-1.69	Yes	0				
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	N/A	2:43	7	4:10	215	-0.71	Yes	0				
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	0%	10	11.78%	365	-1.14	Yes	0				
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	N/A	28.57%	7	13.02%	215	1.07	Yes	0				
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	0%	10	12.65%	324	-1.19	Yes	0				
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	N/A	28.57%	7	12.41%	137	1.1	Yes	0				
NE	14--02	MR-8	Trouble Rate, Business%		P	Yes	1.35%	1257	0.72%	80540	2.63	No	1	6477	0.88%	0.71%	0.17%
NE	14--02	MR-8*	Trouble Rate, Business%		P	Yes	1.35%	1257	0.57%	80540	3.64	No	1	5172	0.89%	0.57%	0.32%
NE	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100%	10	89.32%	365	-1.08	Yes	0				
NE	14--02	MR-9	Repair Appoint Met, Business%	ND	P	N/A	100%	7	98.14%	215	-0.36	Yes	0				
NE	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	22.73%	22	27.77%	803	-0.52	N/A	0				
NE	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			100%	15		N/A	0				
NE	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A			100%	2		N/A	0				
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			3.44	16		N/A	0				
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			2.5	2		N/A	0				
NE	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A	100%	1	62.50%	16	-0.75	Yes	0				
NE	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A	100%	1	75%	16	-0.56	Yes	0				
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
NE	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
NE	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A						N/A	0				
NE	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A						N/A	0				
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	N/A			95.65%	23		N/A	0				
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100%	10		N/A	0				
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	N/A			96.77%	31		N/A	0				
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	N/A			100%	16		N/A	0				
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	N/A			15:41	31		N/A	0				
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A			6:28	16		N/A	0				
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	N/A			12.90%	31		N/A	0				
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A			6.25%	16		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
NE	14--01	MR-8	Trouble Rate, Residence%		P	
NE	14--01	MR-8*	Trouble Rate, Residence%		P	
NE	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
NE	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
NE	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
NE	14--02	OP-3	Install Commit Met, Business%	D	P	
NE	14--02	OP-3	Install Commit Met, Business%	ND	P	
NE	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
NE	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
NE	14--02	OP-5	New Service Install Quality, Business%		P	
NE	14--02	OP-5*	New Service Install Quality, Business%		P	
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
NE	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
NE	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
NE	14--02	MR-8	Trouble Rate, Business%		P	
NE	14--02	MR-8*	Trouble Rate, Business%		P	
NE	14--02	MR-9	Repair Appoint Met, Business%	D	P	
NE	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
NE	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
NE	14--03	OP-3	Install Commit Met, Centrex%	D	P	
NE	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
NE	14--03	OP-5	New Service Install Quality, Centrex%		P	
NE	14--03	OP-5*	New Service Install Quality, Centrex%		P	
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
NE	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
NE	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
NE	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			16.67%	30		N/A	0%	2	8.70%	23	-0.42	Yes			12.50%	16	
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0%	12		N/A			0%	2		N/A			12.50%	8	
NE	14--03	MR-8	Trouble Rate, Centrex%		P	3.28%	122	0.30%	13923	3.45	No	0%	122	0.40%	13904	-0.69	Yes	1.64%	122	0.26%	13909	2.02	No	0%	122	0.22%	13908	-0.52
NE	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0%	122	0.30%	13904	-0.61	Yes	1.64%	122	0.18%	13909	2.3	No	0%	122	0.17%	13908	-0.46
NE	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	100%	4	80.65%	31	-0.92	Yes			91.18%	34		N/A	100%	2	92.31%	26	-0.39	Yes			90.91%	22	
NE	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			100%	11		N/A			95%	20		N/A			88.89%	9		N/A			100%	9	
NE	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	0%	4	26.32%	57	-1.16	N/A			23.61%	72		N/A	0%	2	35.71%	56	-1.04	N/A	100%	1	42.59%	54	0.79
NE	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100%	6	91.38%	58	-0.72	Yes	100%	1	87.30%	63	-0.38	Yes	100%	12	89.80%	49	-1.05	Yes	75%	4	91.89%	37	0.86
NE	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100%	5	92%	25	-0.6	Yes	100%	11	100%	20	.	Yes	87.50%	16	100%	24	1.45	Yes	100%	3	95.83%	24	-0.34
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			6.13	16		N/A	3	1	3	18	0	Yes	4	4	2.85	20	1.64	No	5	3	3.81	21	0.99
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	2.83	6	6.34	59	-1.11	Yes	1	1	5.92	62	-0.77	Yes	4.67	12	7.41	49	-0.73	Yes	8.25	4	9.13	39	-0.16
NE	14--04	OP-5	New Service Install Quality, Centrex 21%		P	75%	12	80.95%	84	0.47	Yes	90%	20	62.82%	78	-2.24	Yes	100%	18	69.57%	69	-2.5	Yes	90%	10	73.53%	68	-1.1
NE	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	95%	20	70.51%	78	-2.14	Yes	100%	18	78.26%	69	-1.99	Yes	100%	10	83.82%	68	-1.3
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			13.5	2		N/A			4.2	5		N/A			1	1		N/A			6.67	3	
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			21.5	2		N/A						N/A	9	2				N/A			4	1	
NE	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			19.33	3		N/A			7.33	3		N/A			3	4		N/A	4	1	9	1	.
NE	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			60.71	24		N/A	23	1	66.38	21	-0.54	N/A	1	1	65.71	17	-0.83	N/A	35.5	2	54.82	17	-0.38
NE	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			2			N/A	0		5		-0.55	N/A	0		2		-0.35	N/A	0		0		.
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	60%	5	95.24%	84	2.18	No	100%	4	90.65%	139	-0.63	Yes	88.89%	9	90.57%	106	0.18	Yes	100%	4	86.75%	83	-0.76
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	100%	2	95.24%	21	-0.3	Yes			91.18%	34		N/A	0%	1	96.15%	26	1.87	No	100%	2	96.77%	31	-0.25
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100%	5	97.39%	115	-0.36	Yes	100%	6	97.66%	171	-0.37	Yes	100%	10	97.73%	132	-0.46	Yes	100%	4	98.33%	120	-0.26
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100%	4	100%	46	.	Yes	100%	4	97.37%	76	-0.32	Yes	83.33%	6	98.21%	56	1.34	Yes	100%	7	100%	64	.
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	12:15	5	12:45	115	-0.08	Yes	13:09	6	13:19	171	-0.03	Yes	8:06	10	13:28	132	-1.1	Yes	8:03	4	12:32	120	-0.8
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	6:58	4	2:58	46	1.08	Yes	1:42	4	9:10	76	-0.44	Yes	16:10	6	6:15	56	1.11	Yes	3:29	7	4:36	64	-0.41
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0%	5	10.34%	116	-0.74	Yes	16.67%	6	15.25%	177	0.13	Yes	0%	10	10.45%	134	-1.04	Yes	50%	4	8%	125	2.07
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	25%	4	19.57%	46	0.23	Yes	0%	4	19.74%	76	-0.97	Yes	50%	6	14.29%	56	1.87	No	0%	7	18.75%	64	-1.21
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	20%	5	13.73%	153	0.39	Yes	0%	9	9.09%	121	-0.92	Yes	50%	4	7.62%	105	2.09
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	0%	2	12.12%	33	-0.51	Yes	40%	5	14.29%	28	1.19	Yes	0%	4	11.11%	27	-0.66
NE	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.59%	1523	0.61%	26462	-0.1	Yes	0.66%	1523	0.96%	26462	-1.17	Yes	1.05%	1523	0.72%	26462	1.49	Yes	0.72%	1523	0.71%	26462	0.04
NE	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.46%	1523	0.70%	26462	-1.11	Yes	0.92%	1523	0.56%	26462	1.81	No	0.53%	1523	0.50%	26462	0.14
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	80%	5	89.66%	116	0.61	Yes	100%	6	84.18%	177	-1.04	Yes	100%	10	83.58%	134	-1.35	Yes	75%	4	88%	125	0.68
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100%	4	100%	46	.	Yes	100%	4	93.42%	76	-0.52	Yes	83.33%	6	94.64%	56	0.87	Yes	100%	7	96.88%	64	-0.45
NE	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	35.71%	14	25%	216	0.87	N/A	37.50%	16	28.33%	353	0.78	N/A	20%	20	27.20%	261	-0.7	N/A	0%	11	19.92%	236	-1.62
NE	14--05	OP-3	Install Commit Met, PBX%	D	P	100%	1	100%	5	.	Yes			50%	2		N/A			100%	6		N/A			100%	2	
NE	14--05	OP-3	Install Commit Met, PBX%	ND	P	50%	2	100%	1	0.33	Yes	100%	1				N/A			100%	2		N/A			100%	2	
NE	14--05	OP-3	Install Commit Met, PBX%		P			60%	5		N/A			0%	2		N/A			14.29%	7		N/A			30%	10	
NE	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	5	1	6.86	7	-0.26	Yes			4.5	2		N/A			2.67	6		N/A			3	2	
NE	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	4	2	3	1	.	N/A	4	1				N/A			0	1		N/A			1.5	2	
NE	14--05	OP-4	Install Interv, PBX, Avg Days		P			10.67	6		N/A			13.65	26		N/A			31.5	18		N/A			17.67	21	
NE	14--05	OP-5	New Service Install Quality, PBX%		P	100%	2	86.36%	22	-0.54	Yes	100%	1	90%	30	-0.33	Yes			96.55%	29		N/A			87.50%	24	
NE	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100%	1	93.33%	30	-0.26	Yes			96.55%	29		N/A			87.50%	24	
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A			2	1		N/A						N/A					
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A			42	1	
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			4.5	2		N/A			14	3		N/A			20	21		N/A			10	9	
NE	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A					
NE	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P						N/A						N/A						N/A					
NE	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	29	1	66.75	4	-0.68	N/A	9	1	66.33	3	-1.34	N/A			39.25	4		N/A			16.64	22	
NE	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	0		0		.	N/A	0		0		.	N/A			1			N/A			20		
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			100%	11		N/A	100%	2	80%	10	-0.65	Yes	100%	1	75%	12	-0.55	Yes			71.43%	7	
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	2	100%	10	.	Yes			100%	14		N/A			100%	14		N/A			100%	14	
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100%	13		N/A	100%	2	91.67%	12	-0.39	Yes	100%	2	88.24%	17	-0.49	Yes			88.89%	9	
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	2	100%	13	.	Yes			100%	18		N/A			100%	15		N/A			100%	14	
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			9:40	13		N/A	11:46	2	15:17	12	-0.3	Yes	4:03	2	20:03	17	-0.79	Yes			25:16:00	9	
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	2:42	2	3:12	13	-0.11	Yes			1:50	18		N/A			1:16	15		N/A			1:09	14	
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			14.29%	14		N/A	0%	2	7.69%	13	-0.38	Yes	0%	2	11.11%	18	-0.47	Yes			11.11%	9	
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0%	2	0%	13	.	Yes			22.22%	18		N/A			20%	15		N/A			0%	14	
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			11.11%	9		N/A	0%	2	6.67%	15	-0.36	Yes			12.50%	8	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A			12.50%	24		N/A	0				
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A			0%	8		N/A	0				
NE	14--03	MR-8	Trouble Rate, Centrex%		P	Yes	0%	122	0.34%	13877	-0.64	Yes	2	610	0.98%	0.30%	0.68%
NE	14--03	MR-8*	Trouble Rate, Centrex%		P	Yes	0%	122	0.23%	13877	-0.53	Yes	1	488	0.41%	0.22%	0.19%
NE	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	N/A			96.77%	31		N/A	0				
NE	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A			100%	16		N/A	0				
NE	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A			28.79%	66		N/A	0				
NE	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	Yes	66.67%	3	97.78%	45	1.6	Yes	0				
NE	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	Yes	100%	10	100%	24	.	Yes	0				
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	Yes	3.88	8	3	18	1.94	No	2	16	4.07	3.69	0.38
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	Yes	7.33	3	6.89	46	0.58	Yes	0				
NE	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	66.67%	12	60%	80	-0.44	Yes	0				
NE	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes	75%	12	67.50%	80	-0.52	Yes	0				
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A						N/A	0				
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A						N/A	0				
NE	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A	7	1	13	1	.	N/A	0				
NE	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A	15.5	2	53.5	14	-0.76	N/A	0				
NE	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A	0		0		.	N/A	0				
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	Yes	100%	4	88.37%	86	-0.71	Yes	1	26	88.46%	90.36%	-1.90%
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	Yes	100%	3	100%	46	.	Yes	1	8	87.50%	96.20%	-8.70%
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	Yes	100%	5	95.80%	119	-0.46	Yes	0				
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	Yes	100%	8	100%	81	.	Yes	0				
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	Yes	9:10	5	14:15	119	-0.85	Yes	0				
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	Yes	2:49	8	2:53	81	-0.04	Yes	0				
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	No	0%	5	18.18%	121	-1.03	Yes	1	30	10.00%	12.63%	-2.63%
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	Yes	0%	8	11.11%	81	-0.95	Yes	1	29	13.79%	16.41%	-2.62%
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	No	0%	5	17.76%	107	-1.02	Yes	1	23	13.04%	12.14%	0.90%
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	Yes	0%	4	14.58%	48	-0.79	Yes	0				
NE	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0.87%	1492	0.75%	26832	0.52	Yes	0				
NE	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	0.60%	1492	0.58%	26832	0.13	Yes	1	6061	0.63%	0.58%	0.04%
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	Yes	100%	5	90.91%	121	-0.69	Yes	0				
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	Yes	100%	8	98.77%	81	-0.3	Yes	0				
NE	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A	13.33%	15	30.34%	290	-1.4	N/A	0				
NE	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			100%	3		N/A	0				
NE	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A			100%	2		N/A	0				
NE	14--05	OP-3	Install Commit Met, PBX%		P	N/A			100%	10		N/A	0				
NE	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			21.33	3		N/A	0				
NE	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			2.5	2		N/A	0				
NE	14--05	OP-4	Install Interv, PBX, Avg Days		P	N/A			11.67	12		N/A	0				
NE	14--05	OP-5	New Service Install Quality, PBX%		P	N/A	100%	2	76.47%	17	-0.74	Yes	0				
NE	14--05	OP-5*	New Service Install Quality, PBX%		P	N/A	100%	2	82.35%	17	-0.62	Yes	0				
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A						N/A	0				
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			31	3		N/A	0				
NE	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
NE	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A						N/A	0				
NE	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			2.6	5		N/A	0				
NE	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			0			N/A	0				
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A	100%	1	83.33%	6	-0.41	Yes	0				
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	N/A			100%	16		N/A	0				
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	N/A	100%	3	83.33%	6	-0.63	Yes	0				
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	N/A	100%	1	100%	22	.	Yes	0				
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A	9:46	3	25:26:00	6	-0.64	Yes	0				
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	N/A	0:32	1	2:34	22	-0.47	Yes	0				
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	N/A	0%	3	0%	6	.	Yes	0				
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	N/A	0%	1	18.18%	22	-0.46	Yes	0				
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A	0%	3	0%	4	.	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
NE	14--03	MR-8	Trouble Rate, Centrex%		P	
NE	14--03	MR-8*	Trouble Rate, Centrex%		P	
NE	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
NE	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
NE	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
NE	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
NE	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
NE	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
NE	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
NE	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
NE	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
NE	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
NE	14--04	MR-8	Trouble Rate, Centrex 21%		P	
NE	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
NE	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
NE	14--05	OP-3	Install Commit Met, PBX%	D	P	
NE	14--05	OP-3	Install Commit Met, PBX%	ND	P	
NE	14--05	OP-3	Install Commit Met, PBX%		P	
NE	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
NE	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
NE	14--05	OP-4	Install Interv, PBX, Avg Days		P	
NE	14--05	OP-5	New Service Install Quality, PBX%		P	
NE	14--05	OP-5*	New Service Install Quality, PBX%		P	
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
NE	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
NE	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	
NE	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
NE	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			14.29%	7		N/A			16.67%	6		N/A			0%	9	
NE	14--05	MR-8	Trouble Rate, PBX%		P	0.52%	386	0.16%	17341	1.45	Yes	0.52%	386	0.18%	17302	1.32	Yes	0.52%	386	0.19%	17058	1.24	Yes	0%	386	0.14%	16673	-0.72
NE	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0%	386	0.09%	17302	-0.59	Yes	0.52%	386	0.12%	17058	1.66	No	0%	386	0.10%	16673	-0.62
NE	14--05	MR-9	Repair Appoint Met, PBX%	D	P			84.62%	13		N/A	100%	2	75%	12	-0.76	Yes	100%	2	80%	15	-0.66	Yes			100%	9	
NE	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100%	3		N/A			100%	6		N/A			100%	4		N/A			100%	1	
NE	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0%	2	43.75%	48	-1.22	N/A	33.33%	3	22.50%	40	0.36	N/A	50%	4	17.50%	40	1.32	N/A	100%	1	28.13%	32	1.06
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A			100%	7	
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A					
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			100%	7		N/A			90.91%	22		N/A			100%	17		N/A			77.27%	22	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A			3.29	7	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A					
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			6.17	6		N/A			9.85	20		N/A			6.86	14		N/A			15.5	22	
NE	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			80%	15		N/A			90%	20		N/A			79.17%	24		N/A			92.86%	28	
NE	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100%	20		N/A			79.17%	24		N/A			96.43%	28	
NE	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			2	1		N/A						N/A			17	5	
NE	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			4	1		N/A						N/A					
NE	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			214.5	2		N/A			194.5	2		N/A			172.5	2		N/A			155	3	
NE	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			0			N/A			0			N/A			0			N/A			0		
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			88.89%	9		N/A			96.43%	28		N/A	100%	2	90.91%	11	-0.41	Yes			100%	23	
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100%	19		N/A			100%	29		N/A			100%	24		N/A			96.43%	28	
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	9		N/A			100%	28		N/A	100%	2	100%	12	.	Yes			100%	23	
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	20		N/A			100%	29		N/A			100%	24		N/A			96.43%	28	
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			7:54	9		N/A			5:16	28		N/A	1:17	2	8:03	12	-0.99	Yes			6:01	23	
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			2:32	20		N/A			1:34	29		N/A			1:38	24		N/A			4:58	28	
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			11.11%	9		N/A			14.29%	28		N/A	50%	2	33.33%	12	0.29	Yes			26.09%	23	
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			15%	20		N/A			10.34%	29		N/A			16.67%	24		N/A			7.14%	28	
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			11.54%	26		N/A	50%	2	36.36%	11	0.2	Yes			30%	20	
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			18.18%	11		N/A			20%	10		N/A			0%	13	
NE	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	8	0.47%	6192	-0.19	Yes	0%	8	0.92%	6219	-0.27	Yes	25%	8	0.58%	6228	3.33	No	0%	8	0.82%	6250	-0.26
NE	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	8	0.60%	6219	-0.22	Yes	25%	8	0.34%	6228	3.62	No	0%	8	0.53%	6250	-0.21
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			0%	2		N/A						N/A			100%	1		N/A			100%	1	
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100%	1		N/A						N/A						N/A			100%	1	
NE	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			38.30%	47		N/A			26.92%	78		N/A	0%	2	36.84%	57	-1.06	N/A			30.14%	73	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			87.18%	39		N/A			81.08%	37		N/A			95.12%	41		N/A			95.35%	43	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.47%	380		N/A			98.95%	381		N/A			98.70%	538		N/A			100%	414	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%		P						N/A			100%	1		N/A			50%	2		N/A			100%	3	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.56	41		N/A			6.27	37		N/A			6.69	42		N/A			9.78	46	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.85	301		N/A			4.89	284		N/A			4.89	298		N/A			9.36	297	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P						N/A			4	1		N/A			9.5	2		N/A			2	3	
NE	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			100%	420		N/A			99.80%	501		N/A			99.81%	523		N/A			99.79%	466	
NE	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			99.80%	501		N/A			99.81%	523		N/A			99.79%	466	
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4	5		N/A			7	7		N/A			1.5	2		N/A			4.5	2	
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			20	1		N/A			5	4		N/A			11	2		N/A					
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A			1	1		N/A					
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A					
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A					
NE	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			73.68%	19		N/A			85.71%	42		N/A			85.71%	28		N/A			93.75%	16	
NE	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			89.47%	19		N/A			95.24%	42		N/A			92.86%	28		N/A			100%	16	
NE	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			14:29	19		N/A			10:49	42		N/A			10:44	28		N/A			10:51	16	
NE	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			36.84%	19		N/A			35.71%	42		N/A			46.43%	28		N/A			31.25%	16	
NE	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			52.17%	23		N/A			50%	18		N/A			40%	10	
NE	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0%	4	1.01%	1873	-0.2	Yes	0%	4	2.18%	1931	-0.3	Yes	0%	4	1.41%	1990	-0.24	Yes	0%	4	0.78%	2039	-0.18
NE	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	4	1.19%	1931	-0.22	Yes	0%	4	0.90%	1990	-0.19	Yes	0%	4	0.49%	2039	-0.14
NE	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			62.75%	51		N/A			47.50%	80		N/A			42.86%	49		N/A			48.39%	31	
NE	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A			0%	1		N/A						N/A					
NE	14--08	OP-3	Install Commit Met, ISDN Primary%		P			33.33%	9		N/A			60%	5		N/A			100%	27		N/A			50%	12	
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A			5	1		N/A						N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A	0%	1	11.11%	9	-0.34	Yes	0				
NE	14--05	MR-8	Trouble Rate, PBX%		P	Yes	1.02%	393	0.17%	16362	2.74	No	1	1937	0.52%	0.17%	0.35%
NE	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	1.02%	393	0.08%	16362	3.52	No	2	1551	0.39%	0.10%	0.29%
NE	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A	100%	3	83.33%	6	-0.63	Yes	0				
NE	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	N/A	100%	1	100%	14	.	Yes	0				
NE	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	20%	5	31.71%	41	-0.53	N/A	0				
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100%	5		N/A	0				
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A			100%	1		N/A	0				
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			100%	19		N/A	0				
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			5.8	5		N/A	0				
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A			1	1		N/A	0				
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			7.05	20		N/A	0				
NE	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	N/A			100%	25		N/A	0				
NE	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	N/A			100%	25		N/A	0				
NE	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A						N/A	0				
NE	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A						N/A	0				
NE	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			58.25	8		N/A	0				
NE	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			2			N/A	0				
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			100%	11		N/A	0				
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A			93.75%	16		N/A	0				
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	11		N/A	0				
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	16		N/A	0				
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			3:04	11		N/A	0				
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A			2:26	16		N/A	0				
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			36.36%	11		N/A	0				
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			12.50%	16		N/A	0				
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			30%	10		N/A	0				
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			20%	5		N/A	0				
NE	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	8	0.43%	6261	-0.19	Yes	1	40	5.00%	0.64%	4.36%
NE	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	8	0.24%	6261	-0.14	Yes	1	32	6.25%	0.43%	5.82%
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A						N/A	0				
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
NE	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			52.63%	57		N/A	0				
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			100%	35		N/A	0				
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A			99.54%	431		N/A	0				
NE	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			100%	1		N/A	0				
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			9.95	37		N/A	0				
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A			9.64	305		N/A	0				
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A			11	1		N/A	0				
NE	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	N/A			99.41%	505		N/A	0				
NE	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	N/A			99.41%	505		N/A	0				
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A	0				
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A			5	2		N/A	0				
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A	0				
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A						N/A	0				
NE	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			88.46%	26		N/A	0				
NE	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			100%	26		N/A	0				
NE	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			10:49	26		N/A	0				
NE	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			19.23%	26		N/A	0				
NE	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			12.50%	16		N/A	0				
NE	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0%	4	1.24%	2095	-0.22	Yes	0				
NE	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	4	0.76%	2095	-0.18	Yes	0				
NE	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			33.33%	39		N/A	0				
NE	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A						N/A	0				
NE	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			85.71%	7		N/A	0				
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
NE	14--05	MR-8	Trouble Rate, PBX%		P	
NE	14--05	MR-8*	Trouble Rate, PBX%		P	
NE	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
NE	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
NE	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
NE	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
NE	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
NE	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
NE	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
NE	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
NE	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
NE	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
NE	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
NE	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
NE	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
NE	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	
NE	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
NE	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
NE	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
NE	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
NE	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
NE	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
NE	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
NE	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
NE	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	
NE	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			25.24	21		N/A			15.74	19		N/A			12	35		N/A			15.72	25	
NE	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			95.24%	21		N/A			92.86%	28		N/A			96.67%	30		N/A			96.15%	26	
NE	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			96.43%	28		N/A			100%	30		N/A			96.15%	26	
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A			3	1		N/A						N/A					
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			18.07	15		N/A			21.4	5		N/A			16.6	5		N/A			14.29	7	
NE	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			21	1		N/A						N/A						N/A			12	1	
NE	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			178.5	2		N/A			171.5	2		N/A			88.5	4		N/A			108.67	3	
NE	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			1			N/A			0			N/A			0			N/A			0		
NE	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			88.89%	9		N/A			88.89%	9		N/A			75%	4		N/A			100%	3	
NE	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			2:37	9		N/A			1:41	9		N/A			2:31	4		N/A			1:22	3	
NE	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			11.11%	9		N/A			44.44%	9		N/A			0%	4		N/A			0%	3	
NE	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			57.14%	7		N/A			0%	2		N/A			0%	1	
NE	14--08	MR-8	Trouble Rate, ISDN Primary%		P			0.04%	24213		N/A			0.04%	24693		N/A			0.01%	26877		N/A			0.01%	26709	
NE	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A			0.03%	24693		N/A			0.01%	26877		N/A			0%	26709	
NE	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			43.75%	16		N/A			40%	15		N/A			20%	5		N/A			50%	6	
NE	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A			100%	1		N/A					
NE	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A			0%	1		N/A	100%	1				N/A			0%	1	
NE	14--09	OP-3	Install Commit Met, DS0%		P	0%	1	50%	4	0.48	Yes	100%	1	50%	6	-0.93	Yes	100%	2	50%	8	-1.26	Yes			80%	10	
NE	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A			0	1		N/A					
NE	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A			6	1		N/A	7	1				N/A					
NE	14--09	OP-4	Install Interv, DS0, Avg Days		P	15	1	12.25	4	0.3	Yes			17	6		N/A	9.5	2	12.88	8	-0.48	Yes	7	3	7.2	10	-0.12
NE	14--09	OP-5	New Service Install Quality, DS0%		P	100%	1	0%	7	.	N/A	100%	2	0%	9	.	N/A	100%	3	0%	10	.	N/A	100%	5	11.11%	9	-5.07
NE	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100%	2	0%	9	.	N/A	100%	3	10%	10	-4.56	Yes	100%	5	22.22%	9	-3.35
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A			2	1		N/A						N/A			42	1	
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	7	1	13.5	2	-0.68	Yes			11	4		N/A			7.67	3		N/A			5	2	
NE	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			15	1		N/A						N/A			25	1		N/A					
NE	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			296.8	10		N/A			252	11		N/A			192.71	14		N/A	0	1	194.58	12	-2.09
NE	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			0			N/A			0			N/A			0			N/A	0		0		.
NE	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			81.10%	164		N/A	100%	1	79.43%	209	-0.51	Yes			85.06%	261		N/A	0%	2	84.91%	265	2.3
NE	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			3:31	164		N/A	2:17	1	2:36	209	-0.09	Yes			2:18	261		N/A	7:33	2	2:25	265	1.93
NE	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			20.12%	164		N/A	0%	1	20.57%	209	-0.51	Yes			14.18%	261		N/A	0%	2	19.25%	265	-0.69
NE	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	0%	1	23.19%	138	-0.55	Yes			12.50%	184		N/A	0%	1	19.47%	190	-0.49
NE	14--09	MR-8	Trouble Rate, DS0%		P	0%	161	0.60%	27517	-0.98	Yes	0.65%	154	0.77%	27108	-0.17	Yes	0%	154	0.96%	27331	-1.22	Yes	1.29%	155	0.97%	27259	0.47
NE	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.65%	154	0.51%	27108	0.33	Yes	0%	154	0.67%	27331	-1.02	Yes	0.65%	155	0.70%	27259	-0.08
NE	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	100%	1	24.77%	218	1.16	N/A	0%	1	28.91%	294	-0.64	N/A			19.94%	326		N/A	33.33%	3	26.59%	361	0.26
NE	14--10	OP-3	Install Commit Met, DS1%		P			86.55%	290		N/A			78.55%	289		N/A			83.45%	284		N/A			94.52%	310	
NE	14--10	OP-4	Install Interv, DS1, Avg Days		P			13.3	321		N/A			13.74	352		N/A			18.31	364		N/A			18.58	351	
NE	14--10	OP-5	New Service Install Quality, DS1%		P			93.91%	345		N/A			92.72%	371		N/A			88.98%	363		N/A			94.33%	335	
NE	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			94.61%	371		N/A			92.01%	363		N/A			96.42%	335	
NE	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A			17.26	19	
NE	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A			20.5	2	
NE	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			34.26	46		N/A			39	40		N/A			27.28	50		N/A			43.97	30	
NE	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			29			N/A			32			N/A			11			N/A			6		
NE	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100%	1	84.33%	217	-0.43	Yes			80.35%	285		N/A			84.96%	246		N/A			87.34%	229	
NE	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0:21	1	0.125	217	-0.25	Yes			2:42	285		N/A			2:36	246		N/A			2:32	229	
NE	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0%	1	32.72%	217	-0.7	Yes			36.84%	285		N/A			32.11%	246		N/A			25.76%	229	
NE	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A			39.81%	206		N/A			34.44%	180		N/A			25.30%	166	
NE	14--10	MR-8	Trouble Rate, DS1%		P	5.56%	18	1.72%	12614	1.02	Yes	0%	18	2.27%	12580	-0.65	Yes	0%	18	1.96%	12522	-0.6	Yes	0%	19	1.86%	12340	-0.6
NE	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0%	18	1.64%	12580	-0.55	Yes	0%	18	1.44%	12522	-0.51	Yes	0%	19	1.35%	12340	-0.51
NE	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	0%	1	24.39%	287	-0.57	N/A			22.55%	368		N/A			17.17%	297		N/A			19.08%	283	
NE	14--11	OP-3	Install Commit Met, DS3%		P			83.33%	12		N/A			85.71%	14		N/A			84.21%	19		N/A			97.14%	35	
NE	14--11	OP-4	Install Interv, DS3, Avg Days		P			16.5	20		N/A			14.7	20		N/A			17.93	27		N/A			15.46	41	
NE	14--11	OP-5	New Service Install Quality, DS3%		P			100%	20		N/A			95.83%	24		N/A			100%	34		N/A			94.29%	35	
NE	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			95.83%	24		N/A			100%	34		N/A			94.29%	35	
NE	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			32.5	4		N/A			35.5	2		N/A			7	3		N/A			34	3	
NE	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A					
NE	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			28.5	6		N/A			22.57	7		N/A			41.86	7		N/A			32.4	5	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			13.71	24		N/A	0				
NE	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			85.71%	21		N/A	0				
NE	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			90.48%	21		N/A	0				
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			18	4		N/A	0				
NE	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A						N/A	0				
NE	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			146.5	2		N/A	0				
NE	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			0			N/A	0				
NE	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A			100%	11		N/A	0				
NE	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A			1:23	11		N/A	0				
NE	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A			18.18%	11		N/A	0				
NE	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A			0%	6		N/A	0				
NE	14--08	MR-8	Trouble Rate, ISDN Primary%		P	N/A			0.04%	26133		N/A	0				
NE	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	N/A			0.02%	26133		N/A	0				
NE	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A			15.38%	13		N/A	0				
NE	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A						N/A	0				
NE	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A	100%	1				N/A	0				
NE	14--09	OP-3	Install Commit Met, DS0%		P	N/A	100%	5	40%	5	-1.94	Yes	0				
NE	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A						N/A	0				
NE	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A	7	1				N/A	0				
NE	14--09	OP-4	Install Interv, DS0, Avg Days		P	Yes	4.67	3	10.6	5	-0.98	Yes	0				
NE	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	100%	5	28.57%	7	-2.7	Yes	0				
NE	14--09	OP-5*	New Service Install Quality, DS0%		P	Yes	100%	5	71.43%	7	-1.08	Yes	0				
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	N/A						N/A	0				
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			3	2		N/A	0				
NE	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A			21	1		N/A	0				
NE	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			196.91	11		N/A	0				
NE	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			0			N/A	0				
NE	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	No			83%	247		N/A	1	3	33.33%	82.99%	-49.65%
NE	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	No			2:30	247		N/A	1	3	5:47	2:35	3:11
NE	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	Yes			19.43%	247		N/A	0				
NE	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	Yes			19.30%	171		N/A	0				
NE	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0%	152	0.90%	27453	-1.17	Yes	0				
NE	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0%	152	0.62%	27453	-0.97	Yes	0				
NE	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A			27.14%	339		N/A	0				
NE	14--10	OP-3	Install Commit Met, DS1%		P	N/A			86.79%	265		N/A	0				
NE	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A			14.87	316		N/A	0				
NE	14--10	OP-5	New Service Install Quality, DS1%		P	N/A			95.50%	378		N/A	0				
NE	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A			97.35%	378		N/A	0				
NE	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A			16.24	41		N/A	0				
NE	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			14.33	6		N/A	0				
NE	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			37.89	35		N/A	0				
NE	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			11			N/A	0				
NE	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	N/A			86.81%	182		N/A	0				
NE	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	N/A			2:37	182		N/A	0				
NE	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	N/A			33.52%	182		N/A	0				
NE	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	N/A			36.15%	130		N/A	0				
NE	14--10	MR-8	Trouble Rate, DS1%		P	Yes	0%	19	1.50%	12171	-0.54	Yes	0				
NE	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	0%	19	1.07%	12171	-0.45	Yes	0				
NE	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A			20.18%	228		N/A	0				
NE	14--11	OP-3	Install Commit Met, DS3%		P	N/A			70.83%	24		N/A	0				
NE	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			24.75	28		N/A	0				
NE	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	24		N/A	0				
NE	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	24		N/A	0				
NE	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			50.5	8		N/A	0				
NE	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A	0				
NE	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			63.6	5		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
NE	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
NE	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
NE	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
NE	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
NE	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
NE	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
NE	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
NE	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
NE	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
NE	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
NE	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
NE	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
NE	14--09	OP-3	Install Commit Met, DS0%	D	P	
NE	14--09	OP-3	Install Commit Met, DS0%	ND	P	
NE	14--09	OP-3	Install Commit Met, DS0%		P	
NE	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
NE	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
NE	14--09	OP-4	Install Interv, DS0, Avg Days		P	
NE	14--09	OP-5	New Service Install Quality, DS0%		P	
NE	14--09	OP-5*	New Service Install Quality, DS0%		P	
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
NE	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
NE	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
NE	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
NE	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
NE	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
NE	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
NE	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
NE	14--09	MR-8	Trouble Rate, DS0%		P	
NE	14--09	MR-8*	Trouble Rate, DS0%		P	
NE	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
NE	14--10	OP-3	Install Commit Met, DS1%		P	
NE	14--10	OP-4	Install Interv, DS1, Avg Days		P	
NE	14--10	OP-5	New Service Install Quality, DS1%		P	
NE	14--10	OP-5*	New Service Install Quality, DS1%		P	
NE	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
NE	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
NE	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
NE	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
NE	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
NE	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
NE	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
NE	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
NE	14--10	MR-8	Trouble Rate, DS1%		P	
NE	14--10	MR-8*	Trouble Rate, DS1%		P	
NE	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
NE	14--11	OP-3	Install Commit Met, DS3%		P	
NE	14--11	OP-4	Install Interv, DS3, Avg Days		P	
NE	14--11	OP-5	New Service Install Quality, DS3%		P	
NE	14--11	OP-5*	New Service Install Quality, DS3%		P	
NE	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
NE	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
NE	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
NE	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			6			N/A			5			N/A			1			N/A			1		
NE	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			75%	4		N/A			100%	2		N/A			100%	4		N/A			80%	5	
NE	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			2:05	4		N/A			1:29	2		N/A			0:28	4		N/A			2:47	5	
NE	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			25%	4		N/A			0%	2		N/A			0%	4		N/A			20%	5	
NE	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0%	2		N/A			0%	1		N/A			25%	4	
NE	14--11	MR-8	Trouble Rate, DS3%		P			0.43%	931		N/A			0.22%	928		N/A			0.44%	918		N/A			0.55%	906	
NE	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.22%	928		N/A			0.11%	918		N/A			0.44%	906	
NE	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			0%	4		N/A			0%	2		N/A			33.33%	6		N/A			0%	5	
NE	14--12	OP-3	Install Commit Met, Frame Relay%		P			78.57%	28		N/A			72.50%	40		N/A			74.36%	39		N/A			60%	30	
NE	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			10.5	2		N/A			16	2		N/A			9	2		N/A					
NE	14--12	OP-5	New Service Install Quality, Frame Relay%		P			88.89%	36		N/A			88.10%	42		N/A			92.11%	38		N/A			91.67%	48	
NE	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			88.10%	42		N/A			97.37%	38		N/A			97.92%	48	
NE	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			9.67	3		N/A			14.5	6		N/A			22	10		N/A			17.44	9	
NE	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			14	3		N/A			23.33	6		N/A			2	1		N/A			25.33	3	
NE	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			14	2		N/A			7.4	5		N/A			11	7		N/A			30	7	
NE	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			1			N/A			3			N/A			2			N/A			1		
NE	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			82.61%	69		N/A			85.11%	94		N/A			83.12%	77		N/A			83.33%	102	
NE	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:35	69		N/A			2:26	94		N/A			2:27	77		N/A			2:21	102	
NE	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			27.54%	69		N/A			23.40%	94		N/A			29.87%	77		N/A			23.53%	102	
NE	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			27.78%	72		N/A			33.33%	51		N/A			21.67%	60	
NE	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.65%	4170		N/A			2.19%	4288		N/A			1.80%	4276		N/A			2.40%	4253	
NE	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.68%	4288		N/A			1.19%	4276		N/A			1.41%	4253	
NE	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			26.60%	94		N/A			29.32%	133		N/A			19.79%	96		N/A			23.31%	133	
UT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	23	96.43%	28	-0.68	Yes	100%	15	85.71%	14	-1.1	Yes	100%	4	87.50%	8	-0.62	Yes	92.31%	13	100%	4	0.18
UT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	14.8	30	17.93	28	-6.92	Yes	20	21	29.94	16	-1.16	Yes	12.4	5	16.46	13	-2.66	Yes	20.5	16	18.67	9	0.76
UT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	92.31%	26	95.45%	22	0.28	Yes	100%	13	100%	15	.	Yes	100%	11	100%	11	.	Yes	100%	23	80%	10	-1.32
UT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	13	100%	15	.	Yes	100%	11	100%	11	.	Yes	100%	23	90%	10	-0.88
UT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			9	1		N/A			65	2		N/A			5.33	3		N/A	6	1			
UT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	4	1				N/A						N/A						N/A					
UT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	1					N/A						N/A						N/A					
UT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	88.89%	18	90.91%	11	0	Yes	80%	10	100%	10	1.17	Yes	75%	4	100%	9	1.04	Yes	100%	14	84.62%	13	-1.11
UT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:52	18	2:40	11	-0.74	Yes	1:47	10	1:18	10	1.02	Yes	2:53	4	0:45	9	0.83	Yes	1:18	14	1:29	13	-0.27
UT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	22.22%	18	9.09%	11	0.81	Yes	20%	10	20%	10	0	Yes	25%	4	22.22%	9	0.01	Yes	7.14%	14	0%	13	0.66
UT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	20%	5	0%	6	0.71	Yes	25%	4	0%	4	0.61	Yes	7.69%	13	0%	8	0.46
UT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.02%	77037	0.02%	49026	0.11	Yes	0.01%	75789	0.02%	50598	-0.81	Yes	0.01%	74374	0.02%	51543	-1.6	Yes	0.02%	79720	0.02%	54207	-0.74
UT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	75789	0.01%	50598	-0.84	Yes	0.01%	74374	0.01%	51543	-0.47	Yes	0.02%	79720	0.01%	54207	0.23
UT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	10%	20	8.33%	12	-0.02	N/A	28.57%	14	33.33%	15	-0.27	N/A	50%	8	55%	20	-0.24	N/A	12.50%	16	23.53%	17	-0.75
UT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0%	12000	0%	17212	.	Yes	0%	11952	0%	17812	.	Yes	0%	11688	0%	18244	142.36	Yes	0%	12168	0%	18244	149.86
UT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.20%	2832	0%	34284	.	Yes	0%	2832	0%	34404	-8.09	Yes	0.01%	2880	0%	35004	.	Yes	0%	2904	0%	35004	54.53
UT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.51%	12408	0%	17212	.	N/A	0.07%	12288	0%	17812	.	N/A	0%	11688	0%	18244	142.36	N/A	0%	12168	0%	18244	149.86
UT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.82%	2856	0%	34284	.	N/A	0%	2832	0%	34404	-8.09	N/A	0.01%	2880	0%	35004	.	N/A	0%	2904	0%	35004	54.53
UT	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A	71	2				Yes					
UT	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	97	1				Yes						N/A	54	1				Yes					
UT	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A						N/A						N/A					
UT	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	100%	1				Yes						N/A	100%	3				Yes					
UT	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A						N/A					
UT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A	9	1				Yes						N/A					
UT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100%	3				Yes	100%	1				Yes	100%	1				Yes	100%	1			
UT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.85	4478193	3.06	6908459	-235.86	Yes	2.21	5033306	3.78	7401098	-239.82	Yes	2.34	3850621	4.23	7569340	-280.05	Yes	2.27	3512165	4.16	6047238	-247.65
UT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	93.61%	1142062				No	100%	885704				Yes	100%	672284				Yes	100%	143972			
UT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.86	4236626	3.06	6908459	-229.98	N/A	2.23	4805240	3.78	7401098	-232.39	N/A	2.37	3653216	4.23	7569340	-270.59	N/A	2.28	3384119	4.16	6047238	-242.21
UT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.67	241567	3.06	6908459	-79.07	N/A	1.63	228066	3.78	7401098	-89.01	N/A	1.76	197405	4.23	7569340	-100.55	N/A	1.75	128046	4.16	6047238	-74.92
UT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100%	8387				N/A	100%	8349				N/A	100%	8438				N/A	100%	8139			
UT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	97.79%	1755726	99.54%	45214242	335.96	No	98.43%	1680493.17	98.75%	40971424	35.96	No	98.80%	1682039.8	99.57%	51803968	148.71	No	99.05%	1835123.4	98.86%	45066262	-22.63
UT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	97.19%	4975	99.30%	149606	17.54	No	97.90%	5282	99.33%	155123	12.58	No	96.67%	4738	99.24%	141233	20.14	No	97.33%	5578	99.22%	144793	15.7
UT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
UT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
NE	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			2			N/A	0				
NE	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			75%	4		N/A	0				
NE	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			6:29	4		N/A	0				
NE	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			0%	4		N/A	0				
NE	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			0%	2		N/A	0				
NE	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.45%	897		N/A	0				
NE	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.22%	897		N/A	0				
NE	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			42.86%	7		N/A	0				
NE	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			84.48%	58		N/A	0				
NE	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A						N/A	0				
NE	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			84.91%	53		N/A	0				
NE	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			88.68%	53		N/A	0				
NE	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			12.25	8		N/A	0				
NE	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A			27	2		N/A	0				
NE	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			18.7	10		N/A	0				
NE	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			5			N/A	0				
NE	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			79.17%	72		N/A	0				
NE	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:31	72		N/A	0				
NE	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			23.61%	72		N/A	0				
NE	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			21.28%	47		N/A	0				
NE	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			1.70%	4238		N/A	0				
NE	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			1.11%	4238		N/A	0				
NE	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			30.10%	103		N/A	0				
UT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	100%	27	90%	10	-0.9	Yes	0				
UT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	17.1	29	19.18	11	-1	Yes	0				
UT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	97.56%	41	100%	20	0.37	Yes	0				
UT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	97.56%	41	100%	20	0.37	Yes	0				
UT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	N/A			11	1		N/A	0				
UT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A						N/A	0				
UT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	N/A						N/A	0				
UT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	100%	7	100%	6	.	Yes	0				
UT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes	1:22	7	0:46	6	1.27	Yes	0				
UT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	14.29%	7	16.67%	6	-0.11	Yes	0				
UT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	Yes	0%	4	0%	3	.	Yes	0				
UT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.01%	84104	0.01%	54447	-0.47	Yes	0				
UT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0%	84104	0.01%	54447	-0.18	Yes	0				
UT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A	46.15%	13	14.29%	7	1.33	N/A	0				
UT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0.01%	12696	0%	18244	.	Yes	0				
UT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0%	3072	0%	36060	-7.6	Yes	0				
UT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0.15%	13128	0%	18244	.	N/A	0				
UT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0%	3072	0%	36060	-7.6	N/A	0				
UT	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	N/A	64	2				Yes	0				
UT	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	N/A	63	1				Yes	0				
UT	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	N/A						N/A	0				
UT	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	N/A	100%	3				Yes	0				
UT	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	N/A						N/A	0				
UT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	N/A						N/A	0				
UT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	Yes	100%	2				Yes	0				
UT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	2.34	4129981	4	7895351	-281.11	Yes	0				
UT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	Yes	96.75%	152307				Yes	1	2996329	97.40%		
UT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
UT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
UT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	8648				N/A	0				
UT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	Yes	99.85%	1778589.1	96.63%	45762561	-233.66	Yes	3	8731971	98.79%	98.69%	0.10%
UT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	No	98.23%	5315	98.92%	144948	4.74	No	5	25888	97.48%	99.20%	-1.72%
UT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
UT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NE	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
NE	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
NE	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
NE	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
NE	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
NE	14--11	MR-8	Trouble Rate, DS3%		P	
NE	14--11	MR-8*	Trouble Rate, DS3%		P	
NE	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
NE	14--12	OP-3	Install Commit Met, Frame Relay%		P	
NE	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
NE	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
NE	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
NE	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
NE	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
NE	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
NE	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
NE	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
NE	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
NE	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
NE	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
NE	14--12	MR-8	Trouble Rate, Frame Relay%		P	
NE	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
NE	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
UT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
UT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
UT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
UT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
UT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
UT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
UT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	
UT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
UT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
UT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
UT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
UT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
UT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
UT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
UT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
UT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
UT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
UT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
UT	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
UT	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
UT	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
UT	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	
UT	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
UT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
UT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
UT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
UT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
UT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
UT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
UT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
UT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
UT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
UT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
UT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
UT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
UT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
UT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
UT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
UT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
UT	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
UT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
UT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
UT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
UT	02--01	OA-1	Order Accuracy, %		NS	99.66%	3497				N/A	99.72%	2904				N/A	99.02%	2747				N/A					
UT	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
UT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.08	3798	0.03	25603	11.47	N/A	0.08	2986	0.04	30788	8.75	N/A	0.11	2828	0.04	26442	14.38	N/A	0.12	2829	0.06	25074	10.11
UT	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
UT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
UT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
UT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
UT	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			
UT	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
UT	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
UT	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
UT	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
UT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
UT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
UT	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
UT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
UT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
UT	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
UT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
UT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
UT	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
UT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
UT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
UT	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
UT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
UT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
UT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
UT	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
UT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
UT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
UT	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
UT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
UT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
UT	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
UT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
UT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
UT	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
UT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
UT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
UT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
UT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
UT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
UT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
UT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
UT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
UT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
UT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
UT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
UT	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
UT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
UT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
UT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
UT	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
UT	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
UT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.1	3879	0.04	26496	16.76	N/A	0				
UT	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
UT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
UT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
UT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
UT	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				
UT	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
UT	02--01	PO-1A-10(t	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
UT	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
UT	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
UT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
UT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
UT	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
UT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
UT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
UT	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
UT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
UT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
UT	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
UT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
UT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
UT	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
UT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
UT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
UT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
UT	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
UT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
UT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
UT	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
UT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
UT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
UT	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
UT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
UT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
UT	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
UT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
UT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
UT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
UT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
UT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
UT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
UT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
UT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
UT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
UT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
UT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
UT	02--01	GA-4	System Avail - EXACT, %		99.25%	
UT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
UT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
UT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
UT	02--01	OA-1	Order Accuracy, %		NS	
UT	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
UT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
UT	02--01	PO-16	Timely Release Notifs, %		92.50%	
UT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
UT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
UT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
UT	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
UT	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
UT	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
UT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
UT	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
UT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
UT	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
UT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
UT	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
UT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
UT	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
UT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
UT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
UT	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
UT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
UT	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
UT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
UT	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
UT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
UT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
UT	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
UT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
UT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
UT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
UT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
UT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
UT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
UT	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
UT	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
UT	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
UT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
UT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
UT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
UT	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
UT	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
UT	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	63.03%	476				N/A	68.19%	459				N/A	66.94%	496				N/A	78.07%	424			
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	22.93%	772				N/A	23.86%	922				N/A	21.11%	720				N/A	19.19%	959			
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	6.74%	178				N/A	6.51%	215				N/A	7.75%	142				N/A	4.20%	119			
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	57.37%	563				N/A	64.10%	234				N/A	65.97%	238				N/A	64.80%	304			
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	8.57%	35				N/A	8.70%	23				N/A	6.25%	16				N/A	8%	25			
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	64.60%	1014				N/A	54.12%	741				N/A	52.91%	875				N/A	48.20%	722			
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	56.95%	4904				N/A	64.58%	6024				N/A	62.68%	3339				N/A	57.97%	1951			
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	60.10%	817				N/A	51.53%	590				N/A	64.62%	602				N/A	56.04%	671			
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	75.95%	395				No	79.85%	392				No	78.12%	425				No	89.95%	368			
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	85.71%	14				No	77.78%	18				No	57.89%	19				No	71.43%	7			
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	88.01%	367				No	91.46%	164				Yes	91.81%	171				Yes	86.78%	227			
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	90.77%	195				Yes	92.05%	239				Yes	91.57%	166				Yes	80.70%	228			
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	60%	5				No	50%	4				No	33.33%	3				No	40%	5			
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	91.26%	538				Yes	90.21%	337				Yes	91.10%	427				Yes	86.44%	435			
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	91.10%	719				Yes	91.76%	437				Yes	91.16%	509				Yes	88.10%	395			
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	96.68%	2889				Yes	95.30%	4082				Yes	96.67%	2165				Yes	98.95%	1143			
UT	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	9:54	80				Yes	3:12	84				Yes	2:47	62				Yes	10:51	174			
UT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			
UT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:27	273				Yes	3:01	249				Yes	1:52	161				Yes	0.125	248			
UT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
UT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	10:12	36				Yes	22:06	17				Yes	13:48	13				Yes	18:52	39			
UT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
UT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
UT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
UT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
UT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	42.86%	84				N/A	27.87%	61				N/A	20.31%	64				N/A	44.83%	87			
UT	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	100%	620				Yes	100%	462				Yes	100%	485				Yes	100%	524			
UT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	172				Yes	100%	203				Yes	100%	146				Yes	100%	160			
UT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100%	10				Yes	100%	12				Yes	100%	11				Yes	100%	5			
UT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	490				Yes	100%	304				Yes	99.74%	389				Yes	99.47%	376			
UT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	614				Yes	100%	350				Yes	100%	424				Yes	98.71%	310			
UT	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	100%	2756				Yes	100%	3859				Yes	100%	2088				Yes	99.82%	1130			
UT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	96.67%	451				Yes	95.61%	228				Yes	98.81%	253				Yes	97.83%	184			
UT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	98.73%	549				Yes	99.11%	671				Yes	98.55%	552				Yes	99.72%	716			
UT	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100%	145				Yes	99.42%	171				Yes	100%	108				Yes	100%	104			
UT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.71%	339				Yes	96.89%	289				Yes	96.85%	222				Yes	99.36%	311			
UT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	99.85%	650				Yes	99.28%	557				Yes	99.85%	680				Yes	100%	579			
UT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	99.74%	1552				Yes	100%	1399				Yes	100%	819				Yes	100%	608			
UT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	93.75%	16				Yes	88.24%	17				No	66.67%	18				No	84.62%	13			
UT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100%	4				Yes	100%	7				Yes	100%	10				Yes	100%	11			
UT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100%	15				Yes	100%	9				Yes	100%	11				Yes	100%	13			
UT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	35				Yes	100%	34				Yes	95.45%	22				Yes	100%	54			
UT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	1:20	1827				Yes	1:57	1509				Yes	0:56	1391				Yes	0:26	1469			
UT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:35	5148				Yes	1:19	4926				Yes	0:47	3006				Yes	0:15	2318			
UT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	95.63%	2495	98.48%	144506	11.52	No	99.74%	2654	98.46%	161176	-5.3	Yes	99.67%	2119	98.11%	150361	-5.24	Yes	95.46%	2579	97.32%	137501	5.78
UT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			98.48%	144506		N/A			98.46%	161176		N/A			98.11%	150361		N/A			97.32%	137501	
UT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2.4	5	5.22	446	1.33	Yes	2	2	5.05	554	0.92	Yes	0	1	4.86	501	1.02	Yes	2	3	4.48	544	1.21

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
UT	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
UT	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
UT	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
UT	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
UT	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
UT	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
UT	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
UT	02–01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
UT	02–01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
UT	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	73.27%	434				N/A	0				
UT	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	25.45%	935				N/A	0				
UT	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	N/A	8.11%	148				N/A	0				
UT	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	65.97%	335				N/A	0				
UT	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	6.25%	16				N/A	0				
UT	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	49.48%	954				N/A	0				
UT	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A	52.42%	2129				N/A	0				
UT	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	65.10%	404				N/A	0				
UT	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	No	91.64%	347				No	5	1927	82.72%		
UT	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	No	85.71%	14				No	5	72	75.00%		
UT	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	No	90.95%	243				Yes	2	1172	89.42%		
UT	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	86.86%	274				Yes	0				
UT	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	No	20%	5				No	5	22	40.91%		
UT	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	No	90.69%	290				Yes	1	2027	89.94%		
UT	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	87.73%	538				Yes	0				
UT	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	Yes	98.07%	1138				Yes	0				
UT	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	6:44	139				Yes	0				
UT	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				
UT	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	3:24	311				Yes	0				
UT	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
UT	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	8:50	20				Yes	0				
UT	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
UT	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
UT	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
UT	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
UT	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	28.99%	69				N/A	0				
UT	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	536				Yes	0				
UT	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	100%	223				Yes	0				
UT	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	100%	12				Yes	0				
UT	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	264				Yes	0				
UT	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	411				Yes	0				
UT	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	Yes	100%	1113				Yes	0				
UT	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	97.80%	227				Yes	0				
UT	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	99.26%	679				Yes	0				
UT	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	100%	113				Yes	0				
UT	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	99.32%	148				Yes	0				
UT	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	100%	650				Yes	0				
UT	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	Yes	100%	640				Yes	0				
UT	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	No	100%	4				Yes	3	68	83.83%		
UT	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	Yes	100%	7				Yes	0				
UT	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes	100%	12				Yes	0				
UT	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	100%	60				Yes	0				
UT	02–01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:41	1578				Yes	0				
UT	02–01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	0:45	3035				Yes	0				
UT	02–01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	No	97.86%	2472	97.51%	150524	-1.08	Yes	2	12319	97.62%	97.99%	-0.37%
UT	02–01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			97.51%	150524		N/A	0				
UT	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	Yes	3	1	5	577	-0.46	Yes	0				

State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Comments
UT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
UT	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
UT	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
UT	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
UT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
UT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
UT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
UT	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
UT	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
UT	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
UT	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
UT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
UT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
UT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
UT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
UT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
UT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
UT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
UT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
UT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
UT	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
UT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
UT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
UT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
UT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
UT	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	
UT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
UT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
UT	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
UT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
UT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
UT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
UT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
UT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
UT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
UT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
UT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
UT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
UT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
UT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
UT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.28	46	5.22	446	1.08	Yes	4.75	12	5.05	554	-0.03	Yes	7.6	20	4.86	501	-2.11	Yes	3.44	16	4.48	544	0.59
UT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A			9	1		N/A					
UT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	4.88	8	5.22	446	-0.04	Yes	3.75	8	5.05	554	0.59	Yes	27.75	4	4.86	501	-7.99	Yes	1.67	3	4.48	544	1.39
UT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	50%	4	32.19%	525	-0.76	Yes	100%	1	36.09%	557	-1.33	Yes	0%	1	36.27%	477	0.46	Yes	50%	4	34.48%	464	-0.65
UT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	42.86%	7	32.19%	525	-0.6	Yes	36.36%	11	36.09%	557	-0.02	Yes	25%	44	36.27%	477	1.51	Yes	4.31%	116	34.48%	464	7.04
UT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0%	1		N/A			0%	6		N/A			50%	2		N/A	0%	1			
UT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	33.33%	9	32.19%	525	-0.07	Yes	50%	4	36.09%	557	-0.58	Yes	0%	1	36.27%	477	0.46	Yes	25%	4	34.48%	464	0.3
UT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	89.55%	67	93.22%	6662	1.15	Yes	94.37%	71	93.64%	7529	-0.25	Yes	96.61%	59	93.99%	6841	-0.84	Yes	93.85%	65	94.24%	6438	0.2
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.42%	690	99.53%	11282	0.41	Yes	99.60%	248	99.64%	14986	0.2	Yes	100%	231	99.63%	10952	-0.91	Yes	100%	410	99.51%	11179	-1.4
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	6.51	67	6.29	6689	0.45	Yes	5.38	72	6.5	7544	-1.63	Yes	7.72	61	6.5	6855	1.59	Yes	5.38	65	5.58	6473	-0.28
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.08	210	3.7	9799	-5.22	Yes	2.7	96	3.5	12310	-6.6	Yes	2.71	62	3.58	8615	-5.41	Yes	3.42	95	3.53	8819	-0.71
UT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	94.99%	539	87.35%	20258	-5.27	Yes	89.54%	306	85.80%	20171	-1.86	Yes	88.80%	384	85.60%	17734	-1.77	Yes	86.43%	339	86.04%	18410	-0.21
UT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	91.50%	306	88.54%	20171	-1.61	Yes	91.41%	384	88.24%	17734	-1.9	Yes	90.27%	339	88.76%	18410	-0.87
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	2.33	3	5.67	176	-0.83	Yes	10	1	3.74	144	1.3	Yes	16	3	5.97	118	1.51	Yes	24	1	4.81	97	1.94
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	4.25	4	5.48	54	-0.29	Yes	2	1	3.53	47	-0.5	Yes			4.38	32		N/A			4.3	47	
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	23	4	10.12	298	1.9	No	11.75	4	10.73	333	0.53	Yes	25	1	9.96	297	1.51	Yes	5.67	3	9.71	280	-0.69
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			5.5	8		N/A			7.57	7		N/A			5.38	8		N/A			12.44	9	
UT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	26.8	5	78.67	667	-1.1	N/A	14.33	9	82.1	642	-1.91	N/A	25.75	4	78.38	600	-1.06	N/A	19.38	8	67.99	598	-1.47
UT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	2		316		-0.33	N/A	5		293		0.57	N/A	2		288		0.06	N/A	6		293		1.41
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	91.23%	57	88.33%	7458	-0.68	Yes	90.38%	52	90.59%	6798	0.1	Yes	86.36%	66	87.67%	7326	0.36	Yes	83.95%	81	90.18%	7464	1.76
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100%	29	96.88%	1570	-0.96	Yes	100%	34	97.30%	1775	-0.96	Yes	100%	24	95.58%	1902	-1.05	Yes	100%	40	96.66%	1828	-1.16
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	95.77%	71	97.48%	9602	0.9	Yes	95.16%	62	98.16%	8772	1.51	Yes	94.12%	85	97.45%	9488	1.71	No	93.88%	98	98.09%	9789	2.46
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100%	81	99.86%	2815	-0.33	Yes	100%	73	99.68%	3103	-0.48	Yes	98.75%	80	99.58%	3300	0.93	Yes	100%	118	99.26%	3368	-0.92
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	17:34	71	16:10	9602	0.86	Yes	14:28	62	15:30	8772	-0.53	Yes	18:56	85	16:51	9488	1.14	Yes	16:19	98	15:58	9789	0.35
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	2:33	81	7:44	2815	-5.01	Yes	2:27	73	6:52	3103	-4.05	Yes	5:01	80	7:48	3300	-2.64	Yes	3:54	118	7:02	3368	-2.45
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	22.22%	81	12.54%	2815	2.39	No	10.96%	73	12.34%	3103	-0.36	Yes	16.25%	80	12.97%	3300	0.87	Yes	21.19%	118	13.30%	3368	2.33
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	9.46%	74	13.96%	9715	-1.11	Yes	9.52%	63	12.35%	8882	-0.68	Yes	21.84%	87	14.81%	9612	1.76	No	16.16%	99	13.59%	9885	0.75
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	8.89%	45	13.45%	1375	-0.88	Yes	18.18%	44	14.77%	1496	0.64	Yes	22.37%	76	14.72%	1576	1.75
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	9.43%	53	12.05%	8184	-0.58	Yes	20.27%	74	14.52%	8839	1.36	Yes	14.89%	94	13.30%	9172	0.48
UT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.14%	13588	1.45%	864515	-2.99	Yes	0.97%	14089	1.38%	869214	-4.18	Yes	1.10%	15170	1.48%	873628	-3.82	Yes	1.40%	15471	1.51%	876633	-1.1
UT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.70%	14089	1.10%	869214	-4.56	Yes	0.78%	15170	1.18%	873628	-4.58	Yes	1.10%	15471	1.23%	876633	-1.43
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	79.73%	74	92.99%	9715	3.71	No	80.95%	63	93.56%	8882	3.37	No	86.21%	87	92.78%	9612	2.15	No	91.92%	99	94.27%	9885	0.99
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100%	81	97.80%	2815	-1.33	Yes	100%	73	98.71%	3103	-0.97	Yes	93.75%	80	98%	3300	2.19	No	97.46%	118	98.52%	3368	0.91
UT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	28.90%	218	29.38%	17743	-0.16	N/A	30.61%	196	29.42%	16980	0.37	N/A	20.85%	211	28.95%	18174	-2.58	N/A	26.69%	296	26.60%	18056	0.04
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			92.14%	140		N/A			95.59%	204		N/A			93.85%	130		N/A			95.76%	165	
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P			100%	12		N/A			100%	13		N/A			100%	7		N/A			93.75%	32	
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			8.26	142		N/A			5.61	205		N/A			4.28	131		N/A			6.53	165	
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P			2.64	11		N/A			2.08	13		N/A			2.86	7		N/A			4.91	32	
UT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			92.47%	186		N/A			92.70%	178		N/A			97.02%	168		N/A			96.43%	224	
UT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			95.51%	178		N/A			97.02%	168		N/A			96.88%	224	
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			7.44	9		N/A			7.33	6		N/A			1.8	5		N/A			3.75	4	
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A			35.5	2	
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			1	2		N/A			17.67	3		N/A			9.67	3		N/A			11.33	3	
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
UT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			88.31	39		N/A			82.31	39		N/A			38.82	11		N/A			25.67	12	
UT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			5			N/A			3			N/A			3			N/A			5		
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			89.61%	77		N/A			89.47%	57		N/A			90.48%	42		N/A			90.91%	44	
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			100%	17		N/A			90.91%	22		N/A			100%	20		N/A			92.31%	13	
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			96%	100		N/A			91.95%	87		N/A			96.67%	60		N/A			97.10%	69	
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			100%	26		N/A			100%	33		N/A			100%	33		N/A			100%	21	
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			13:11	100		N/A			17:52	87		N/A			14:24	60		N/A			14:06	69	
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			5:48	26		N/A			4:54	33		N/A			3:38	33		N/A			6:07	21	
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			13.59%	103		N/A			14.61%	89		N/A			6.25%	64		N/A			12.16%	74	
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			11.54%	26		N/A			12.12%	33		N/A			15.15%	33		N/A			19.05%	21	
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			8.22%	73		N/A			5.45%	55		N/A			12.50%	64	
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			14.29%	14		N/A			22.22%	18		N/A			0%	11	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	3.38	8	5	577	0.41	Yes	0				
UT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A						N/A	0				
UT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes	5.2	5	5	577	-0.04	Yes	0				
UT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	0%	1	30.54%	537	0.38	Yes	0				
UT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	No	1.01%	99	30.54%	537	7.02	No	2	277	8.66%	33.87%	-25.20%
UT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A	0%	2	0%	2		Yes	0				
UT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes	25%	4	30.54%	537	0.15	Yes	0				
UT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753		Yes	1	114504	82.87%	81.71%	1.16%
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	95.52%	67	94.11%	6992	-0.49	Yes	0				
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	99.26%	135	99.39%	12146	0.28	Yes	0				
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	4.64	67	5.26	7009	-0.97	Yes	0				
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	3.26	39	3.5	9717	-1.5	Yes	0				
UT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	85.24%	210	86.01%	17852	0.34	Yes	0				
UT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	88.57%	210	88.94%	17852	0.19	Yes	0				
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	No	2	1	4.43	113	-0.36	Yes	1	9	10.11	4.95	5.16
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A	9	1	3.38	66	1.37	Yes	0				
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes	4.5	2	9.2	300	-0.74	Yes	1	14	13.57	9.96	3.61
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			6.56	9		N/A	0				
UT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	40.2	5	61.85	592	-0.56	N/A	0				
UT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	1		292		-1.31	N/A	0				
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	No	90.77%	65	90.90%	6616	0.09	Yes	1	321	88.16%	89.49%	-1.33%
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	100%	24	97.52%	1656	-0.77	Yes	0				
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	No	98.84%	86	98.51%	8852	-0.25	Yes	2	402	95.52%	97.93%	-2.40%
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	76	99.64%	3331	-0.52	Yes	0				
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	14:04	86	14:47	8852	-0.53	Yes	0				
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	2:33	76	5:20	3331	-2.68	Yes	0				
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	No	13.16%	76	13.87%	3331	-0.18	Yes	2	428	17.29%	13.03%	4.26%
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	15.22%	92	13.31%	8971	0.56	Yes	1	415	14.94%	13.63%	1.31%
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	No	9.30%	43	14.88%	1445	-1.01	Yes	1	208	15.87%	14.48%	1.39%
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	13.41%	82	13.10%	8308	0.12	Yes	0				
UT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	1.08%	15509	1.40%	880279	-3.31	Yes	0				
UT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	0.81%	15509	1.11%	880279	-3.56	Yes	0				
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	82.61%	92	93.96%	8971	3.78	No	4	415	84.82%	93.51%	-8.69%
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	100%	76	98.92%	3331	-0.9	Yes	1	428	98.13%	98.41%	-0.27%
UT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	30.29%	241	27.46%	16960	0.97	N/A	0				
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	N/A			89.44%	161		N/A	0				
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	N/A			100%	90		N/A	0				
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	N/A			7.71	161		N/A	0				
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A			3.11	90		N/A	0				
UT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	N/A			93.72%	191		N/A	0				
UT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	N/A			94.24%	191		N/A	0				
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A			2.4	5		N/A	0				
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A						N/A	0				
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A			13.17	12		N/A	0				
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A						N/A	0				
UT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A			21.07	14		N/A	0				
UT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A			4			N/A	0				
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	N/A			90.91%	44		N/A	0				
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	N/A			100%	13		N/A	0				
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	N/A			98.46%	65		N/A	0				
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	N/A			100%	24		N/A	0				
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	N/A			13:02	65		N/A	0				
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	N/A			3:29	24		N/A	0				
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			7.35%	68		N/A	0				
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			4.17%	24		N/A	0				
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			6.90%	58		N/A	0				
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			5.88%	17		N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
UT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
UT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
UT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
UT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
UT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
UT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
UT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
UT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
UT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
UT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
UT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
UT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
UT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
UT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
UT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
UT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
UT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
UT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.40%	32008		N/A			0.38%	31778		N/A			0.30%	31946		N/A			0.30%	31842	
UT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.27%	31778		N/A			0.23%	31946		N/A			0.24%	31842	
UT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			24.56%	171		N/A			20.26%	153		N/A			22.40%	125		N/A			24%	125	
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100%	2	95.24%	63	-0.31	Yes	100%	4	91.78%	73	-0.58	Yes			90%	80		N/A	100%	3	94.59%	74	-0.41
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100%	34	100%	33	.	Yes	100%	2	95%	40	-0.32	Yes	100%	2	100%	33	.	Yes	100%	3	97.73%	44	-0.26
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	7	2	5.56	64	0.79	Yes	5.5	4	6.23	73	-0.25	Yes			6.86	80		N/A	6.33	3	6.34	76	0
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	3.29	7	4.88	25	-0.96	Yes	3	2	2.92	37	-0.21	Yes	3	1	4.35	26	-0.29	Yes	5	3	4.78	27	0.35
UT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	95.24%	21	77.14%	105	-1.8	Yes	100%	4	76.11%	113	-1.1	Yes	50%	4	71.79%	117	0.85	Yes	83.33%	6	75.83%	120	-0.42
UT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100%	4	79.65%	113	-0.99	Yes	75%	4	79.49%	117	0.22	Yes	100%	6	83.33%	120	-1.07
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			11.5	2		N/A			5	4		N/A			10.75	4		N/A			3	3	
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A			2.5	2		N/A						N/A			2	1	
UT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			13.5	2		N/A			9.5	2		N/A			5.5	4		N/A			1	1	
UT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	1.55	11	169	2	-1.45	N/A			68.6	5		N/A			57.2	5		N/A			42.83	6	
UT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	0		1		-1.3	N/A			3			N/A			2			N/A			4		
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	90%	10	90.48%	105	0.07	Yes	100%	5	87.88%	99	-0.81	Yes	88.24%	17	87.61%	113	-0.07	Yes	77.78%	9	87.10%	93	0.74
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100%	2	100%	25	.	Yes	100%	1	95.83%	48	-0.21	Yes	100%	1	100%	49	.	Yes	100%	3	96.43%	56	-0.32
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100%	13	97.18%	142	-0.59	Yes	100%	6	96.88%	128	-0.43	Yes	94.74%	19	97.95%	146	0.73	Yes	100%	13	95.24%	126	-0.77
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100%	4	100%	70	.	Yes	100%	3	98.92%	93	-0.18	Yes	100%	3	100%	97	.	Yes	100%	7	98%	100	-0.37
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	11:42	13	14:41	142	-0.68	Yes	10:58	6	15:13	128	-0.6	Yes	14:12	19	13:44	146	0.24	Yes	15:10	13	16:01	126	-0.17
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	2:06	4	3:37	70	-0.52	Yes	6:46	3	6:14	93	0.24	Yes	2:46	3	3:34	97	-0.26	Yes	6:07	7	4:31	100	0.78
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0%	4	20%	70	-0.97	Yes	33.33%	3	18.28%	93	0.57	Yes	0%	3	12.37%	97	-0.64	Yes	28.57%	7	13%	100	1.04
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	7.14%	14	11.11%	144	-0.45	Yes	33.33%	6	11.72%	128	1.33	Yes	21.05%	19	17.01%	147	0.45	Yes	14.29%	14	13.08%	130	0.16
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0%	3	11.82%	110	-0.63	Yes	23.53%	17	16.54%	127	0.71	Yes	15.38%	13	12.73%	110	0.29
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	50%	2	21.82%	55	0.74	Yes	0%	1	13.16%	38	-0.38	Yes	50%	2	5.66%	53	1.5
UT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1.03%	1744	0.70%	30371	1.59	Yes	0.51%	1777	0.72%	30536	-1.05	Yes	1.21%	1814	0.80%	30638	1.94	No	1.15%	1834	0.75%	30651	1.9
UT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.28%	1777	0.54%	30536	-1.45	Yes	0.99%	1814	0.54%	30638	2.57	No	0.82%	1834	0.53%	30651	1.64
UT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	35.71%	28	28.67%	300	0.78	Yes	35.71%	14	25.84%	298	0.81	Yes	18.52%	27	26.95%	334	-0.95	Yes	30%	30	25.32%	308	0.57
UT	02--05	OP-3	Install Commit Met, EELs%		NS	81.82%	11				N/A	71.43%	7				N/A	85.71%	7				N/A	100%	4			
UT	02--05	OP-4	Install Interv, EELs, Avg Days		NS	15.5	4				N/A	10.25	4				N/A	16	6				N/A	6.67	6			
UT	02--05	OP-5	New Service Install Quality, EELs%		NS	100%	14				N/A	100%	15				N/A	100%	11				N/A	90%	10			
UT	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100%	15				N/A	100%	11				N/A	90%	10			
UT	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	35	1				N/A	7.67	3				N/A	16.25	4				N/A					
UT	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	36	2				N/A						N/A						N/A					
UT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	24.67	3				N/A	32	3				N/A	23	2				N/A	20	2			
UT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	2					N/A	2					N/A	2					N/A	1				
UT	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	100%	1				N/A	100%	2				N/A	100%	4				N/A	100%	2			
UT	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	1:25	1				N/A	1:30	2				N/A	1:45	4				N/A	2:18	2			
UT	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	0%	1				N/A	50%	2				N/A	25%	4				N/A	0%	2			
UT	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	100%	1				N/A	25%	4				N/A	0%	2			
UT	02--05	MR-8	Trouble Rate, EELs%		NS	1.03%	97				N/A	2.44%	82				N/A	5.80%	69				N/A	3.77%	53			
UT	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	1.22%	82				N/A	5.80%	69				N/A	3.77%	53			
UT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A			94.24%	6438	
UT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	99.70%	2308	93.22%	6662	-10.67	Yes	99.14%	2198	93.64%	7529	-9.29	Yes	98.09%	1673	93.99%	6841	-6.32	Yes	96.53%	1846	94.24%	6438	-3.73
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A			5.58	6473	
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.11	1057	6.29	6689	-5.64	Yes	4.75	1376	6.5	7544	-10.24	Yes	5.11	1051	6.5	6855	-6.84	Yes	4.95	1363	5.58	6473	-3.76
UT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.74%	2254	63.99%	7117	-29.09	Yes	97.68%	1939	60.22%	7200	-29.91	Yes	95.92%	1763	61.69%	6664	-26.29	Yes	96.95%	2363	61.88%	6742	-30.21
UT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.30%	1939	67.90%	7200	-25.45	Yes	97.22%	1763	68.71%	6664	-22.96	Yes	98.05%	2363	69.30%	6742	-26.08
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			4.81	97	
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	8	8	5.67	176	0.89	Yes	5.05	19	3.74	144	1.13	Yes	9.14	28	5.97	118	1.03	Yes	7.09	64	4.81	97	0.52
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			9.71	280	
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	2	1	10.12	298	-0.45	Yes			10.73	333		N/A	3	1	9.96	297	-0.71	Yes			9.71	280	
UT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	4.52	25	80.87	362	-3.57	N/A			85.3	334		N/A	14.31	16	76.52	329	-2.63	N/A	8.59	17	65.78	336	-2.73
UT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	15		212		0.12	N/A			173			N/A	9		184		0.01	N/A	4		193		-2.76
UT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	98.66%	224	89.82%	9028	-4.32	Yes	99.16%	237	91.97%	8573	-4.01	Yes	100%	245	89.30%	9228	-5.35	Yes	100%	247	91.46%	9292	-4.74
UT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	99.26%	271	98.02%	12417	-1.45	Yes	100%	259	98.56%	11875	-1.92	Yes	100%	259	98%	12788	-2.28	Yes	100%	283	98.39%	13157	-2.13
UT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:14	271	14:15	12417	-11.97	Yes	3:55	259	13:15	11875	-10.18	Yes	4:44	259	14:31	12788	-10.16	Yes	4:31	283	13:41	13157	-10.08
UT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	13.28%	271	13.64%	12530	-0.17	Yes	13.13%	259	12.35%	11985	0.39	Yes	11.97%	259	14.34%	12912	-1.08	Yes	12.72%	283	13.51%	13253	-0.39

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	N/A			0.29%	31873		N/A	0				
UT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	N/A			0.24%	31873		N/A	0				
UT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A			20%	115		N/A	0				
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	Yes	100%	4	95.52%	67	-0.42	Yes	0				
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	Yes	100%	2	96.15%	52	-0.28	Yes	0				
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	Yes	5	4	5.68	68	-0.26	Yes	0				
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	Yes	5	1	3.4	35	0.57	Yes	0				
UT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	Yes	90%	10	65.14%	109	-1.58	Yes	0				
UT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	Yes	90%	10	71.56%	109	-1.24	Yes	0				
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			1	3		N/A	0				
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A			2	2		N/A	0				
UT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			11	1		N/A	0				
UT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A			39	6		N/A	0				
UT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A			2			N/A	0				
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	Yes	100%	9	91.09%	101	-0.9	Yes	0				
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	2	100%	37	.	Yes	0				
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	Yes	100%	10	98.52%	135	-0.37	Yes	0				
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	4	100%	80	.	Yes	0				
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	Yes	6:58	10	0.583333	135	-1.8	Yes	0				
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	Yes	3:42	4	3:16	80	0.22	Yes	0				
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	50%	4	12.50%	80	1.68	No	1	21	23.81%	15.00%	8.81%
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	20%	10	14.49%	138	0.48	Yes	0				
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	11.11%	9	16.26%	123	-0.4	Yes	0				
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	33.33%	3	11.36%	44	0.87	Yes	0				
UT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	No	0.79%	1782	0.70%	31101	0.42	Yes	2	8951	0.94%	0.73%	0.21%
UT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	0.67%	1782	0.54%	31101	0.77	Yes	1	7207	0.69%	0.54%	0.16%
UT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	Yes	41.67%	24	27.33%	300	1.45	Yes	0				
UT	02--05	OP-3	Install Commit Met, EELs%		NS	N/A	66.67%	3				N/A	0				
UT	02--05	OP-4	Install Interv, EELs, Avg Days		NS	N/A	13.25	4				N/A	0				
UT	02--05	OP-5	New Service Install Quality, EELs%		NS	N/A	90%	10				N/A	0				
UT	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A	90%	10				N/A	0				
UT	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	N/A	22	1				N/A	0				
UT	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	N/A						N/A	0				
UT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A	0	2				N/A	0				
UT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	N/A	1					N/A	0				
UT	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	N/A	66.67%	3				N/A	0				
UT	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	N/A	2:33	3				N/A	0				
UT	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	N/A	0%	3				N/A	0				
UT	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	N/A	0%	3				N/A	0				
UT	02--05	MR-8	Trouble Rate, EELs%		NS	N/A	6.52%	46				N/A	0				
UT	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A	6.52%	46				N/A	0				
UT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	N/A			94.11%	6992		N/A	0				
UT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	99.03%	2878	94.11%	6992	-9.43	Yes	0				
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A			5.26	7009		N/A	0				
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	5.21	1509	5.26	7009	-0.3	Yes	0				
UT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	96.51%	2122	63.33%	6809	-27.7	Yes	0				
UT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	97.41%	2122	70.99%	6809	-23.41	Yes	0				
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			4.43	113		N/A	0				
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	3.04	27	4.43	113	-0.97	Yes	0				
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			9.2	300		N/A	0				
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A	1	1	9.2	300	-0.91	Yes	0				
UT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	10.13	23	63.32	311	-3.14	N/A	0				
UT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A	0		175		-5.25	N/A	0				
UT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	98.15%	270	92.23%	8272	-3.58	Yes	0				
UT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	276	98.82%	12183	-1.8	Yes	0				
UT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	4:41	276	12:12	12183	-10.2	Yes	0				
UT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	10.51%	276	13.46%	12302	-1.42	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
UT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
UT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
UT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
UT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
UT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
UT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
UT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
UT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
UT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
UT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
UT	02--05	OP-3	Install Commit Met, EELs%		NS	
UT	02--05	OP-4	Install Interv, EELs, Avg Days		NS	
UT	02--05	OP-5	New Service Install Quality, EELs%		NS	
UT	02--05	OP-5*	New Service Install Quality, EELs%		NS	
UT	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	
UT	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	
UT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
UT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	
UT	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	
UT	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	
UT	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	
UT	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	
UT	02--05	MR-8	Trouble Rate, EELs%		NS	
UT	02--05	MR-8*	Trouble Rate, EELs%		NS	
UT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
UT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
UT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
UT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
UT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
UT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
UT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
UT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
UT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
UT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	12.23%	188	12.25%	9559	-0.01	Yes	12.37%	194	14.55%	10335	-0.85	Yes	11.56%	199	13.51%	10748	-0.8
UT	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.97%	27953	1.45%	864515	-6.61	Yes	0.98%	26355	1.38%	869214	-5.43	Yes	1.04%	24971	1.48%	873628	-5.69	Yes	1.19%	23723	1.51%	876633	-3.97
UT	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.71%	26355	1.10%	869214	-5.93	Yes	0.78%	24971	1.18%	873628	-5.85	Yes	0.84%	23723	1.23%	876633	-5.35
UT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	19.10%	335	29.38%	17743	-4.09	N/A	21.04%	328	29.42%	16980	-3.3	N/A	26.63%	353	28.95%	18174	-0.95	N/A	18.21%	346	26.60%	18056	-3.5
UT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	96.92%	130	93.88%	147	-1.06	Yes	100%	148	94.48%	181	-2.18	Yes	99.07%	107	91.75%	97	-1.9	Yes	97.37%	114	95.24%	126	-0.77
UT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	4.17	128	7.79	145	-3.56	Yes	4.32	146	15.98	179	-11.29	Yes	4.4	104	8.38	95	-3.65	Yes	4.22	102	8.33	125	-4.02
UT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	91.33%	150	94.01%	167	0.9	Yes	97.84%	139	85.11%	141	-2.99	Yes	95.90%	122	96.49%	114	0.17	Yes	97.33%	150	92.08%	101	-1.51
UT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	99.28%	139	93.62%	141	-1.94	Yes	96.72%	122	97.37%	114	0.21	Yes	98.67%	150	97.03%	101	-0.75
UT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	6.67	3	11	9	-0.36	Yes			12.5	10		N/A	16.5	2	14.57	7	0.39	Yes	28.33	3	9.29	7	0.97
UT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	2	1				N/A			12.5	2		N/A			25	1		N/A			35	2	
UT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	9	6	136.06	18	-3.07	N/A	9.75	4	123.9	21	-2.55	N/A	8	4	119.76	38	-3.5	N/A	7	4	93.79	38	-2.74
UT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	5		1		3.43	N/A	4		1		3.74	N/A	1		3		0.88	N/A	1		3		0.88
UT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	27	99.17%	120	-0.43	Yes	95.24%	21	100%	114	1.49	Yes	100%	29	100%	130	.	Yes	100%	24	98.18%	110	-0.6
UT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	28	100%	122	.	Yes	100%	22	100%	115	.	Yes	100%	30	100%	130	.	Yes	100%	24	99.09%	110	-0.43
UT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:37	28	2:46	122	-0.13	Yes	2:41	22	2:01	115	0.98	Yes	2:15	30	1:59	130	0.46	Yes	1:56	24	3:16	110	-0.91
UT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	3.57%	28	22.13%	122	-2.13	Yes	9.09%	22	19.13%	115	-1.1	Yes	3.33%	30	16.15%	130	-1.72	Yes	12.50%	24	17.27%	110	-0.56
UT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0%	14	19.35%	62	-1.66	Yes	5.56%	18	18.92%	74	-1.3	Yes	12.50%	16	13.51%	74	-0.11
UT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	1.12%	2489	1.14%	10666	-0.08	Yes	0.90%	2445	1.07%	10785	-0.72	Yes	1.27%	2355	1.20%	10866	0.31	Yes	1.05%	2287	1%	10980	0.21
UT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.57%	2445	0.57%	10785	-0.01	Yes	0.76%	2355	0.68%	10866	0.45	Yes	0.70%	2287	0.67%	10980	0.14
UT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	15.15%	33	39%	200	-2.6	N/A	8.33%	24	41.92%	198	-3.15	N/A	6.25%	32	31.94%	191	-2.88	N/A	14.29%	28	32.10%	162	-1.86
UT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100%	4	83.60%	494	-0.88	Yes	100%	1	84.62%	468	-0.43	Yes			82.93%	328		N/A	100%	4	80.27%	299	-0.99
UT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	4.25	4	15.69	569	-1.75	Yes	5	1	13.27	556	-0.73	Yes			13.95	436		N/A	4	3	15.15	425	-1.55
UT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	66.67%	3	93.39%	575	1.29	Yes	100%	1	92.02%	501	-0.29	Yes	100%	2	86.56%	439	-0.56	Yes	100%	5	91.78%	426	-0.67
UT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	100%	1	94.41%	501	-0.24	Yes	100%	2	92.03%	439	-0.42	Yes	100%	5	93.66%	426	-0.58
UT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			17.94	80		N/A			18.17	71		N/A			20.73	64		N/A			17.1	82	
UT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			30.1	21		N/A			23.1	21		N/A			14.56	9		N/A			15.4	5	
UT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			31.81	96		N/A			25.7	115		N/A			35.93	107		N/A			39.93	81	
UT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			56			N/A			70			N/A			51			N/A			26		
UT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	66.67%	3	83.91%	379	0.7	Yes			85.75%	414		N/A	66.67%	3	84.55%	479	0.73	Yes	100%	5	84.06%	458	-0.97
UT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	2:47	3	2:31	379	0.47	Yes			2:36	414		N/A	3:46	3	2:22	479	1.08	Yes	1:53	5	2:24	458	-0.26
UT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	0%	3	25.33%	379	-1	Yes			24.15%	414		N/A	0%	3	22.13%	479	-0.92	Yes	20%	5	24.45%	458	-0.23
UT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			24.43%	307		N/A	0%	2	25.15%	338	-0.82	Yes	25%	4	25.88%	340	-0.04
UT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	1.55%	194	1.64%	23124	-0.1	Yes	0%	195	1.79%	23178	-1.88	Yes	1.49%	201	2.06%	23229	-0.57	Yes	2.46%	203	1.97%	23283	0.55
UT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0%	195	1.32%	23178	-1.61	Yes	1%	201	1.46%	23229	-0.54	Yes	1.97%	203	1.46%	23283	0.64
UT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	25%	4	29.03%	534	-0.18	N/A	100%	1	25.81%	558	1.14	N/A	25%	4	25.74%	645	-0.03	N/A	16.67%	6	24.79%	609	-0.46
UT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	85.71%	21	83.60%	494	-0.26	Yes	81.82%	22	84.62%	468	0.39	Yes	88.89%	9	82.93%	328	-0.47	Yes	100%	9	80.27%	299	-1.47
UT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	5.36	11	15.69	569	-2.6	Yes	17.11	9	13.27	556	0.96	Yes	8.14	7	13.95	436	-1.29	Yes	19.33	3	15.15	425	0.86
UT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	88.89%	27	93.39%	575	0.89	Yes	95.45%	22	92.02%	501	-0.58	Yes	100%	17	86.56%	439	-1.59	Yes	95.24%	21	91.78%	426	-0.56
UT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	95.45%	22	94.41%	501	-0.21	Yes	100%	17	92.03%	439	-1.19	Yes	95.24%	21	93.66%	426	-0.29
UT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	17.33	3	17.94	80	-0.07	Yes	19.25	4	18.17	71	0.21	Yes	11.5	2	20.73	64	-0.61	Yes	30	2	17.1	82	0.95
UT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			30.1	21		N/A	21	1	23.1	21	-0.11	Yes			14.56	9		N/A			15.4	5	
UT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	2.5	2	31.81	96	-0.8	N/A	5.67	3	25.7	115	-0.78	N/A	13.11	9	35.93	107	-1.16	N/A	16	2	39.93	81	-0.58
UT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	2		56		0.97	N/A	2		70		0.11	N/A	4		51		-0.19	N/A	0		26		-0.96
UT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	71.43%	7	83.91%	379	0.83	Yes	80%	10	85.75%	414	0.53	Yes	71.43%	7	84.55%	479	0.88	Yes	100%	9	84.06%	458	-1.29
UT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	3:46	7	2:31	379	1.13	Yes	3:02	10	2:36	414	0.59	Yes	6:01	7	2:22	479	2.51	No	1:14	9	2:24	458	-0.8
UT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	0%	7	25.33%	379	-1.53	Yes	20%	10	24.15%	414	-0.3	Yes	28.57%	7	22.13%	479	0.42	Yes	22.22%	9	24.45%	458	-0.15
UT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	22.22%	9	24.43%	307	-0.15	Yes	28.57%	7	25.15%	338	0.23	Yes	22.22%	9	25.88%	340	-0.25
UT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2.61%	268	1.64%	23124	1.2	Yes	3.97%	252	1.79%	23178	2.28	No	3.10%	226	2.06%	23229	1.07	Yes	4.19%	215	1.97%	23283	2.07
UT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	3.57%	252	1.32%	23178	2.61	No	3.10%	226	1.46%	23229	1.83	No	4.19%	215	1.46%	23283	2.75
UT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	12.50%	8	29.03%	534	-1.02	N/A	16.67%	12	25.81%	558	-0.72	N/A	12.50%	8	25.74%	645	-0.85	N/A	35.71%	14	24.79%	609	0.91
UT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	97.14%	35	93.88%	147	-0.72	Yes	97.67%	43	94.48%	181	-0.83	Yes	85.71%	42	91.75%	97	1.05	Yes	100%	39	95.24%	126	-1.22
UT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.54	35	7.79	145	-2.06	Yes	4.49	41	15.98	179	-7.17	Yes	4.86	35	8.38	95	-2.32	Yes	3.85	39	8.33	125	-3.19
UT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	95.12%	41	94.01%	167	-0.27	Yes	81.82%	44	85.11%	141	0.53	Yes	97.62%	42	96.49%	114	-0.34	Yes	93.02%	43	92.08%	101	-0.19
UT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	84.09%	44	93.62%	141	1.82	No	100%	42	97.37%	114	-0.91	Yes	93.02%	43	97.03%	101	1.03
UT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			11	9		N/A	1	1	12.5	10	-1.32	Yes	6	5	14.57	7	-1.43	Yes			9.29	7	
UT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	7	1				N/A			12.5	2		N/A	1	1	25	1	.	N/A			35	2	
UT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	41	1	136.06	18	-1.05	N/A	15	3	123.9	21	-2.15	N/A	7.75	4	119.76	38	-3.51	N/A	9.5	6	93.79	38	-3.18

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	Yes	10.33%	213	13.36%	9753	-1.29	Yes	0				
UT	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	1.23%	22487	1.40%	880279	-2.15	Yes	0				
UT	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.95%	22487	1.11%	880279	-2.27	Yes	0				
UT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	21.37%	351	27.46%	16960	-2.53	N/A	0				
UT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	97.50%	160	91.55%	71	-1.5	Yes	0				
UT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	4.3	152	9.84	69	-3.02	Yes	0				
UT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	98.81%	168	86.90%	84	-2.64	Yes	0				
UT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	99.40%	168	89.29%	84	-2.45	Yes	0				
UT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	Yes	5.75	4	26	6	-1.07	Yes	0				
UT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A						N/A	0				
UT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	19.6	10	84.69	36	-3.69	N/A	0				
UT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A	3		4		1.33	N/A	0				
UT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	21	98.35%	121	-0.55	Yes	0				
UT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	22	100%	121	.	Yes	0				
UT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	2:12	22	2:43	121	-0.42	Yes	0				
UT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	22	26.45%	121	-2.59	Yes	0				
UT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	15	28.21%	78	-2.22	Yes	0				
UT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.98%	2237	1.08%	11164	-0.42	Yes	0				
UT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.67%	2237	0.70%	11164	-0.15	Yes	0				
UT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	15.38%	26	27.98%	168	-1.33	N/A	0				
UT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	Yes	100%	5	84.62%	286	-0.95	Yes	0				
UT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	Yes	4	5	13.95	413	-1.67	Yes	0				
UT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	Yes	100%	7	93.22%	472	-0.71	Yes	0				
UT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	Yes	100%	7	94.28%	472	-0.65	Yes	0				
UT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			21.21	53		N/A	0				
UT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			14.38	8		N/A	0				
UT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			41.32	82		N/A	0				
UT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			19			N/A	0				
UT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	Yes	100%	6	88.11%	429	-0.89	Yes	0				
UT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	Yes	1:02	6	2:10	429	-1.09	Yes	0				
UT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	Yes	33.33%	6	29.14%	429	0.24	Yes	0				
UT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	Yes	0%	1	26.88%	320	-0.61	Yes	0				
UT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	Yes	3%	200	1.85%	23164	1.16	Yes	0				
UT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	Yes	0.50%	200	1.38%	23164	-1.06	Yes	0				
UT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A	33.33%	9	22%	550	0.79	N/A	0				
UT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	80%	15	84.62%	286	0.5	Yes	0				
UT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes	10.1	10	13.95	413	-0.91	Yes	0				
UT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	22	93.22%	472	-1.24	Yes	0				
UT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes	100%	22	94.28%	472	-1.13	Yes	0				
UT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	Yes	5.75	4	21.21	53	-1.2	Yes	0				
UT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			14.38	8		N/A	0				
UT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A	16	7	41.32	82	-0.83	N/A	0				
UT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A	3		19		1.08	N/A	0				
UT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	Yes	100%	7	88.11%	429	-0.96	Yes	0				
UT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	Yes	1:29	7	2:10	429	-0.71	Yes	1	40	3:00	2:24	0:36
UT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	0%	7	29.14%	429	-1.68	Yes	0				
UT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	0%	4	26.88%	320	-1.2	Yes	0				
UT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	No	3.54%	198	1.85%	23164	1.61	Yes	2	1159	3.45%	1.86%	1.59%
UT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	No	2.02%	198	1.38%	23164	0.78	Yes	3	891	3.26%	1.41%	1.85%
UT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A	22.22%	9	22%	550	0.06	N/A	0				
UT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	95.35%	43	91.55%	71	-0.71	Yes	0				
UT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	4.49	39	9.84	69	-2.11	Yes	0				
UT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	95.24%	42	86.90%	84	-1.31	Yes	0				
UT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	100%	42	89.29%	84	-1.83	Yes	1	171	94.15%	94.55%	-0.40%
UT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A	54	2	26	6	0.87	Yes	0				
UT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A	1	1				N/A	0				
UT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A	11.5	2	84.69	36	-2.04	N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
UT	04--01	MR-8	Trouble Rate, UBL Analog%		P	
UT	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
UT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
UT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
UT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
UT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
UT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
UT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
UT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
UT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
UT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
UT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
UT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
UT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
UT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
UT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
UT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
UT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
UT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
UT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
UT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
UT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
UT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
UT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
UT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
UT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
UT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
UT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
UT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
UT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
UT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
UT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
UT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
UT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
UT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
UT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
UT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
UT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
UT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
UT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
UT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
UT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
UT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
UT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
UT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
UT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
UT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
UT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
UT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
UT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
UT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
UT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
UT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
UT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
UT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
UT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	1		1		1.7	N/A	3		1		3.28	N/A	0		3		-0.56	N/A	1		3		0.58
UT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100%	6	99.17%	120	-0.22	Yes	100%	24	100%	114	.	Yes	100%	13	100%	130	.	Yes	100%	14	98.18%	110	-0.48
UT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100%	8	100%	122	.	Yes	100%	25	100%	115	.	Yes	100%	14	100%	130	.	Yes	100%	14	99.09%	110	-0.34
UT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:44	8	2:46	122	-0.02	Yes	3:04	25	2:01	115	1.75	No	2:56	14	1:59	130	1.3	Yes	3:18	14	3:16	110	0.4
UT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	12.50%	8	22.13%	122	-0.64	Yes	20%	25	19.13%	115	0.11	Yes	14.29%	14	16.15%	130	-0.18	Yes	14.29%	14	17.27%	110	-0.28
UT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	23.81%	21	19.35%	62	0.42	Yes	8.33%	12	18.92%	74	-0.87	Yes	8.33%	12	13.51%	74	-0.49
UT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.92%	868	1.14%	10666	-0.59	Yes	2.93%	852	1.07%	10785	5.11	No	1.69%	826	1.20%	10866	1.27	Yes	1.70%	822	1%	10980	1.95
UT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	2.46%	852	0.57%	10785	7.02	No	1.45%	826	0.68%	10866	2.6	No	1.46%	822	0.67%	10980	2.66
UT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	57.89%	19	39%	200	1.57	N/A	10.71%	28	41.92%	198	-3.13	N/A	12.50%	16	31.94%	191	-1.6	N/A	12.50%	16	32.10%	162	-1.6
UT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			94.63%	484		N/A			94.42%	538		N/A	100%	11	93.92%	641	-0.84	Yes	100%	21	96.58%	468	-0.84
UT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.52	486		N/A			5.79	543		N/A	3.73	11	6.57	642	-3.44	Yes	3.75	20	9.96	474	-9.38
UT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			99.03%	515		N/A	100%	6	98.65%	593	-0.29	Yes	100%	16	98.75%	558	-0.44	Yes	100%	20	98.27%	520	-0.58
UT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	100%	6	98.82%	593	-0.27	Yes	100%	16	98.92%	558	-0.41	Yes	100%	20	99.04%	520	-0.43
UT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			5.25	16		N/A			4.76	21		N/A			2.57	30		N/A			6.67	12	
UT	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			2.63	8		N/A			8.4	10		N/A			3.25	8		N/A			5.5	4	
UT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			87.54%	281		N/A			82.16%	398		N/A			81.37%	306		N/A			88.80%	250	
UT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			95.02%	281		N/A			93.50%	400		N/A			94.46%	307		N/A			96.80%	250	
UT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			10:47	281		N/A			16:05	400		N/A			13:39	307		N/A			15:57	250	
UT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			37.37%	281		N/A			38.75%	400		N/A			39.41%	307		N/A			36.80%	250	
UT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			37.71%	297		N/A			42.33%	189		N/A			36.62%	142	
UT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0%	5	2.28%	12308	-0.34	Yes	0%	5	3.15%	12687	-0.4	Yes	0%	5	2.34%	13146	-0.35	Yes	0%	6	1.85%	13548	-0.34
UT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0%	5	2.34%	12687	-0.35	Yes	0%	5	1.44%	13146	-0.27	Yes	0%	6	1.05%	13548	-0.25
UT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			44.36%	505		N/A			36.81%	633		N/A			45.18%	560		N/A			42.40%	434	
UT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			82.76%	29		N/A			70.59%	17		N/A			82.35%	17		N/A			88.57%	35	
UT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			21.36	42		N/A			26.3	27		N/A			20.56	41		N/A			12.63	46	
UT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			97.22%	36		N/A			100%	35		N/A			100%	44		N/A			100%	47	
UT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100%	35		N/A			100%	44		N/A			100%	47	
UT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			14.13	8		N/A			42.57	7		N/A			26.57	7		N/A			14.4	5	
UT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A						N/A			42	1	
UT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			22.44	9		N/A			97.33	6		N/A			56.83	12		N/A			58.09	11	
UT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			6			N/A			4			N/A			4			N/A			4		
UT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100%	8		N/A			100%	10		N/A			100%	11		N/A			100%	16	
UT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			0:38	8		N/A			0:49	10		N/A			1:22	11		N/A			0:32	16	
UT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			25%	8		N/A			40%	10		N/A			9.09%	11		N/A			25%	16	
UT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			37.50%	8		N/A			11.11%	9		N/A			23.08%	13	
UT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.48%	1675		N/A			0.60%	1672		N/A			0.67%	1652		N/A			0.96%	1660	
UT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.48%	1672		N/A			0.54%	1652		N/A			0.78%	1660	
UT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			38.46%	13		N/A			44.44%	18		N/A			21.43%	14		N/A			20%	20	
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	854				N/A	0:03	912				N/A	0:02	765				N/A	0:03	935			
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A	0:02	1				N/A						N/A	0:05	1			
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	98.21%	56				Yes	95.35%	86				Yes	96.97%	66				Yes	98.61%	72			
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	98.50%	267				Yes	99.27%	273				Yes	99.58%	237				Yes	99.34%	305			
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	267				N/A	0%	273				N/A	0%	237				N/A	0%	305			
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0%	56				N/A	0%	86				N/A	1.52%	66				N/A	0%	72			
UT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	60.61%	66				No	95.65%	46				Yes	93.75%	64				Yes	97.01%	67			
UT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	9.57	65				Yes	7.63	46				Yes	6.1	63				Yes	5.5	66			
UT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			93.22%	6662		N/A			93.64%	7529		N/A			93.99%	6841		N/A			94.24%	6438	
UT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100%	133	99.53%	11282	-0.79	Yes	99.24%	132	99.64%	14986	0.72	Yes	100%	160	99.63%	10952	-0.76	Yes	100%	86	99.51%	11179	-0.65
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			6.29	6689		N/A			6.5	7544		N/A			6.5	6855		N/A			5.58	6473	
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3.12	130	3.7	9799	-3.84	Yes	3.11	131	3.5	12310	-3.69	Yes	3	156	3.58	8615	-5.69	Yes	2.98	81	3.53	8819	-3.36
UT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	93.18%	176	87.35%	20258	-2.32	Yes	98.41%	189	85.80%	20171	-4.94	Yes	94.92%	177	85.60%	17734	-3.51	Yes	97.12%	139	86.04%	18410	-3.76
UT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100%	189	88.54%	20171	-4.92	Yes	97.74%	177	88.24%	17734	-3.9	Yes	97.12%	139	88.76%	18410	-3.11
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			5.67	176		N/A	1	1	3.74	144	-0.63	N/A	3	1	5.97	118	-0.26	N/A	1.5	2	4.81	97	-0.39
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			5.48	54		N/A	17	1	3.53	47	2.23	N/A			4.38	32		N/A			4.3	47	
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	9	2	10.12	298	-0.09	N/A			10.73	333		N/A			9.96	297		N/A			9.71	280	
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	8.14	22	5.5	8	1.3	N/A	3	1	7.57	7	-0.47	N/A	11.5	2	5.38	8	2.17	N/A			12.44	9	
UT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	4.33	12				N/A	3.92	12				N/A	8.6	5				N/A	2.6	5			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A	0		4		-0.49	N/A	0				
UT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	Yes	100%	15	98.35%	121	-0.47	Yes	0				
UT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes	100%	15	100%	121	.	Yes	0				
UT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	1:35	15	2:43	121	-0.78	Yes	1	76	2:45	2:32	0:13
UT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	26.67%	15	26.45%	121	0.03	Yes	0				
UT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	27.27%	11	28.21%	78	-0.06	Yes	0				
UT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	No	1.84%	815	1.08%	11164	2.01	No	3	4183	1.81%	1.10%	0.72%
UT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	No	1.35%	815	0.70%	11164	2.15	No	4	3315	1.69%	0.66%	1.03%
UT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A	11.76%	17	27.98%	168	-1.42	N/A	0				
UT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	Yes	100%	18	97.69%	562	-0.64	Yes	0				
UT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	Yes	3.62	13	10.16	566	-8.41	Yes	0				
UT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	14	96.84%	601	-0.67	Yes	0				
UT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	100%	14	97.17%	601	-0.63	Yes	0				
UT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A	7	1	5.63	8	0.09	Yes	0				
UT	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			12.17	6		N/A	0				
UT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			86.99%	292		N/A	0				
UT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			98.29%	292		N/A	0				
UT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A			10:07	292		N/A	0				
UT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			31.51%	292		N/A	0				
UT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			35.37%	164		N/A	0				
UT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0%	6	2.09%	13994	-0.36	Yes	0				
UT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0%	6	1.17%	13994	-0.27	Yes	0				
UT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A			44.06%	522		N/A	0				
UT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			87.88%	33		N/A	0				
UT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			21.55	47		N/A	0				
UT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	55		N/A	0				
UT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	55		N/A	0				
UT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			33.4	10		N/A	0				
UT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A	0				
UT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			56.09	11		N/A	0				
UT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			2			N/A	0				
UT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			100%	12		N/A	0				
UT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			1:21	12		N/A	0				
UT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			16.67%	12		N/A	0				
UT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			25%	8		N/A	0				
UT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.73%	1642		N/A	0				
UT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.49%	1642		N/A	0				
UT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			25%	16		N/A	0				
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	N/A	0:03	1819				N/A	0				
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A	1:54	4				N/A	0				
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	Yes	94.29%	105				No	1	385	96.36%		
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	99.67%	604				Yes	0				
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0.17%	604				N/A	0				
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	105				N/A	0				
UT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	Yes	96.83%	63				Yes	1	306	88.24%		
UT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	6.55	58				Yes	0				
UT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			94.11%	6992		N/A	0				
UT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	Yes	100%	92	99.39%	12146	-0.75	Yes	0				
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			5.26	7009		N/A	0				
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3.01	90	3.5	9717	-4.56	Yes	0				
UT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	92.03%	138	86.01%	17852	-2.03	Yes	0				
UT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes	97.10%	138	88.94%	17852	-3.05	Yes	0				
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			4.43	113		N/A	0				
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			3.38	66		N/A	0				
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			9.2	300		N/A	0				
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			6.56	9		N/A	0				
UT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
UT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
UT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
UT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
UT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
UT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
UT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
UT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
UT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
UT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
UT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
UT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
UT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
UT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
UT	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
UT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
UT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
UT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
UT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
UT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
UT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
UT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
UT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
UT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
UT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
UT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
UT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
UT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
UT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
UT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
UT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
UT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
UT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
UT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
UT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
UT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
UT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
UT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
UT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
UT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
UT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
UT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
UT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
UT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
UT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	12					N/A	12					N/A	4					N/A	4				
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	66.67%	15	88.33%	7458	2.2	No	50%	4	90.59%	6798	1.97	No	75%	4	87.67%	7326	0.69	Yes	0%	1	90.18%	7464	1.66
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	83.33%	18	96.88%	1570	2.35	No	100%	11	97.30%	1775	-0.55	Yes	66.67%	9	95.58%	1902	2.75	No	100%	2	96.66%	1828	-0.26
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	93.33%	15	97.48%	9602	0.89	Yes	100%	4	98.16%	8772	-0.27	Yes	88.89%	9	97.45%	9488	1.21	Yes	80%	10	98.09%	9789	2.43
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	84.21%	19	99.86%	2815	4.55	No	100%	12	99.68%	3103	-0.2	Yes	92.86%	14	99.58%	3300	1.88	No	100%	7	99.26%	3368	-0.23
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	21:25	15	16:10	9602	1.54	Yes	20:10	4	15:30	8772	0.96	Yes	28:38:00	9	16:51	9488	1.93	No	36:39:00	10	15:58	9789	2.51
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	13:58	19	7:44	2815	2.58	No	6:07	12	6:52	3103	-0.28	Yes	13:08	14	7:48	3300	1.88	No	1:09	7	7:02	3368	-1.13
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	33.33%	15	47.95%	73	-1.03	N/A	25%	4	39.13%	138	-0.57	N/A	33.33%	9	47.52%	101	-0.82	N/A	63.64%	11	52.38%	63	0.65
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	47.37%	19	33.65%	208	1.17	N/A	66.67%	12	38.55%	262	1.89	N/A	42.86%	14	35.44%	206	0.55	N/A	14.29%	7	31.55%	187	-0.97
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	25%	4	39.85%	133	-0.6	N/A	16.67%	6	50.72%	69	-1.6	N/A	57.14%	7	57.69%	26	-0.03
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	100%	1	35.98%	164	0.92	N/A	50%	6	37.50%	120	0.58	N/A	0%	5	31.90%	116	-1.5
UT	04--10	MR-8	Trouble Rate, Line Sharing%		P	1.88%	1811	1.45%	864515	1.52	Yes	0.92%	1740	1.38%	869214	-1.64	Yes	1.39%	1652	1.48%	873628	-0.29	Yes	1.17%	1540	1.51%	876633	-1.1
UT	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.29%	1740	1.10%	869214	-3.25	Yes	0.73%	1652	1.18%	873628	-1.71	Yes	0.78%	1540	1.23%	876633	-1.59
UT	05--01	OP-3	Install Commit Met, UDIT DS1%		P	100%	6	83.60%	494	-1.08	Yes			84.62%	468		N/A			82.93%	328		N/A			80.27%	299	
UT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	14	6	15.69	569	-0.32	Yes			13.27	556		N/A			13.95	436		N/A	6.5	2	15.15	425	-0.98
UT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100%	3	93.39%	575	-0.46	Yes			92.02%	501		N/A	100%	1	86.56%	439	-0.39	Yes	100%	2	91.78%	426	-0.42
UT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			94.41%	501		N/A	100%	1	92.03%	439	-0.29	Yes	100%	2	93.66%	426	-0.37
UT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			17.94	80		N/A			18.17	71		N/A			20.73	64		N/A			17.1	82	
UT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			30.1	21		N/A			23.1	21		N/A			14.56	9		N/A			15.4	5	
UT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			31.81	96		N/A			25.7	115		N/A			35.93	107		N/A			39.93	81	
UT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			56			N/A			70			N/A			51			N/A			26		
UT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	0%	4	83.91%	379	3.44	No	100%	1	85.75%	414	-0.41	Yes	100%	2	84.55%	479	-0.6	Yes	100%	6	84.06%	458	-1.06
UT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	11:37	4	2:31	379	2.88	No	1:30	1	2:36	414	-0.32	Yes	0:23	2	2:22	479	-0.99	Yes	1:40	6	2:24	458	-0.41
UT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0%	4	25.33%	379	-1.16	Yes	100%	1	24.15%	414	1.18	Yes	0%	2	22.13%	479	-0.75	Yes	16.67%	6	24.45%	458	-0.44
UT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			24.43%	307		N/A	0%	1	25.15%	338	-0.58	Yes	20%	5	25.88%	340	-0.3
UT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	3.31%	121	1.64%	23124	1.32	Yes	0.87%	115	1.79%	23178	-0.74	Yes	1.74%	115	2.06%	23229	-0.24	Yes	5.22%	115	1.97%	23283	2.13
UT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	115	1.32%	23178	-1.24	Yes	0.87%	115	1.46%	23229	-0.52	Yes	4.35%	115	1.46%	23283	2.13
UT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0%	4	29.03%	534	-1.27	N/A	50%	2	25.81%	558	0.64	N/A	33.33%	3	25.74%	645	0.3	N/A	14.29%	7	24.79%	609	-0.64
UT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100%	1	82.76%	29	-0.45	Yes			70.59%	17		N/A			82.35%	17		N/A			88.57%	35	
UT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	16	1	21.36	42	-0.32	Yes			26.3	27		N/A			20.56	41		N/A			12.63	46	
UT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100%	1	97.22%	36	-0.17	Yes			100%	35		N/A			100%	44		N/A			100%	47	
UT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100%	35		N/A			100%	44		N/A			100%	47	
UT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			14.13	8		N/A			42.57	7		N/A			26.57	7		N/A			14.4	5	
UT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A						N/A						N/A			42	1	
UT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			22.44	9		N/A			97.33	6		N/A			56.83	12		N/A			58.09	11	
UT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			6			N/A			4			N/A			4			N/A			4		
UT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100%	8		N/A	100%	1	100%	10	.	Yes	100%	2	100%	11	.	Yes	100%	2	100%	16	.
UT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			0:38	8		N/A	0:50	1	0:49	10	0.2	Yes	0:44	2	1:22	11	-0.67	Yes	0:57	2	0:32	16	1.42
UT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			25%	8		N/A	0%	1	40%	10	-0.78	Yes	0%	2	9.09%	11	-0.41	Yes	50%	2	25%	16	0.55
UT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	0%	1	37.50%	8	-0.73	Yes	0%	2	11.11%	9	-0.45	Yes	50%	2	23.08%	13	0.59
UT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0%	84	0.48%	1675	-0.62	Yes	1.20%	83	0.60%	1672	0.65	Yes	2.41%	83	0.67%	1652	1.49	Yes	2.41%	83	0.96%	1660	1.15
UT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	1.20%	83	0.48%	1672	0.8	Yes	2.41%	83	0.54%	1652	1.66	No	2.41%	83	0.78%	1660	1.34
UT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	100%	2	38.46%	13	1.39	N/A	0%	1	44.44%	18	-0.87	N/A	0%	2	21.43%	14	-0.69	N/A	33.33%	3	20%	20	0.41
UT	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS	100%	10				N/A						N/A						N/A					
UT	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	8.64	11				N/A						N/A						N/A					
UT	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS	100%	6				N/A						N/A						N/A					
UT	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	0%	2				N/A	0%	12				N/A	0%	12				N/A	0%	12			
UT	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A	0%	12				N/A	0%	12				N/A	0%	12			
UT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:48	67523				N/A	2:22	80837				N/A	3:06	76135				N/A	4:58	70904			
UT	07--01	OP-5	New Service Install Quality, E911%		P			100%	1		N/A	100%	2	100%	1	.	Yes	100%	3				N/A	100%	3			
UT	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100%	2	100%	1	.	Yes	100%	3				N/A	100%	3			
UT	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A					
UT	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A					
UT	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A					
UT	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A					
UT	07--01	MR-8	Trouble Rate, E911%		P	0%	192	0%	288	.	Yes	0%	192	0%	288	.	Yes	0%	192	0%	284	.	Yes	0%	182	0%	286	.
UT	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0%	192	0%	288	.	Yes	0%	192	0%	284	.	Yes	0%	182	0%	286	.

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	N/A						N/A	0				
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	No			90.90%	6616		N/A	3	24	62.50%	89.49%	-26.99%
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	Yes	66.67%	3	97.52%	1656	1.79	No	3	43	83.72%	96.76%	-13.04%
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	No	66.67%	6	98.51%	8852	2.96	No	2	44	86.36%	97.93%	-11.56%
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	Yes	100%	18	99.64%	3331	-0.25	Yes	2	70	94.29%	99.59%	-5.31%
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	No	37:46:00	6	14:47	8852	3.72	No	3	44	4:28	15:52	12:35
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	Yes	5:59	18	5:20	3331	0.46	Yes	2	70	9:07	6:55	2:11
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A	50%	6	40.26%	77	0.43	N/A	0				
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	27.78%	18	28.37%	215	-0.05	N/A	0				
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A	40%	5	47.06%	34	-0.3	N/A	0				
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	42.86%	7	32.31%	130	0.56	N/A	0				
UT	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes	1.63%	1468	1.40%	880279	0.77	Yes	0				
UT	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes	0.82%	1468	1.11%	880279	-1.06	Yes	0				
UT	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			84.62%	286		N/A	0				
UT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	Yes	6	1	13.95	413	-0.6	Yes	0				
UT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	Yes	100%	3	93.22%	472	-0.47	Yes	0				
UT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	Yes	100%	3	94.28%	472	-0.43	Yes	0				
UT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			21.21	53		N/A	0				
UT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			14.38	8		N/A	0				
UT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			41.32	82		N/A	0				
UT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A			19			N/A	0				
UT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	Yes	100%	5	88.11%	429	-0.82	Yes	1	18	77.78%	85.27%	-7.49%
UT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	Yes	2:03	5	2:10	429	-0.09	Yes	1	18	3:49	2:24	1:25
UT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	Yes	20%	5	29.14%	429	-0.45	Yes	0				
UT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	Yes	20%	5	26.88%	320	-0.34	Yes	0				
UT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	No	4.42%	113	1.85%	23164	1.77	No	2	579	3.11%	1.86%	1.25%
UT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	No	4.42%	113	1.38%	23164	2.24	No	2	458	2.40%	1.41%	1.00%
UT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A	0%	5	22%	550	-1.18	N/A	0				
UT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A			87.88%	33		N/A	0				
UT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A			21.55	47		N/A	0				
UT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	55		N/A	0				
UT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	55		N/A	0				
UT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			33.4	10		N/A	0				
UT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A	0				
UT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			56.09	11		N/A	0				
UT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			2			N/A	0				
UT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	Yes	100%	3	100%	12	.	Yes	0				
UT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	Yes	1:24	3	1:21	12	0.06	Yes	0				
UT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	33.33%	3	16.67%	12	0.47	Yes	0				
UT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	0%	2	25%	8	-0.73	Yes	0				
UT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	3.53%	85	0.73%	1642	2.12	No	1	418	1.91%	0.69%	1.23%
UT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	2.35%	85	0.49%	1642	1.72	No	2	334	2.09%	0.57%	1.52%
UT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A	0%	3	25%	16	-0.92	N/A	0				
UT	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS	N/A						N/A	0				
UT	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	N/A						N/A	0				
UT	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS	N/A						N/A	0				
UT	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0%	12				N/A	0				
UT	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0%	12				N/A	0				
UT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	3:24	67884				N/A	0				
UT	07--01	OP-5	New Service Install Quality, E911%		P	N/A	100%	2				N/A	0				
UT	07--01	OP-5*	New Service Install Quality, E911%		P	N/A	100%	2				N/A	0				
UT	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A						N/A	0				
UT	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A						N/A	0				
UT	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
UT	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A						N/A	0				
UT	07--01	MR-8	Trouble Rate, E911%		P	Yes	0%	174	0%	282	.	Yes	0				
UT	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0%	174	0%	282	.	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
UT	04--10	MR-8	Trouble Rate, Line Sharing%		P	
UT	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
UT	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
UT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
UT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
UT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
UT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
UT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
UT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
UT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
UT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
UT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
UT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
UT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
UT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
UT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
UT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
UT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
UT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
UT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
UT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
UT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
UT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
UT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
UT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
UT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
UT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
UT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
UT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
UT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
UT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
UT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
UT	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS	
UT	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	
UT	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS	
UT	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	
UT	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	
UT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
UT	07--01	OP-5	New Service Install Quality, E911%		P	
UT	07--01	OP-5*	New Service Install Quality, E911%		P	
UT	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
UT	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
UT	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
UT	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
UT	07--01	MR-8	Trouble Rate, E911%		P	
UT	07--01	MR-8*	Trouble Rate, E911%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A						N/A					
UT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A			8.54	.	
UT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A			9.26	.	
UT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.11	72105				N/A	0.09	77229				N/A	0.11	69861				N/A	0.09	69363			
UT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	95.05%	70777				N/A	95.77%	74535				N/A	94.76%	69189				N/A	93.67%	68239			
UT	09--01	NP-1A	NXX Code Activation, All%		P						N/A						N/A						N/A					
UT	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A						N/A					
UT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
UT	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.51%	816				Yes	99.88%	866				Yes	99.71%	696				Yes	99.89%	880			
UT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.68%	6247				Yes	99.75%	5118				Yes	99.72%	5001				Yes	99.87%	3059			
UT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.92%	7131				Yes	99.97%	6083				Yes	100%	5947				Yes	100%	3992			
UT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	7131				N/A	100%	6083				N/A	100%	5947				N/A	100%	3992			
UT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	100%	5	45.29%	1570	-2.45	N/A	0%	1	51.72%	1775	0.7	N/A			46.64%	1902		N/A			55.74%	1828	
UT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	100%	7	99.86%	2815	-0.1	Yes	100%	1	99.68%	3103	-0.06	Yes			99.58%	3300		N/A			99.26%	3368	
UT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100%	23272				Yes	100%	8746.1835				Yes	100%	31331.35				Yes	100%	34128.093			
UT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100%	23272				Yes	100%	8746.1835				Yes	100%	31331.35				Yes	100%	34128.093			
UT	14--01	OP-3	Install Commit Met, Residence%	D	P	90%	30	93.90%	5130	0.87	Yes	96.97%	33	94.07%	5917	-0.7	Yes	96.77%	31	94.86%	5350	-0.48	Yes	91.43%	35	94.23%	5008	0.72
UT	14--01	OP-3	Install Commit Met, Residence%	ND	P	100%	154	99.55%	10988	-0.83	Yes	100%	199	99.64%	14659	-0.84	Yes	100%	152	99.64%	10609	-0.73	Yes	99.31%	145	99.58%	10830	0.52
UT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.03	30	6.31	5150	-3.03	Yes	3.03	33	6.63	5929	-3.69	Yes	3.16	31	6.66	5357	-3.67	Yes	3.54	35	5.61	5026	-2.25
UT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	3	119	3.7	9618	-4.8	Yes	3.01	152	3.5	12093	-5.27	Yes	2.98	126	3.58	8393	-5.66	Yes	2.97	117	3.53	8588	-4.24
UT	14--01	OP-5	New Service Install Quality, Residence%		P	95.19%	208	87.45%	18370	-3.35	Yes	96.15%	208	85.99%	18279	-4.2	Yes	92.31%	182	85.59%	15916	-2.56	Yes	92.70%	178	86.56%	16519	-2.39
UT	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	96.15%	208	88.58%	18279	-3.42	Yes	92.31%	182	88.09%	15916	-1.75	Yes	93.26%	178	89.10%	16519	-1.77
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1	1	5.26	116	-0.66	Yes			3.59	90		N/A			4.87	53		N/A			3.28	61	
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			5.75	51		N/A			3.54	46		N/A			4.4	30		N/A			3.74	38	
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	3	2	9.25	215	-0.45	Yes	3	1	11.02	260	-0.66	Yes	5	1	9.5	224	-0.57	Yes	4	3	9.57	230	-0.95
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			5.5	8		N/A			7.57	7		N/A			5.38	8		N/A	3	1	12.44	9	-0.33
UT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	1	70.35	453	-0.72	N/A			75.69	406		N/A			72.76	386		N/A	2	1	60.1	393	-0.68
UT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	1		213		0.72	N/A			182			N/A			187			N/A	1		202		0.65
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	92.31%	13	88.40%	6594	-0.44	Yes	92.31%	13	90.63%	6033	-0.21	Yes	87.50%	16	87.68%	6471	0.1	Yes	100%	15	90.31%	6594	-1.27
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100%	2	96.77%	1362	-0.26	Yes			97.11%	1523		N/A	100%	4	95.32%	1644	-0.44	Yes	100%	4	96.33%	1552	-0.39
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100%	14	97.57%	8559	-0.59	Yes	100%	13	98.35%	7805	-0.47	Yes	100%	19	97.51%	8459	-0.7	Yes	100%	16	98.24%	8669	-0.54
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	5	99.83%	2403	-0.09	Yes	100%	1	99.62%	2649	-0.06	Yes	100%	4	99.54%	2812	-0.14	Yes	100%	6	99.14%	2804	-0.23
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	10:51	14	16:28	8559	-1.31	Yes	13:15	13	15:39	7805	-0.56	Yes	8:57	19	17:04	8459	-2.14	Yes	12:28	16	16:00	8669	-1.04
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	4:59	5	8:16	2403	-0.79	Yes	21:13	1	7:22	2649	1.43	Yes	14:31	4	8:21	2812	1.35	Yes	1:21	6	7:43	2804	-1.08
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	0%	14	13.97%	8655	-1.51	Yes	7.69%	13	12.26%	7894	-0.5	Yes	21.05%	19	14.67%	8561	0.78	Yes	0%	16	13.49%	8750	-1.58
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	40%	5	12.44%	2403	1.5	Yes	0%	1	12.34%	2649	-0.38	Yes	0%	4	12.77%	2812	-0.76	Yes	0%	6	12.95%	2804	-0.94
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	8.33%	12	12%	7331	-0.39	Yes	21.05%	19	14.39%	7901	0.82	Yes	0%	16	13.18%	8173	-1.56
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A			13.10%	1130		N/A	0%	3	14.33%	1249	-0.71	Yes	0%	3	13.72%	1246	-0.69
UT	14--01	MR-8	Trouble Rate, Residence%		P	1.36%	1393	1.65%	668500	-0.85	Yes	0.98%	1432	1.57%	672406	-1.8	Yes	1.61%	1433	1.68%	676411	-0.22	Yes	1.51%	1453	1.70%	678803	-0.55
UT	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.84%	1432	1.26%	672406	-1.43	Yes	1.54%	1433	1.35%	676411	0.6	Yes	1.31%	1453	1.39%	678803	-0.26
UT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	80%	5	98.09%	2403	1.67	No	100%	1	99.02%	2649	-0.1	Yes	50%	4	98.08%	2812	3.09	No	100%	6	98.61%	2804	-0.29
UT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	100%	14	94.02%	8655	-0.94	Yes	92.31%	13	94.91%	7894	0.47	Yes	89.47%	19	93.69%	8561	0.75	Yes	93.75%	16	95.04%	8750	0.32
UT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	20.83%	24	29.45%	15673	-0.92	N/A	22.22%	18	29.42%	14937	-0.67	N/A	11.54%	26	28.86%	15986	-1.95	N/A	15.38%	26	26.36%	15690	-1.27
UT	14--02	OP-3	Install Commit Met, Business%	D	P	100%	4	90.93%	1532	-0.63	Yes	100%	2	92.06%	1612	-0.42	Yes	100%	1	90.88%	1491	-0.32	Yes			94.27%	1430	
UT	14--02	OP-3	Install Commit Met, Business%	ND	P	95.45%	22	98.98%	294	1.1	Yes	100%	13	99.69%	327	-0.2	Yes	100%	3	99.42%	343	-0.13	Yes	100%	8	97.42%	349	-0.45
UT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3.5	4	6.22	1539	-0.72	Yes	2.5	2	5.99	1615	-0.76	Yes	4	1	5.93	1498	-0.23	Yes			5.47	1447	
UT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	3.11	9	3.66	181	-0.33	Yes	3	3	3.12	217	-0.08	Yes	3	1	3.47	222	-0.17	Yes	1.5	4	3.36	231	-1.45
UT	14--02	OP-5	New Service Install Quality, Business%		P	100%	21	86.39%	1888	-1.81	Yes	100%	10	83.99%	1892	-1.38	Yes	100%	6	85.71%	1819	-1	Yes	88.89%	9	81.50%	1892	-0.57
UT	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100%	10	88.21%	1892	-1.15	Yes	100%	6	89.55%	1819	-0.84	Yes	100%	9	85.73%	1892	-1.22
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			6.47	60		N/A			3.98	54		N/A			6.86	65		N/A			7.42	36	
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	6	1	1	3	.	N/A			3	1		N/A			4	2		N/A			6.67	9	
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			12.39	83		N/A			9.73	73		N/A			11.36	73		N/A			10.38	50	
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A					
UT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			96.26	214		N/A			93.13	236		N/A			88.5	214		N/A			83.1	205	
UT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			103			N/A			111			N/A			101			N/A			91		
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P			87.85%	864		N/A	100%	1	90.20%	765	-0.33	Yes			87.60%	855		N/A	80%	5	89.20%	870	0.62
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100%	1	97.60%	208	-0.16	Yes			98.41%	252		N/A			97.29%	258		N/A	100%	2	98.55%	276	-0.17

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A						N/A	0				
UT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			7.95	.		N/A	0				
UT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.42	.		N/A	0				
UT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.1	68008				N/A	0				
UT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	94.47%	66931				N/A	0				
UT	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A	0				
UT	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A	0				
UT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
UT	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	99.44%	1792				Yes	0				
UT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	99.83%	3026				Yes	0				
UT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100%	4935				Yes	0				
UT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	4935				N/A	0				
UT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			59.36%	1656		N/A	0				
UT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A			99.64%	3331		N/A	0				
UT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	Yes	100%	33572.157				Yes	0				
UT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	Yes	99.91%	33572.157				Yes	0				
UT	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	100%	30	94.46%	5434	-1.32	Yes	0				
UT	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100%	146	99.45%	11726	-0.9	Yes	0				
UT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	3.23	30	5.17	5444	-2.25	Yes	0				
UT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.99	127	3.5	9452	-6.34	Yes	0				
UT	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	96.57%	175	86.69%	15875	-3.83	Yes	0				
UT	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	97.14%	175	89.35%	15875	-3.32	Yes	0				
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	N/A			3.43	69		N/A	0				
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	N/A			3.43	60		N/A	0				
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	Yes			8.75	233		N/A	0				
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	Yes			5.17	6		N/A	0				
UT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	3	1	54.23	388	-0.65	N/A	0				
UT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	1		204		0.63	N/A	0				
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	100%	14	90.88%	5791	-1.18	Yes	0				
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100%	2	97.42%	1398	-0.23	Yes	0				
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	100%	15	98.53%	7768	-0.47	Yes	0				
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	4	99.67%	2766	-0.11	Yes	0				
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	13:47	15	15:00	7768	-0.39	Yes	0				
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	1:44	4	5:39	2766	-0.94	Yes	0				
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	6.67%	15	13.28%	7870	-0.75	Yes	0				
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	0%	4	13.45%	2766	-0.79	Yes	0				
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	0%	14	13.09%	7324	-1.45	Yes	0				
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	0%	3	14.51%	1151	-0.71	Yes	0				
UT	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.27%	1494	1.56%	681827	-0.9	Yes	0				
UT	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	1.14%	1494	1.24%	681827	-0.37	Yes	0				
UT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	100%	4	99.10%	2766	-0.19	Yes	2	20	85.00%	98.59%	-13.59%
UT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	100%	15	94.74%	7870	-0.91	Yes	0				
UT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	13.64%	22	27.35%	14640	-1.44	N/A	0				
UT	14--02	OP-3	Install Commit Met, Business%	D	P	N/A	100%	2	92.88%	1558	-0.39	Yes	0				
UT	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	8	97.86%	420	-0.41	Yes	0				
UT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	N/A	3	2	5.55	1565	-0.56	Yes	0				
UT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.25	8	3.45	265	-1.12	Yes	0				
UT	14--02	OP-5	New Service Install Quality, Business%		P	Yes	88.89%	9	80.58%	1977	-0.63	Yes	0				
UT	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	88.89%	9	85.63%	1977	-0.28	Yes	0				
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A			6	44		N/A	0				
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A			2.83	6		N/A	0				
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			10.75	67		N/A	0				
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A			9.33	3		N/A	0				
UT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A			76.35	204		N/A	0				
UT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A			88			N/A	0				
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100%	1	91.03%	825	-0.31	Yes	0				
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes			98.06%	258		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
UT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
UT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
UT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
UT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
UT	09--01	NP-1A	NXX Code Activation, All%		P	
UT	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
UT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
UT	11--01	OP-8B	LNP Timeliness, LNP%		95%	
UT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
UT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
UT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
UT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
UT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
UT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
UT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
UT	14--01	OP-3	Install Commit Met, Residence%	D	P	
UT	14--01	OP-3	Install Commit Met, Residence%	ND	P	
UT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
UT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
UT	14--01	OP-5	New Service Install Quality, Residence%		P	
UT	14--01	OP-5*	New Service Install Quality, Residence%		P	
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
UT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
UT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
UT	14--01	MR-8	Trouble Rate, Residence%		P	
UT	14--01	MR-8*	Trouble Rate, Residence%		P	
UT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
UT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
UT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
UT	14--02	OP-3	Install Commit Met, Business%	D	P	
UT	14--02	OP-3	Install Commit Met, Business%	ND	P	
UT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
UT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
UT	14--02	OP-5	New Service Install Quality, Business%		P	
UT	14--02	OP-5*	New Service Install Quality, Business%		P	
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
UT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
UT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	1	96.74%	1043	-0.18	Yes	100%	2	96.69%	967	-0.26	Yes			96.99%	1029		N/A	80%	5	96.96%	1120	1.43
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100%	1	100%	412	.	Yes	100%	1	100%	454	.	Yes	100%	1	99.80%	488	-0.05	Yes	100%	6	99.82%	564	-0.1
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	15:46	1	13:41	1043	0.27	Yes	21:07	2	14:25	967	0.92	Yes			15:05	1029		N/A	29:38:00	5	15:42	1120	1.83
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0:07	1	4:37	412	-0.6	Yes	0:32	1	3:59	454	-0.55	Yes	2:30	1	4:33	488	-0.27	Yes	4:18	6	3:36	564	0.52
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0%	1	13.87%	1060	-0.4	Yes	0%	2	13.06%	988	-0.55	Yes			15.98%	1051		N/A	40%	5	14.36%	1135	1.36
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0%	1	13.11%	412	-0.39	Yes	0%	1	12.33%	454	-0.37	Yes	0%	1	14.14%	488	-0.41	Yes	16.67%	6	15.07%	564	0.16
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0%	1	12.43%	853	-0.38	Yes			15.57%	938		N/A	25%	4	14.31%	999	0.57
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0%	1	15.10%	245	-0.42	Yes			17%	247		N/A	0%	3	18.48%	330	-0.82
UT	14--02	MR-8	Trouble Rate, Business%		P	0.42%	472	0.75%	196015	-0.82	Yes	0.62%	485	0.73%	196808	-0.29	Yes	0.20%	512	0.78%	197217	-1.5	Yes	2.28%	483	0.86%	197830	2.84
UT	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.41%	485	0.56%	196808	-0.43	Yes	0%	512	0.60%	197217	-1.76	Yes	1.45%	483	0.67%	197830	1.86
UT	14--02	MR-9	Repair Appoint Met, Business%	D	P	100%	1	84.62%	1060	-0.43	Yes	100%	2	82.79%	988	-0.64	Yes			85.35%	1051		N/A	80%	5	88.37%	1135	0.56
UT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100%	1	96.12%	412	-0.2	Yes	100%	1	96.92%	454	-0.18	Yes	100%	1	97.54%	488	-0.16	Yes	100%	6	98.05%	564	-0.34
UT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	33.33%	3	28.89%	2070	0.19	N/A	40%	5	29.42%	2043	0.5	N/A	50%	2	29.66%	2188	0.53	N/A	8.33%	12	28.19%	2366	-1.53
UT	14--03	OP-3	Install Commit Met, Centrex%	D	P			92.14%	140		N/A			95.59%	204		N/A			93.85%	130		N/A			95.76%	165	
UT	14--03	OP-3	Install Commit Met, Centrex%	ND	P			100%	12		N/A			100%	13		N/A			100%	7		N/A			93.75%	32	
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			8.26	142		N/A			5.61	205		N/A			4.28	131		N/A			6.53	165	
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			2.64	11		N/A			2.08	13		N/A			2.86	7		N/A			4.91	32	
UT	14--03	OP-5	New Service Install Quality, Centrex%		P			92.47%	186		N/A			92.70%	178		N/A			97.02%	168		N/A			96.43%	224	
UT	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			95.51%	178		N/A			97.02%	168		N/A			96.88%	224	
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			7.44	9		N/A			7.33	6		N/A			1.8	5		N/A			3.75	4	
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A			35.5	2	
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			1	2		N/A			17.67	3		N/A			9.67	3		N/A			11.33	3	
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
UT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			88.31	39		N/A			82.31	39		N/A			38.82	11		N/A			25.67	12	
UT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			5			N/A			3			N/A			3			N/A			5		
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			89.61%	77		N/A			89.47%	57		N/A			90.48%	42		N/A			90.91%	44	
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100%	17		N/A			90.91%	22		N/A			100%	20		N/A			92.31%	13	
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			96%	100		N/A			91.95%	87		N/A			96.67%	60		N/A			97.10%	69	
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100%	26		N/A			100%	33		N/A			100%	33		N/A			100%	21	
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			13:11	100		N/A			17:52	87		N/A			14:24	60		N/A			14:06	69	
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			5:48	26		N/A			4:54	33		N/A			3:38	33		N/A			6:07	21	
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			13.59%	103		N/A			14.61%	89		N/A			6.25%	64		N/A			12.16%	74	
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			11.54%	26		N/A			12.12%	33		N/A			15.15%	33		N/A			19.05%	21	
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			8.22%	73		N/A			5.45%	55		N/A			12.50%	64	
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			14.29%	14		N/A			22.22%	18		N/A			0%	11	
UT	14--03	MR-8	Trouble Rate, Centrex%		P			0.40%	32008		N/A			0.38%	31778		N/A			0.30%	31946		N/A			0.30%	31842	
UT	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A			0.27%	31778		N/A			0.23%	31946		N/A			0.24%	31842	
UT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			60.78%	102		N/A			59.55%	89		N/A			52.38%	63		N/A			56.16%	73	
UT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			96.15%	26		N/A			81.25%	32		N/A			96.30%	27		N/A			90%	20	
UT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			24.56%	171		N/A			20.26%	153		N/A			22.40%	125		N/A			24%	125	
UT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			95.24%	63		N/A			91.78%	73		N/A			90%	80		N/A			94.59%	74	
UT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			100%	33		N/A			95%	40		N/A			100%	33		N/A			97.73%	44	
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			5.56	64		N/A			6.23	73		N/A			6.86	80		N/A			6.34	76	
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			4.88	25		N/A			2.92	37		N/A			4.35	26		N/A			4.78	27	
UT	14--04	OP-5	New Service Install Quality, Centrex 21%		P			77.14%	105		N/A			76.11%	113		N/A			71.79%	117		N/A			75.83%	120	
UT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			79.65%	113		N/A			79.49%	117		N/A			83.33%	120	
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			11.5	2		N/A			5	4		N/A			10.75	4		N/A			3	3	
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A			2.5	2		N/A						N/A			2	1	
UT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			13.5	2		N/A			9.5	2		N/A			5.5	4		N/A			1	1	
UT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			169	2		N/A			68.6	5		N/A			57.2	5		N/A			42.83	6	
UT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			1			N/A			3			N/A			2			N/A			4		
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			90.48%	105		N/A			87.88%	99		N/A			87.61%	113		N/A			87.10%	93	
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100%	25		N/A			95.83%	48		N/A			100%	49		N/A			96.43%	56	
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			97.18%	142		N/A			96.88%	128		N/A			97.95%	146		N/A			95.24%	126	
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100%	70		N/A			98.92%	93		N/A			100%	97		N/A			98%	100	
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			14:41	142		N/A			15:13	128		N/A			13:44	146		N/A			16:01	126	
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:37	70		N/A			6:14	93		N/A			3:34	97		N/A			4:31	100	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	3	98.34%	1084	-0.22	Yes	0				
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	Yes			99.47%	565		N/A	0				
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	No	20:44	3	13:07	1084	1.2	Yes	1	11	0:23	14:24	9:59
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	Yes			3:46	565		N/A	0				
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	33.33%	3	13.53%	1101	0.83	Yes	0				
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes			15.93%	565		N/A	0				
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	33.33%	3	13.11%	984	0.85	Yes	0				
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	Yes			16.33%	294		N/A	0				
UT	14--02	MR-8	Trouble Rate, Business%		P	No	0.66%	455	0.84%	198452	-0.42	Yes	1	2407	0.83%	0.79%	0.04%
UT	14--02	MR-8*	Trouble Rate, Business%		P	No	0.66%	455	0.64%	198452	0.12	Yes	1	1935	0.62%	0.62%	0.00%
UT	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100%	3	88.37%	1101	-0.63	Yes	0				
UT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	Yes			98.05%	565		N/A	0				
UT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	40%	5	28.19%	2320	0.56	N/A	0				
UT	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			89.44%	161		N/A	0				
UT	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A			100%	90		N/A	0				
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			7.71	161		N/A	0				
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			3.11	90		N/A	0				
UT	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			93.72%	191		N/A	0				
UT	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			94.24%	191		N/A	0				
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A			2.4	5		N/A	0				
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A			13.17	12		N/A	0				
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
UT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			21.07	14		N/A	0				
UT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A			4			N/A	0				
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	N/A			90.91%	44		N/A	0				
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100%	13		N/A	0				
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	N/A			98.46%	65		N/A	0				
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	N/A			100%	24		N/A	0				
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	N/A			13:02	65		N/A	0				
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A			3:29	24		N/A	0				
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	N/A			7.35%	68		N/A	0				
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A			4.17%	24		N/A	0				
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A			6.90%	58		N/A	0				
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A			5.88%	17		N/A	0				
UT	14--03	MR-8	Trouble Rate, Centrex%		P	N/A			0.29%	31873		N/A	0				
UT	14--03	MR-8*	Trouble Rate, Centrex%		P	N/A			0.24%	31873		N/A	0				
UT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	N/A			66.67%	66		N/A	0				
UT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A			100%	20		N/A	0				
UT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A			20%	115		N/A	0				
UT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	N/A			95.52%	67		N/A	0				
UT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	N/A			96.15%	52		N/A	0				
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	N/A			5.68	68		N/A	0				
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	N/A			3.4	35		N/A	0				
UT	14--04	OP-5	New Service Install Quality, Centrex 21%		P	N/A			65.14%	109		N/A	0				
UT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	N/A			71.56%	109		N/A	0				
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			1	3		N/A	0				
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A			2	2		N/A	0				
UT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A			11	1		N/A	0				
UT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			39	6		N/A	0				
UT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			2			N/A	0				
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	N/A			91.09%	101		N/A	0				
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A	100%	1	100%	37	.	Yes	0				
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	N/A			98.52%	135		N/A	0				
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	N/A	100%	1	100%	80	.	Yes	0				
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	N/A			0.583333	135		N/A	0				
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	N/A	0:08	1	3:16	80	-0.57	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
UT	14--02	MR-8	Trouble Rate, Business%		P	
UT	14--02	MR-8*	Trouble Rate, Business%		P	
UT	14--02	MR-9	Repair Appoint Met, Business%	D	P	
UT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
UT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
UT	14--03	OP-3	Install Commit Met, Centrex%	D	P	
UT	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
UT	14--03	OP-5	New Service Install Quality, Centrex%		P	
UT	14--03	OP-5*	New Service Install Quality, Centrex%		P	
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P	
UT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
UT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
UT	14--03	MR-8	Trouble Rate, Centrex%		P	
UT	14--03	MR-8*	Trouble Rate, Centrex%		P	
UT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
UT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
UT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
UT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
UT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
UT	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
UT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
UT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
UT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
UT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			11.11%	144		N/A			11.72%	128		N/A			17.01%	147		N/A			13.08%	130	
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			20%	70		N/A			18.28%	93		N/A			12.37%	97		N/A			13%	100	
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			11.82%	110		N/A			16.54%	127		N/A			12.73%	110	
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			21.82%	55		N/A			13.16%	38		N/A			5.66%	53	
UT	14--04	MR-8	Trouble Rate, Centrex 21%		P	0%	11	0.70%	30371	-0.28	Yes	0%	11	0.72%	30536	-0.28	Yes	0%	11	0.80%	30638	-0.3	Yes	0%	11	0.75%	30651	-0.29
UT	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0%	11	0.54%	30536	-0.24	Yes	0%	11	0.54%	30638	-0.24	Yes	0%	11	0.53%	30651	-0.24
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P			84.03%	144		N/A			72.66%	128		N/A			80.95%	147		N/A			83.85%	130	
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			97.14%	70		N/A			93.55%	93		N/A			98.97%	97		N/A			96%	100	
UT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS			28.67%	300		N/A			25.84%	298		N/A			26.95%	334		N/A			25.32%	308	
UT	14--05	OP-3	Install Commit Met, PBX%	D	P			100%	12		N/A			100%	11		N/A			100%	18		N/A			87.50%	16	
UT	14--05	OP-3	Install Commit Met, PBX%	ND	P			100%	3		N/A			90.91%	11		N/A			100%	11		N/A			100%	1	
UT	14--05	OP-3	Install Commit Met, PBX%		P			72.22%	18		N/A			85.71%	14		N/A	100%	1	68.18%	22	-0.67	Yes			66.67%	18	
UT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			4.5	12		N/A			3.55	11		N/A			4.44	18		N/A			9.88	16	
UT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			3	2		N/A			2.5	10		N/A			1.55	11		N/A			3	1	
UT	14--05	OP-4	Install Interv, PBX, Avg Days		P	12	1	11.55	20	0.55	Yes			12.36	25		N/A	8	1	15.38	29	-0.66	Yes			15.12	17	
UT	14--05	OP-5	New Service Install Quality, PBX%		P	100%	1	92.86%	42	-0.27	Yes	0%	1	72.41%	58	1.08	Yes	100%	1	98.21%	56	-0.13	Yes	100%	1	82.98%	47	-0.45
UT	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	0%	1	82.76%	58	1.35	Yes	100%	1	100%	56	.	Yes	100%	1	87.23%	47	-0.38
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A					
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A			8	1		N/A						N/A					
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			6.29	7		N/A			21.25	4		N/A			12.46	13		N/A			21.11	9	
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A			50	2	
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			35	1		N/A						N/A			46	1		N/A			6	1	
UT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			72	10		N/A			76.13	8		N/A			50.18	11		N/A			77.33	6	
UT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			5			N/A			3			N/A			2			N/A			2		
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			100%	28		N/A			97.50%	40		N/A			89.47%	19		N/A			96.67%	30	
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	2	100%	31	.	Yes			100%	43		N/A	100%	1	100%	45	.	Yes	100%	1	97.78%	45	-0.15
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100%	31		N/A			100%	48		N/A			92.31%	26		N/A			100%	33	
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	2	100%	35	.	Yes	100%	1	100%	46	.	Yes	100%	2	100%	51	.	Yes	100%	1	100%	50	.
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			6:00	31		N/A			9:10	48		N/A			21:18	26		N/A			10:10	33	
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:11	2	2:53	35	-0.8	Yes	0:08	1	1:50	46	-0.62	Yes	2:22	2	1:17	51	0.92	Yes	1:23	1	2:07	50	-0.18
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			6.45%	31		N/A			2.08%	48		N/A			3.85%	26		N/A			15.15%	33	
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0%	2	8.57%	35	-0.42	Yes	0%	1	17.39%	46	-0.45	Yes	0%	2	9.80%	51	-0.46	Yes	0%	1	16%	50	-0.43
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			2.56%	39		N/A			5%	20		N/A			11.11%	27	
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0%	1	5.26%	19	-0.23	Yes			5.26%	19		N/A	0%	1	21.43%	28	-0.51
UT	14--05	MR-8	Trouble Rate, PBX%		P	0.17%	1152	0.19%	34629	-0.13	Yes	0.09%	1129	0.26%	35764	-1.13	Yes	0.16%	1214	0.20%	38263	-0.28	Yes	0.08%	1246	0.22%	38541	-1.01
UT	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.09%	1129	0.16%	35764	-0.61	Yes	0%	1214	0.10%	38263	-1.1	Yes	0.08%	1246	0.14%	38541	-0.57
UT	14--05	MR-9	Repair Appoint Met, PBX%	D	P			70.59%	17		N/A			70.27%	37		N/A			47.62%	21		N/A			72.41%	29	
UT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	100%	2	83.33%	12	-0.59	Yes	100%	1	90.91%	11	-0.3	Yes	100%	2	100%	11	.	Yes			78.57%	14	
UT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	60%	5	25%	88	1.54	N/A	50%	2	28.79%	132	0.54	N/A	0%	2	36.89%	122	-1.07	N/A	66.67%	3	28.45%	116	1.23
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100%	1		N/A			100%	2		N/A			85.71%	7		N/A			90%	10	
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P			100%	2		N/A						N/A			100%	2		N/A			100%	1	
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			93.75%	144		N/A			94.41%	179		N/A			92.05%	88		N/A			95.65%	115	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			2	1		N/A			1.5	2		N/A			8.29	7		N/A			4.3	10	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P			1.5	2		N/A						N/A			3	1		N/A					
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			7.92	142		N/A			16.15	177		N/A			8.45	87		N/A			8.68	115	
UT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			94.01%	167		N/A			85.11%	141		N/A			96.49%	114		N/A			92.08%	101	
UT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			93.62%	141		N/A			97.37%	114		N/A			97.03%	101	
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A			1	1	
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			11	9		N/A			12.5	10		N/A			14.57	7		N/A			10.67	6	
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			25	1		N/A					
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			12.5	2		N/A						N/A			35	2	
UT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			136.06	18		N/A			123.9	21		N/A			119.76	38		N/A			93.79	38	
UT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			1			N/A			1			N/A			3			N/A			3		
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			98.31%	59		N/A			100%	49		N/A			100%	56		N/A			96.72%	61	
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100%	61		N/A			100%	65		N/A			100%	74		N/A			100%	49	
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	60		N/A			100%	50		N/A			100%	56		N/A			98.36%	61	
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	62		N/A			100%	65		N/A			100%	74		N/A			100%	49	

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			14.49%	138		N/A	0				
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A	0%	1	12.50%	80	-0.38	Yes	0				
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			16.26%	123		N/A	0				
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A	0%	1	11.36%	44	-0.35	Yes	0				
UT	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	9.09%	11	0.70%	31101	1.77	No	1	55	1.82%	0.73%	1.08%
UT	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	9.09%	11	0.54%	31101	1.89	No	1	44	2.27%	0.54%	1.73%
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	N/A			80.43%	138		N/A	0				
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	N/A	100%	1	97.50%	80	-0.16	Yes	0				
UT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A	0%	1	27.33%	300	-0.61	N/A	0				
UT	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			76.19%	21		N/A	0				
UT	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A	100%	1	100%	2	.	Yes	0				
UT	14--05	OP-3	Install Commit Met, PBX%		P	N/A			52.94%	17		N/A	0				
UT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			9.95	21		N/A	0				
UT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			1	2		N/A	0				
UT	14--05	OP-4	Install Interv, PBX, Avg Days		P	N/A			14.81	26		N/A	0				
UT	14--05	OP-5	New Service Install Quality, PBX%		P	Yes	0%	1	85.71%	49	1.44	Yes	0				
UT	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes	0%	1	87.76%	49	1.52	Yes	0				
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A						N/A	0				
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			11.27	11		N/A	0				
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A			9	5		N/A	0				
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A			18	1		N/A	0				
UT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			63	7		N/A	0				
UT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			3			N/A	0				
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A	100%	1	97.50%	40	-0.16	Yes	0				
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes	100%	2	100%	55	.	Yes	0				
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	N/A	100%	1	100%	45	.	Yes	0				
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	Yes	100%	2	100%	63	.	Yes	0				
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A	1:27	1	6:34	45	-0.69	Yes	0				
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes	1:18	2	1:19	63	-0.01	Yes	0				
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	N/A	0%	1	6.52%	46	-0.26	Yes	0				
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes	0%	2	9.52%	63	-0.45	Yes	0				
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A			8.33%	36		N/A	0				
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	Yes	0%	2	10%	30	-0.46	Yes	0				
UT	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.24%	1270	0.28%	38888	-0.29	Yes	0				
UT	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0.16%	1270	0.17%	38888	-0.1	Yes	0				
UT	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A			80%	30		N/A	0				
UT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	N/A			100%	20		N/A	0				
UT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	25%	4	29.68%	155	-0.2	N/A	0				
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100%	5		N/A	0				
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A			100%	4		N/A	0				
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			90.32%	62		N/A	0				
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			4.2	5		N/A	0				
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A			2.5	2		N/A	0				
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			10.53	62		N/A	0				
UT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	N/A			86.90%	84		N/A	0				
UT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	N/A			89.29%	84		N/A	0				
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			26	6		N/A	0				
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A						N/A	0				
UT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			84.69	36		N/A	0				
UT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			4			N/A	0				
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			96.36%	55		N/A	0				
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	66		N/A	0				
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	55		N/A	0				
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	66		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
UT	14--04	MR-8	Trouble Rate, Centrex 21%		P	
UT	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
UT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
UT	14--05	OP-3	Install Commit Met, PBX%	D	P	
UT	14--05	OP-3	Install Commit Met, PBX%	ND	P	
UT	14--05	OP-3	Install Commit Met, PBX%		P	
UT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
UT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
UT	14--05	OP-4	Install Interv, PBX, Avg Days		P	
UT	14--05	OP-5	New Service Install Quality, PBX%		P	
UT	14--05	OP-5*	New Service Install Quality, PBX%		P	
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	
UT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
UT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
UT	14--05	MR-8	Trouble Rate, PBX%		P	
UT	14--05	MR-8*	Trouble Rate, PBX%		P	
UT	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
UT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
UT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
UT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
UT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
UT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
UT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			5:02	60		N/A			3:09	50		N/A			3:36	56		N/A			5:02	61	
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:35	62		N/A			1:09	65		N/A			0:46	74		N/A			1:04	49	
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			26.67%	60		N/A			22%	50		N/A			23.21%	56		N/A			13.11%	61	
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			17.74%	62		N/A			16.92%	65		N/A			10.81%	74		N/A			22.45%	49	
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			21.05%	38		N/A			23.91%	46		N/A			9.09%	55	
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			16.67%	24		N/A			10.71%	28		N/A			26.32%	19	
UT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	8	1.14%	10666	-0.3	Yes	0%	9	1.07%	10785	-0.31	Yes	0%	9	1.20%	10866	-0.33	Yes	0%	9	1%	10980	-0.3
UT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	9	0.57%	10785	-0.23	Yes	0%	9	0.68%	10866	-0.25	Yes	0%	9	0.67%	10980	-0.25
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			66.67%	3		N/A			66.67%	3		N/A			50%	2		N/A			0%	1	
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100%	1		N/A			100%	2		N/A						N/A					
UT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			39%	200		N/A			41.92%	198		N/A			31.94%	191		N/A			32.10%	162	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100%	7	98.51%	4031	-0.32	Yes	100%	3	99.54%	3942	-0.12	Yes	100%	3	99.22%	5003	-0.15	Yes	100%	4	99.81%	3697	-0.09
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			94.61%	482		N/A			94.40%	536		N/A			93.92%	641		N/A			96.58%	468	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%		P			94.12%	17		N/A			100%	17		N/A	100%	1	96.43%	28	-0.19	Yes			91.67%	24	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	6.17	6	4.94	2743	1.93	No			4.89	2630		N/A	6	1	4.93	2559	2.58	No	10	2	9.5	2282	2.29
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.53	484		N/A			5.79	541		N/A			6.57	642		N/A			9.96	474	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.33	15		N/A			4.56	16		N/A	5	1	5.07	27	-0.02	Yes			5.7	23	
UT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100%	5	99.89%	4519	-0.07	Yes	100%	4	99.84%	5089	-0.08	Yes	100%	4	99.86%	4935	-0.08	Yes	100%	10	99.78%	4081	-0.15
UT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100%	4	99.86%	5089	-0.07	Yes	100%	4	99.88%	4935	-0.07	Yes	100%	10	99.88%	4081	-0.11
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			5.25	16		N/A			4.76	21		N/A			2.57	30		N/A			6.67	12	
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			6.62	42		N/A			2.94	17		N/A			4.79	29		N/A			30.2	5	
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A			9	1		N/A			1	1		N/A			3.5	2	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P			2.63	8		N/A			8.4	10		N/A			3.25	8		N/A			5.5	4	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P			6	2		N/A			3	1		N/A			66	2		N/A			28.5	2	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P			3	1		N/A						N/A						N/A					
UT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			87.54%	281		N/A			82.16%	398		N/A			81.37%	306		N/A	100%	1	88.80%	250	-0.35
UT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			95.02%	281		N/A			93.50%	400		N/A			94.46%	307		N/A	100%	1	96.80%	250	-0.18
UT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			10:47	281		N/A			16:05	400		N/A			13:39	307		N/A	5:44	1	15:57	250	-0.14
UT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			37.37%	281		N/A			38.75%	400		N/A			39.41%	307		N/A	0%	1	36.80%	250	-0.76
UT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			37.71%	297		N/A			42.33%	189		N/A			36.62%	142	
UT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0%	5	2.28%	12308	-0.34	Yes	0%	6	3.15%	12687	-0.44	Yes	0%	6	2.34%	13146	-0.38	Yes	20%	5	1.85%	13548	1.69
UT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	6	2.34%	12687	-0.38	Yes	0%	6	1.44%	13146	-0.3	Yes	0%	5	1.05%	13548	-0.23
UT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			44.36%	505		N/A			36.81%	633		N/A			45.18%	560		N/A	0%	1	42.40%	434	-0.86
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A						N/A			0%	1	
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100%	3		N/A						N/A			100%	1		N/A			100%	1	
UT	14--08	OP-3	Install Commit Met, ISDN Primary%		P			38.18%	55		N/A			18.99%	79		N/A			54.93%	71		N/A	100%	1	71.19%	59	-0.63
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			19.43	67		N/A	73	1	23.91	111	2.12	No			22.02	101		N/A			16.54	72	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A			44	1	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			6.5	2		N/A						N/A			2.5	2		N/A			7	2	
UT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	100%	1	96.84%	95	-0.18	Yes	100%	1	93.81%	113	-0.26	Yes	0%	1	93.40%	106	1.82	No	100%	1	93.75%	96	-0.26
UT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100%	1	95.58%	113	-0.21	Yes	0%	1	96.23%	106	2.04	No	100%	1	96.88%	96	-0.18
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			13.61	44		N/A	62	1	16.5	90	1.91	No			21.71	51		N/A			13.66	29	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A			42	1	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A					
UT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P						N/A						N/A			9	1		N/A			28	1	
UT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			66.58	12		N/A			114.95	108		N/A			89.28	120		N/A			179.09	306	
UT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			2			N/A			8			N/A			7			N/A			8		
UT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100%	1	93.75%	16	-0.25	Yes	100%	1	90.91%	33	-0.31	Yes	100%	1	96.55%	29	-0.19	Yes			95.65%	23	
UT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:16	1	1:03	16	-0.32	Yes	1:30	1	1:54	33	-0.09	Yes	1:35	1	1:41	29	-0.02	Yes			1:07	23	
UT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0%	1	12.50%	16	-0.37	Yes	0%	1	21.21%	33	-0.51	Yes	0%	1	3.45%	29	-0.19	Yes			13.04%	23	
UT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A	0%	1	33.33%	18	-0.69	Yes	0%	1	0%	13	.	Yes			13.33%	15	
UT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.17%	598	0.02%	67598	2.27	No	0.17%	598	0.05%	67496	1.3	Yes	0.17%	598	0.04%	67999	1.47	Yes	0%	622	0.04%	64605	-0.47
UT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.17%	598	0.03%	67496	2.1	No	0.17%	598	0.02%	67999	2.61	No	0%	622	0.02%	64605	-0.38
UT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0%	1	33.33%	24	-0.69	N/A	0%	1	32.65%	49	-0.69	N/A	75%	4	32.56%	43	1.54	N/A			28.13%	32	
UT	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A					
UT	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A						N/A						N/A					
UT	14--09	OP-3	Install Commit Met, DS0%		P			70%	10		N/A			92.86%	14		N/A			90%	20		N/A			40%	10	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			4:26	55		N/A	0				
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A			1:18	66		N/A	0				
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			27.27%	55		N/A	0				
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			25.76%	66		N/A	0				
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			27.08%	48		N/A	0				
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			30%	30		N/A	0				
UT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	9	1.08%	11164	-0.31	Yes	0				
UT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	9	0.70%	11164	-0.25	Yes	0				
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A						N/A	0				
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A			100%	1		N/A	0				
UT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			27.98%	168		N/A	0				
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	Yes	93.75%	16	99.49%	3354	1.74	No	1	33	96.97%	99.29%	-2.32%
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			97.67%	558		N/A	0				
UT	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			95.92%	49		N/A	0				
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	No	10	3	9.66	2149	-0.35	Yes	3	12	7.75	6.59	1.16
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			10.17	562		N/A	0				
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A			5	47		N/A	0				
UT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100%	10	99.55%	4253	-0.21	Yes	0				
UT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	Yes	100%	10	99.60%	4253	-0.2	Yes	0				
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			5.63	8		N/A	0				
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A	3	1	6.06	17	-0.31	Yes	0				
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A			3.5	2		N/A	0				
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			12.17	6		N/A	0				
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A						N/A	0				
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
UT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	Yes			86.99%	292		N/A	0				
UT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	Yes			98.29%	292		N/A	0				
UT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	Yes			10:07	292		N/A	0				
UT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	Yes			31.51%	292		N/A	0				
UT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			35.37%	164		N/A	0				
UT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	No	0%	5	2.09%	13994	-0.33	Yes	1	27	3.70%	2.33%	1.37%
UT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	5	1.17%	13994	-0.24	Yes	0				
UT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			44.06%	522		N/A	0				
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A						N/A	0				
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A			100%	1		N/A	0				
UT	14--08	OP-3	Install Commit Met, ISDN Primary%		P	Yes			48.39%	31		N/A	0				
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			21.78	64		N/A	1	1	73.00	21.12	51.88
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
UT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	Yes			96.83%	63		N/A	1	4	75.00%	94.72%	-19.72%
UT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	Yes			96.83%	63		N/A	1	3	66.67%	96.30%	-29.63%
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			21.03	37		N/A	1	1	62.00	17.39	44.61
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	N/A			62	20		N/A	0				
UT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A						N/A	0				
UT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			126.36	518		N/A	0				
UT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			8			N/A	0				
UT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A			94.74%	19		N/A	0				
UT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A			1:09	19		N/A	0				
UT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A			10.53%	19		N/A	0				
UT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A			0%	11		N/A	0				
UT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0%	646	0.03%	63355	-0.44	Yes	1	3062	0.10%	0.04%	0.06%
UT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	Yes	0%	646	0.02%	63355	-0.33	Yes	2	2464	0.08%	0.02%	0.06%
UT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A			38.71%	31		N/A	0				
UT	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A						N/A	0				
UT	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A			100%	4		N/A	0				
UT	14--09	OP-3	Install Commit Met, DS0%		P	N/A			53.85%	13		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
UT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
UT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
UT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
UT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
UT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P	
UT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
UT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
UT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
UT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
UT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
UT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
UT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
UT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
UT	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
UT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
UT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
UT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
UT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
UT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
UT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
UT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
UT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
UT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
UT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
UT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
UT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
UT	14--09	OP-3	Install Commit Met, DS0%	D	P	
UT	14--09	OP-3	Install Commit Met, DS0%	ND	P	
UT	14--09	OP-3	Install Commit Met, DS0%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A			29	1	
UT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A						N/A						N/A					
UT	14--09	OP-4	Install Interv, DS0, Avg Days		P			4.8	10		N/A			5.56	9		N/A			6.18	22		N/A			9.89	9	
UT	14--09	OP-5	New Service Install Quality, DS0%		P			0%	13		N/A			68.42%	19		N/A			16.67%	18		N/A			25%	16	
UT	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			73.68%	19		N/A			33.33%	18		N/A			37.50%	16	
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A			19	1	
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			2.75	4		N/A			2.5	2		N/A			3	2		N/A			7	6	
UT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A					
UT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			444.5	2		N/A			283.67	3		N/A			402.5	2		N/A			380.5	2	
UT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			0			N/A			0			N/A			0			N/A			0		
UT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			84.98%	253		N/A			86.94%	268		N/A			84.97%	286		N/A			85.77%	267	
UT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			2:28	253		N/A			2:20	268		N/A			2:51	286		N/A			2:11	267	
UT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			18.18%	253		N/A			24.25%	268		N/A			24.48%	286		N/A			19.10%	267	
UT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			22.28%	202		N/A			26.21%	206		N/A			19.13%	183	
UT	14--09	MR-8	Trouble Rate, DS0%		P	0%	9	0.50%	50461	-0.21	Yes	0%	8	0.53%	50498	-0.21	Yes	0%	8	0.56%	50889	-0.21	Yes	0%	8	0.53%	50476	-0.21
UT	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0%	8	0.40%	50498	-0.18	Yes	0%	8	0.40%	50889	-0.18	Yes	0%	8	0.36%	50476	-0.17
UT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			23.10%	329		N/A			21.64%	342		N/A			27.41%	394		N/A			28.61%	374	
UT	14--10	OP-3	Install Commit Met, DS1%		P			83.60%	494		N/A			84.62%	468		N/A			82.93%	328		N/A			80.27%	299	
UT	14--10	OP-4	Install Interv, DS1, Avg Days		P			15.69	569		N/A			13.27	556		N/A			13.95	436		N/A			15.15	425	
UT	14--10	OP-5	New Service Install Quality, DS1%		P			93.39%	575		N/A			92.02%	501		N/A			86.56%	439		N/A			91.78%	426	
UT	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			94.41%	501		N/A			92.03%	439		N/A			93.66%	426	
UT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			17.94	80		N/A			18.17	71		N/A			20.73	64		N/A			17.1	82	
UT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			30.1	21		N/A			23.1	21		N/A			14.56	9		N/A			15.4	5	
UT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	1	31.81	96	-0.61	N/A			25.7	115		N/A			35.93	107		N/A			39.93	81	
UT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	1		56		0.53	N/A			70			N/A			51			N/A			26		
UT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100%	2	83.91%	379	-0.62	Yes	100%	2	85.75%	414	-0.58	Yes	100%	5	84.55%	479	-0.95	Yes	100%	4	84.06%	458	-0.87
UT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:16	2	2:31	379	-0.54	Yes	2:36	2	2:36	414	0.38	Yes	0:55	5	2:22	479	-1.14	Yes	0:25	4	2:24	458	-0.91
UT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0%	2	25.33%	379	-0.82	Yes	50%	2	24.15%	414	0.69	Yes	0%	5	22.13%	479	-1.19	Yes	0%	4	24.45%	458	-1.13
UT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	50%	2	24.43%	307	0.68	Yes	0%	3	25.15%	338	-1	Yes	0%	2	25.88%	340	-0.83
UT	14--10	MR-8	Trouble Rate, DS1%		P	1.37%	146	1.64%	23124	-0.26	Yes	1.34%	149	1.79%	23178	-0.41	Yes	3.33%	150	2.06%	23229	1.06	Yes	2.61%	153	1.97%	23283	0.61
UT	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	1.34%	149	1.32%	23178	0.11	Yes	2%	150	1.46%	23229	0.6	Yes	1.31%	153	1.46%	23283	-0.16
UT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	33.33%	3	29.03%	534	0.17	N/A	50%	4	25.81%	558	0.98	N/A	16.67%	6	25.74%	645	-0.51	N/A	0%	4	24.79%	609	-1.14
UT	14--11	OP-3	Install Commit Met, DS3%		P			82.76%	29		N/A			70.59%	17		N/A			82.35%	17		N/A			88.57%	35	
UT	14--11	OP-4	Install Interv, DS3, Avg Days		P			21.36	42		N/A			26.3	27		N/A			20.56	41		N/A			12.63	46	
UT	14--11	OP-5	New Service Install Quality, DS3%		P			97.22%	36		N/A			100%	35		N/A			100%	44		N/A			100%	47	
UT	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100%	35		N/A			100%	44		N/A			100%	47	
UT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			14.13	8		N/A			42.57	7		N/A			26.57	7		N/A			14.4	5	
UT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A			42	1	
UT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			22.44	9		N/A			97.33	6		N/A			56.83	12		N/A			58.09	11	
UT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			6			N/A			4			N/A			4			N/A			4		
UT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100%	8		N/A			100%	10		N/A			100%	11		N/A			100%	16	
UT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:38	8		N/A			0:49	10		N/A			1:22	11		N/A			0:32	16	
UT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			25%	8		N/A			40%	10		N/A			9.09%	11		N/A			25%	16	
UT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			37.50%	8		N/A			11.11%	9		N/A			23.08%	13	
UT	14--11	MR-8	Trouble Rate, DS3%		P	0%	1	0.48%	1675	-0.07	Yes			0.60%	1672		N/A			0.67%	1652		N/A			0.96%	1660	
UT	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.48%	1672		N/A			0.54%	1652		N/A			0.78%	1660	
UT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			38.46%	13		N/A			44.44%	18		N/A			21.43%	14		N/A			20%	20	
UT	14--12	OP-3	Install Commit Met, Frame Relay%		P			57.69%	52		N/A			72.58%	62		N/A			78.57%	70		N/A			64%	50	
UT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			14	1		N/A			23	2		N/A						N/A			15	1	
UT	14--12	OP-5	New Service Install Quality, Frame Relay%		P			94.44%	72		N/A			92.31%	78		N/A			90.91%	66		N/A			90.28%	72	
UT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			94.87%	78		N/A			93.94%	66		N/A			90.28%	72	
UT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			29	19		N/A			18.06	18		N/A			9.4	15		N/A			15.75	20	
UT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			18.25	8		N/A			19.67	3		N/A			4	1		N/A			16.5	2	
UT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			26.32	19		N/A			24.75	24		N/A			25.68	38		N/A			75.38	24	
UT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			9			N/A			14			N/A			14			N/A			5		
UT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			85%	100		N/A			86.84%	114		N/A			79.03%	124		N/A			88.43%	121	
UT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:03	100		N/A			2:40	114		N/A			2:35	124		N/A			1:55	121	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A						N/A	0				
UT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A			0.33	3		N/A	0				
UT	14--09	OP-4	Install Interv, DS0, Avg Days		P	N/A			10.79	14		N/A	0				
UT	14--09	OP-5	New Service Install Quality, DS0%		P	N/A			52.94%	17		N/A	0				
UT	14--09	OP-5*	New Service Install Quality, DS0%		P	N/A			70.59%	17		N/A	0				
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A						N/A	0				
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			8.17	6		N/A	0				
UT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A						N/A	0				
UT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			145.6	5		N/A	0				
UT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			1			N/A	0				
UT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	N/A			84.87%	238		N/A	0				
UT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	N/A			2:10	238		N/A	0				
UT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	N/A			18.49%	238		N/A	0				
UT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A			16.85%	178		N/A	0				
UT	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0%	6	0.47%	50685	-0.17	Yes	0				
UT	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0%	6	0.35%	50685	-0.15	Yes	0				
UT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A			24.20%	314		N/A	0				
UT	14--10	OP-3	Install Commit Met, DS1%		P	N/A			84.62%	286		N/A	0				
UT	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A			13.95	413		N/A	0				
UT	14--10	OP-5	New Service Install Quality, DS1%		P	N/A	0%	2	93.22%	472	2.86	No	1	2	0.00%	91.55%	-91.55%
UT	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A	0%	2	94.28%	472	2.96	No	1	2	0.00%	93.63%	-93.63%
UT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A			21.21	53		N/A	0				
UT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			14.38	8		N/A	0				
UT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			41.32	82		N/A	0				
UT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			19			N/A	0				
UT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	100%	8	88.11%	429	-1.03	Yes	0				
UT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	Yes	1:02	8	2:10	429	-1.24	Yes	0				
UT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	37.50%	8	29.14%	429	0.51	Yes	0				
UT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	Yes	50%	6	26.88%	320	1.16	Yes	0				
UT	14--10	MR-8	Trouble Rate, DS1%		P	Yes	5.19%	154	1.85%	23164	2.56	No	1	752	2.79%	1.86%	0.93%
UT	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	3.90%	154	1.38%	23164	2.23	No	1	606	2.15%	1.41%	0.74%
UT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	0%	8	22%	550	-1.49	N/A	0				
UT	14--11	OP-3	Install Commit Met, DS3%		P	N/A			87.88%	33		N/A	0				
UT	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			21.55	47		N/A	0				
UT	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	55		N/A	0				
UT	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	55		N/A	0				
UT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			33.4	10		N/A	0				
UT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A	0				
UT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			56.09	11		N/A	0				
UT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			2			N/A	0				
UT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			100%	12		N/A	0				
UT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			1:21	12		N/A	0				
UT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			16.67%	12		N/A	0				
UT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			25%	8		N/A	0				
UT	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.73%	1642		N/A	0				
UT	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.49%	1642		N/A	0				
UT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			25%	16		N/A	0				
UT	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			85.71%	77		N/A	0				
UT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A						N/A	0				
UT	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			90.24%	82		N/A	0				
UT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			91.46%	82		N/A	0				
UT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			16	13		N/A	0				
UT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A			11	3		N/A	0				
UT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			62	25		N/A	0				
UT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			7			N/A	0				
UT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			85.12%	121		N/A	0				
UT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:04	121		N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
UT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
UT	14--09	OP-4	Install Interv, DS0, Avg Days		P	
UT	14--09	OP-5	New Service Install Quality, DS0%		P	
UT	14--09	OP-5*	New Service Install Quality, DS0%		P	
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
UT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
UT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
UT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
UT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
UT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
UT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
UT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
UT	14--09	MR-8	Trouble Rate, DS0%		P	
UT	14--09	MR-8*	Trouble Rate, DS0%		P	
UT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
UT	14--10	OP-3	Install Commit Met, DS1%		P	
UT	14--10	OP-4	Install Interv, DS1, Avg Days		P	
UT	14--10	OP-5	New Service Install Quality, DS1%		P	
UT	14--10	OP-5*	New Service Install Quality, DS1%		P	
UT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
UT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
UT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
UT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
UT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
UT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
UT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
UT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
UT	14--10	MR-8	Trouble Rate, DS1%		P	
UT	14--10	MR-8*	Trouble Rate, DS1%		P	
UT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
UT	14--11	OP-3	Install Commit Met, DS3%		P	
UT	14--11	OP-4	Install Interv, DS3, Avg Days		P	
UT	14--11	OP-5	New Service Install Quality, DS3%		P	
UT	14--11	OP-5*	New Service Install Quality, DS3%		P	
UT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
UT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
UT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
UT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
UT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
UT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
UT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
UT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
UT	14--11	MR-8	Trouble Rate, DS3%		P	
UT	14--11	MR-8*	Trouble Rate, DS3%		P	
UT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
UT	14--12	OP-3	Install Commit Met, Frame Relay%		P	
UT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
UT	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
UT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
UT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
UT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
UT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
UT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
UT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
UT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
UT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			20%	100		N/A			25.44%	114		N/A			27.42%	124		N/A			21.49%	121	
UT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			30.59%	85		N/A			25.81%	93		N/A			22.09%	86	
UT	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.74%	5756		N/A			1.95%	5856		N/A			2.10%	5915		N/A			2.01%	6021	
UT	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.45%	5856		N/A			1.57%	5915		N/A			1.43%	6021	
UT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			28.06%	139		N/A			22.45%	147		N/A			27.91%	172		N/A			34.24%	184	
WA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	35	100%	33	.	Yes	97.62%	42	100%	27	0.48	Yes	96%	25	93.75%	32	-0.35	Yes	96.88%	32	96.15%	26	-0.14
WA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	15.18	40	20.84	37	-1.3	Yes	16.41	51	22.5	36	-1.55	Yes	17.82	34	17.98	48	-0.1	Yes	18.79	39	19.9	31	-0.86
WA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	93.48%	46	97.30%	37	0.69	Yes	100%	43	95.24%	42	-1.03	Yes	100%	37	100%	40	.	Yes	100%	63	100%	34	.
WA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	43	95.24%	42	-1.03	Yes	100%	37	100%	40	.	Yes	100%	63	100%	34	.
WA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			7	1		N/A	8	1				N/A	16	2	11.25	4	0.15	Yes	38	1	10	1	.
WA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A					
WA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	89.33	3				N/A	69.33	3				N/A	50.67	3				N/A	51	2			
WA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	2					N/A	2					N/A	0					N/A	0				
WA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	90.91%	11	93.33%	15	0.14	Yes	88.89%	9	86.67%	15	-0.16	Yes	87.50%	16	100%	18	1.24	Yes	95%	20	100%	9	0.34
WA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:35	11	1:19	15	0.31	Yes	2:09	9	2:19	15	-0.13	Yes	2:23	16	1:12	18	0.83	Yes	1:09	20	0:32	9	2.41
WA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0%	11	6.67%	15	-0.67	Yes	0%	9	20%	15	-1.19	Yes	12.50%	16	16.67%	18	-0.33	Yes	30%	20	0%	9	1.87
WA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0%	7	21.43%	14	-1.13	Yes	10%	10	7.69%	13	0.1	Yes	50%	12	0%	9	2.5
WA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	211569	0.01%	122741	-1.77	Yes	0%	209876	0.01%	123017	-1.99	Yes	0.01%	212052	0.01%	122441	-1.64	Yes	0.01%	208426	0.01%	121269	0.7
WA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0%	209876	0.01%	123017	-2.1	Yes	0%	212052	0.01%	122441	-1.6	Yes	0.01%	208426	0.01%	121269	-0.53
WA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	38.89%	18	11.76%	17	1.79	N/A	43.75%	16	42.31%	26	0.06	N/A	27.27%	22	35.71%	28	-0.62	N/A	31.03%	29	40%	15	-0.58
WA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.03%	30720	0.11%	38253	-8.35	Yes	0.04%	30216	0.11%	40173	-16.37	Yes	0%	30720	0.26%	46025	-28.74	Yes	0.02%	29016	0.27%	46025	-26.9
WA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	18852	0%	31830	.	Yes	0%	19212	0%	32670	15.41	Yes	0.01%	18588	0%	34470	.	Yes	0%	18408	0%	33625	.
WA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.03%	30720	0.11%	38253	-8.35	N/A	0.04%	30216	0.11%	40173	-16.37	N/A	0%	30720	0.26%	46025	-28.74	N/A	0.11%	30120	0.27%	46025	-16.64
WA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.23%	19092	0%	31830	.	N/A	0.02%	19236	0%	32670	111.38	N/A	0.12%	18756	0%	34470	.	N/A	0.09%	18528	0%	33625	.
WA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A	69	1				Yes	58	1				Yes	59	1			
WA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	62.8	5				Yes	47	2				Yes	83.2	5				Yes	95	1			
WA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A	98	2				Yes	73.67	3				Yes	90	1			
WA	01--02	CP-2A	Forcasted Collocations, All%		90%						N/A						N/A	100%	1				Yes					
WA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	100%	5				Yes	100%	3				Yes	100%	5				Yes	100%	2			
WA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A	100%	3				Yes	100%	3				Yes	100%	1			
WA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	6.5	2				Yes	4.67	3				Yes	2.75	8				Yes	6	1			
WA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100%	3				Yes	100%	5				Yes	100%	8				Yes	100%	3			
WA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	2.28	8855780	4.54	11124884	-894.59	Yes	2.54	9429291	5.98	12644728	-762.49	Yes	2.66	8892999	5.62	11473278	-954.82	Yes	2.58	7379657	6.43	10884240	-1151.13
WA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100%	1553799				Yes	99.85%	1352962				Yes	99.89%	1461384				Yes	99.53%	2895058			
WA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	2.33	5167588	4.54	11124884	-739.5	N/A	2.58	5632295	5.98	12644728	-638.6	N/A	2.67	5654983	5.62	11473278	-828.72	N/A	2.57	4875375	6.43	10884240	-1009.21
WA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	2.21	3688192	4.54	11124884	-691.94	N/A	2.47	3796996	5.98	12644728	-572.23	N/A	2.65	3238016	5.62	11473278	-680.09	N/A	2.59	2504282	6.43	10884240	-780.23
WA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100%	8416				N/A	100%	8604				N/A	100%	8783				N/A	100%	8501			
WA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	94.99%	3977206	99.19%	97115348	917.84	No	79.88%	3011934.4	99.32%	79079455	4020.83	No	91.32%	4593851	99.05%	99291756	1668.58	No	97.02%	3994279.8	99.44%	96336970	636.4
WA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	97.79%	14598	98.78%	373209	10.61	No	99.23%	13863	98.44%	393043	-7.34	Yes	99.31%	12527	98.25%	351898	-8.9	Yes	98.52%	14085	98.37%	392547	-1.32
WA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
WA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
WA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
WA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
WA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
WA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
WA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
WA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
WA	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
WA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
WA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
WA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
WA	02--01	OA-1	Order Accuracy, %		NS	99.66%	5870				N/A	99.75%	6290				N/A	99.32%	5996				N/A					
WA	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
WA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.15	5283	0.02	60587	46.26	N/A	0.1	6489	0.02	62776	39.79	N/A	0.13	6198	0.03	62543	40.21	N/A	0.09	5919	0.04	56856	14.08
WA	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
WA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
UT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			19.83%	121		N/A	0				
UT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			20.83%	96		N/A	0				
UT	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			1.99%	6088		N/A	0				
UT	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			1.58%	6088		N/A	0				
UT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			23.42%	158		N/A	0				
WA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	96.55%	58	96.30%	27	-0.06	Yes	0				
WA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	22.8	86	18.78	37	2.65	No	1	250	18.97	19.87	(0.90)
WA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	98.98%	98	92.86%	28	-1.11	Yes	0				
WA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	98	92.86%	28	-1.29	Yes	0				
WA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	N/A	28.5	2	3	1	.	N/A	0				
WA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	N/A						N/A	0				
WA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A	49	2				N/A	0				
WA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	N/A	0					N/A	0				
WA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	96.30%	27	88.24%	17	-0.81	Yes	0				
WA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	No	1:05	27	1:49	17	-1.43	Yes	1	83	1:31	1:30	0:01
WA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	No	7.41%	27	35.29%	17	-1.88	Yes	1	83	12.05%	17.57%	-5.52%
WA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	No	4.55%	22	40%	15	-2.16	Yes	1	51	15.69%	19.61%	-3.92%
WA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.01%	209146	0.01%	122645	-0.22	Yes	0				
WA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0.01%	209146	0.01%	122645	-0.43	Yes	0				
WA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A	22.86%	35	29.17%	24	-0.52	N/A	0				
WA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0%	28800	0.60%	54853	-26.83	Yes	0				
WA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0%	18264	0%	36574	0.4	Yes	0				
WA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0.37%	29712	0.60%	54853	-10.34	N/A	0				
WA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0.12%	18384	0%	36574	874.89	N/A	0				
WA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	Yes	65	1				Yes	0				
WA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	Yes	90.5	2				Yes	0				
WA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	Yes	113	2				Yes	0				
WA	01--02	CP-2A	Forcasted Collocations, All%		90%	N/A						N/A	0				
WA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	Yes	100%	3				Yes	0				
WA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	Yes	100%	6				Yes	0				
WA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	Yes	9.2	5				Yes	0				
WA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	Yes	90%	10				Yes	0				
WA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	2.61	8456076	6.18	12873367	-1048.2	Yes	0				
WA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	Yes	97.55%	2913015				Yes	0				
WA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
WA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
WA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	9009				N/A	0				
WA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	No	98.22%	4246113	98.21%	96975831	-2.6	Yes	4	19823384	92.94%	99.03%	-6.09%
WA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	Yes	98.80%	8937	99.02%	354116	2.11	No	2	64010	98.70%	98.57%	0.13%
WA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
WA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
WA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
WA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
WA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
WA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
WA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
WA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
WA	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
WA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
WA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
WA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
WA	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
WA	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
WA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.1	6673	0.03	61387	22.82	N/A	0				
WA	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
WA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
UT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
UT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
UT	14--12	MR-8	Trouble Rate, Frame Relay%		P	
UT	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
UT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
WA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
WA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
WA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
WA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
WA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
WA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	
WA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
WA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	
WA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
WA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
WA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
WA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
WA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
WA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
WA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
WA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
WA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
WA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
WA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
WA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
WA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
WA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
WA	01--02	CP-2A	Forcasted Collocations, All%		90%	
WA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	
WA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
WA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
WA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
WA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
WA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
WA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
WA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
WA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
WA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
WA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
WA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
WA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
WA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
WA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
WA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
WA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
WA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
WA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
WA	02--01	GA-4	System Avail - EXACT, %		99.25%	
WA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
WA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
WA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
WA	02--01	OA-1	Order Accuracy, %		NS	
WA	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
WA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
WA	02--01	PO-16	Timely Release Notifs, %		92.50%	
WA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
WA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
WA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
WA	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			
WA	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
WA	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
WA	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			
WA	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
WA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
WA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
WA	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
WA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
WA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
WA	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
WA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
WA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
WA	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
WA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
WA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
WA	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
WA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
WA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
WA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
WA	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
WA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
WA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
WA	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
WA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
WA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
WA	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
WA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
WA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
WA	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
WA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
WA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
WA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
WA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
WA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
WA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
WA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
WA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
WA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
WA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
WA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
WA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
WA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
WA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
WA	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
WA	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	82.40%	3182				N/A	76.47%	2614				N/A	76.11%	3366				N/A	71.32%	2071			
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	40.75%	1114				N/A	34.74%	1212				N/A	28.41%	1056				N/A	31.67%	1159			
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	43.03%	1529				N/A	44.90%	1766				N/A	53.51%	1697				N/A	45.55%	1675			
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	64.96%	2337				N/A	60.80%	2046				N/A	54.03%	1910				N/A	60.54%	1490			
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	85.48%	124				N/A	84.67%	137				N/A	73.44%	64				N/A	79.78%	89			
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	54.98%	1175				N/A	54.68%	1377				N/A	52.94%	1379				N/A	49.79%	1659			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
WA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
WA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
WA	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				
WA	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
WA	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
WA	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				
WA	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
WA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
WA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
WA	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
WA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
WA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
WA	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
WA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
WA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
WA	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
WA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
WA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
WA	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
WA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
WA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
WA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
WA	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
WA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
WA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
WA	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
WA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
WA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
WA	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
WA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
WA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
WA	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
WA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
WA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
WA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
WA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
WA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
WA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
WA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
WA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
WA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
WA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
WA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
WA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
WA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
WA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
WA	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
WA	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	70.48%	2331				N/A	0				
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	20.03%	1268				N/A	0				
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	N/A	49.51%	2333				N/A	0				
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	59.06%	1937				N/A	0				
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	50%	14				N/A	0				
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	54.26%	2219				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
WA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
WA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
WA	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
WA	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
WA	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
WA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
WA	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
WA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
WA	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
WA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
WA	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
WA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
WA	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
WA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
WA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
WA	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
WA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
WA	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
WA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
WA	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
WA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
WA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
WA	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
WA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
WA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
WA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
WA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
WA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
WA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
WA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
WA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
WA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
WA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
WA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
WA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
WA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
WA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
WA	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
WA	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	78.76%	4020				N/A	75.67%	3880				N/A	76.40%	2792				N/A	66.84%	2714			
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	61.81%	542				N/A	60.64%	658				N/A	62.81%	917				N/A	52.37%	951			
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	97%	2703				Yes	94.74%	2110				No	94.33%	2717				No	92.54%	1596			
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	90.41%	1679				Yes	85.67%	1452				No	84.45%	1222				No	88.52%	1019			
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	94.58%	480				Yes	91.92%	458				Yes	84.99%	353				Yes	82.84%	443			
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	95.50%	689				Yes	95.08%	834				Yes	96.08%	945				Yes	96.83%	788			
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	92.03%	364				Yes	90.48%	441				Yes	87.27%	660				No	83.98%	593			
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	94.64%	112				No	96.67%	120				Yes	92.16%	51				No	95.95%	74			
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	91.11%	709				Yes	90.29%	834				Yes	90.01%	811				Yes	84.54%	977			
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	97.90%	3234				Yes	95.85%	3063				Yes	96.82%	2203				Yes	96.18%	1886			
WA	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:22	350				Yes	4:11	262				Yes	0.125	268				Yes	4:22	369			
WA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			
WA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	4:23	404				Yes	4:23	297				Yes	3:42	251				Yes	3:01	448			
WA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
WA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	9:19	74				Yes	14:52	75				Yes	17:31	81				Yes	10:29	69			
WA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
WA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
WA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
WA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
WA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	32.31%	229				N/A	25.25%	297				N/A	25.39%	319				N/A	37.70%	183			
WA	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	99.93%	4091				Yes	99.69%	3220				Yes	99.97%	3548				Yes	100%	2343			
WA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100%	428				Yes	99.75%	401				Yes	100%	273				Yes	99.71%	339			
WA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100%	604				Yes	100%	704				Yes	100%	836				Yes	99.69%	652			
WA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	438				Yes	99.80%	506				Yes	100%	622				Yes	99.12%	567			
WA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	493				Yes	100%	613				Yes	100%	601				Yes	99.72%	703			
WA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	100%	2631				Yes	99.96%	2519				Yes	99.94%	1772				Yes	99.63%	1358			
WA	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	97.43%	1360				Yes	96.19%	1522				Yes	95.75%	1669				Yes	94.59%	1128			
WA	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	96.88%	608				Yes	98%	749				Yes	98.74%	712				Yes	98.77%	732			
WA	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	99.87%	752				Yes	100%	886				Yes	99.71%	686				Yes	99.87%	796			
WA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	98.66%	224				Yes	98.48%	263				Yes	99.13%	343				Yes	99.35%	462			
WA	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	98.99%	1289				Yes	99.01%	1318				Yes	98.64%	1324				Yes	99.65%	1429			
WA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100%	831				Yes	99.89%	922				Yes	99.84%	612				Yes	99.77%	865			
WA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	97.75%	89				Yes	89.32%	103				No	99.22%	129				Yes	94.64%	56			
WA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100%	5				Yes	100%	28				Yes	95.65%	23				Yes	100%	25			
WA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100%	37				Yes	100%	69				Yes	100%	52				Yes	100%	22			
WA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	64				Yes	100%	95				Yes	100%	64				Yes	100%	61			
WA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	1:06	7094				Yes	1:04	6861				Yes	0:52	6426				Yes	0:34	5120			
WA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	1:02	4159				Yes	1:49	4372				Yes	1:57	3555				Yes	0:24	4124			
WA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.96%	8340	100%	320308	.	N/A	99.92%	8292	100%	371164	.	N/A	99.95%	7797	100%	353387	.	N/A	99.47%	6468	97.23%	339144	-10.9
WA	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			100%	320308		N/A			100%	371164		N/A			100%	353387		N/A			97.23%	339144	
WA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2.67	3	4.48	626	0.69	Yes	2	3	5.01	784	0.97	Yes	1.33	3	4.53	750	1.58	Yes	2	2	4.08	671	0.68
WA	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.32	133	4.48	626	0.33	Yes	3.55	64	5.01	784	1.74	No	3.82	44	4.53	750	0.85	Yes	3.24	29	4.08	671	0.88
WA	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A			9	1		N/A						N/A					
WA	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	5	3	4.48	626	-0.18	Yes	3.5	4	5.01	784	0.28	Yes	10.17	6	4.53	750	-2.35	Yes	3	1	4.08	671	-0.35
WA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	14.29%	7	16.24%	1047	0.03	Yes	10%	10	16.52%	1326	0.45	Yes	0%	5	16.72%	1178	0.86	Yes	0%	3	13.71%	1021	0.47
WA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	53.45%	58	16.24%	1047	-7.48	Yes	14.49%	69	16.52%	1326	0.41	Yes	19.78%	91	16.72%	1178	-0.75	Yes	10.23%	88	13.71%	1021	0.91
WA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	0%	1	0%	1	.	Yes			0%	1		N/A	0%	1	0%	4	.	Yes	0%	1	0%	3	.
WA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	0%	4	16.24%	1047	0.7	Yes	10%	10	16.52%	1326	0.45	Yes	0%	4	16.72%	1178	0.72	Yes	0%	4	13.71%	1021	0.6
WA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	96.35%	137	94.71%	14448	-0.85	Yes	95.57%	158	94.59%	15373	-0.54	Yes	99.21%	127	94.68%	15357	-2.27	Yes	99.02%	102	94.90%	14183	-1.89
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.92%	1180	99.40%	32109	-2.26	Yes	99.74%	1136	99.37%	32836	-1.54	Yes	99.78%	1388	99.28%	30356	-2.18	Yes	99.78%	1376	99.44%	27595	-1.66
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.52	138	5.45	14538	-2.05	Yes	4.74	160	5.36	15434	-1.47	Yes	5.07	126	5.34	15407	-0.54	Yes	3.83	102	5	14286	-2.17
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.4	587	3.7	27042	-4.05	Yes	2.99	516	3.51	25980	-7.43	Yes	2.99	412	3.59	23391	-7.97	Yes	3.13	453	3.5	21432	-6.43
WA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	97.94%	1308	90.53%	47503	-9.03	Yes	97.30%	1406	89.93%	47045	-9.05	Yes	98.06%	1497	88.98%	43840	-11.03	Yes	98.61%	1651	90.32%	43432	-11.17
WA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	97.72%	1406	91.68%	47045	-8.09	Yes	98.60%	1497	90.80%	43840	-10.26	Yes	98.79%	1651	92.04%	43432	-9.95
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	2.5	4	6.07	417	-0.58	Yes	2.8	5	3.87	401	-0.47	Yes	1	1	4.35	391	-0.45	Yes	1	1	4.4	392	-0.33
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	11	1	6.11	201	1.37	Yes	5.67	3	4.66	204	0.96	Yes	3	3	5.42	216	-0.37	Yes	1.67	3	5.97	145	-0.43

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A	75.43%	4058				N/A	0				
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	71.74%	867				N/A	0				
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	No	92.25%	1781				No	4	10907	94.47%		
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	No	87.80%	1303				No	4	6675	87.49%		
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	63.18%	402				No	1	2136	84.08%		
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	Yes	97.06%	1190				Yes	0				
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	No	83.38%	746				No	3	2804	86.66%		
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	Yes	100%	7				Yes	2	364	95.33%		
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	80.43%	1497				Yes	0				
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	Yes	96.05%	3187				Yes	0				
WA	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	4:14	435				Yes	0				
WA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				
WA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	2:11	637				Yes	0				
WA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
WA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	8:21	74				Yes	0				
WA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
WA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
WA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
WA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
WA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	40.66%	182				N/A	0				
WA	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	2773				Yes	0				
WA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	Yes	99.57%	233				Yes	0				
WA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	Yes	100%	1025				Yes	0				
WA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	620				Yes	0				
WA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	1077				Yes	0				
WA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	Yes	100%	2326				Yes	0				
WA	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	96.32%	1441				Yes	0				
WA	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	99.10%	999				Yes	0				
WA	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	Yes	99.90%	1047				Yes	0				
WA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	99.19%	248				Yes	0				
WA	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	99.40%	1664				Yes	0				
WA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	Yes	99.78%	900				Yes	0				
WA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	Yes	97.37%	38				Yes	1	415	95.66%		
WA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	Yes	100%	17				Yes	0				
WA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes	100%	24				Yes	0				
WA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	Yes	100%	83				Yes	0				
WA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	0:46	6728				Yes	0				
WA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	0:33	4940				Yes	0				
WA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	Yes	99.01%	8056	98.03%	373502	-6.25	Yes	0				
WA	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			98.03%	373502		N/A	0				
WA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	Yes	1.6	5	3.25	481	0.79	Yes	0				
WA	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	4.02	45	3.25	481	-0.92	Yes	1	315	3.95	4.36	(0.41)
WA	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A						N/A	0				
WA	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes	1.5	2	3.25	481	0.46	Yes	0				
WA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	25%	4	11.09%	1064	-0.88	Yes	0				
WA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	Yes	12.71%	118	11.09%	1064	-0.53	Yes	0				
WA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	Yes	0%	3	0%	1	.	Yes	0				
WA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes	0%	4	11.09%	1064	0.49	Yes	0				
WA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753	.	Yes	1	114504	82.87%	81.71%	1.16%
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	96.15%	104	95.26%	15564	-0.43	Yes	0				
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	99.94%	1718	99.44%	29314	-2.72	Yes	0				
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	3.88	104	5.08	15635	-2.17	Yes	0				
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	3.03	855	3.46	22740	-9.64	Yes	0				
WA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	97.48%	1388	89.70%	44763	-9.39	Yes	0				
WA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	98.13%	1388	91.69%	44763	-8.56	Yes	0				
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	Yes	1	2	5.26	320	-0.59	Yes	0				
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	Yes	4	1	5.08	158	-0.14	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
WA	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
WA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
WA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
WA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
WA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
WA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
WA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
WA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
WA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
WA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
WA	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
WA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	
WA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	
WA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
WA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
WA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	
WA	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
WA	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
WA	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	
WA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
WA	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
WA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
WA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
WA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
WA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
WA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
WA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
WA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
WA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
WA	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
WA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
WA	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
WA	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
WA	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
WA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
WA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
WA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
WA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
WA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
WA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
WA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	4.5	2	9.96	407	-0.64	Yes	6	3	10.01	453	-0.6	Yes			10.36	437		N/A			10.29	348	
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			5.69	13		N/A			8.85	13		N/A			6	7		N/A			4.69	16	
WA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	87.45	20	92.25	1789	-0.22	N/A	70.43	23	80.56	2042	-0.54	N/A	57.03	30	74.87	2091	-1.15	N/A	68.95	19	72.42	1984	-0.19
WA	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	4		475		-0.66	N/A	1		508		-2.26	N/A	4		541		-1.56	N/A	3		510		-0.98
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	80%	20	92.12%	2436	1.73	No	100%	31	97.91%	2487	-0.81	Yes	100%	22	97.73%	3133	-0.71	Yes	100%	24	98.27%	2192	-0.65
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	94.67%	75	92.93%	11347	-0.58	Yes	94.25%	87	92.31%	12448	-0.68	Yes	85.71%	98	90.77%	12921	1.64	Yes	97.53%	81	93.16%	11577	-1.55
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	96.83%	63	97.15%	4737	0.23	Yes	100%	77	99.44%	5177	-0.65	Yes	100%	72	99.70%	5994	-0.46	Yes	100%	71	99.65%	5076	-0.5
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	96.51%	86	98.31%	14705	1.19	Yes	99.02%	102	98.17%	16135	-0.64	Yes	98.36%	122	97.67%	16877	-0.51	Yes	99.15%	117	98.37%	15680	-0.66
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	11:49	86	13:50	14705	-1.29	Yes	9:48	102	14:03	16135	-2.89	Yes	0.54167	122	14:40	16877	-1.27	Yes	9:04	117	13:37	15680	-3.73
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	5:30	63	8:03	4737	-1.47	Yes	4:20	77	6:24	5177	-1.87	Yes	3:53	72	6:11	5994	-2.16	Yes	3:30	71	5:18	5076	-1.76
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	25.40%	63	11.32%	4737	3.1	No	14.29%	77	11.55%	5177	0.76	Yes	13.89%	72	11.03%	5994	0.78	Yes	25.35%	71	12.81%	5076	2.85
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	8.99%	89	11.59%	15199	-0.77	Yes	16.35%	104	11.67%	16705	1.44	Yes	7.26%	124	12.27%	17472	-1.7	Yes	15.57%	122	11.71%	16172	1.3
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	13.98%	93	11.58%	15627	0.73	Yes	5.88%	102	11.95%	16400	-1.88	Yes	15.32%	111	11.52%	15221	1.22
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	10.26%	39	12.94%	2357	-0.5	Yes	13.51%	37	11.62%	2960	0.4	Yes	20.93%	43	14.19%	2298	1.22
WA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.61%	24837	0.94%	2129325	-5.28	Yes	0.71%	25388	1.02%	2137606	-4.89	Yes	0.76%	25921	1.09%	2146573	-5.19	Yes	0.73%	26496	0.98%	2157467	-4.2
WA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.52%	25388	0.84%	2137606	-5.57	Yes	0.54%	25921	0.90%	2146573	-6.19	Yes	0.58%	26496	0.81%	2157467	-4.16
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	94.38%	89	94.64%	15199	0.17	Yes	87.50%	104	93.39%	16705	2.2	No	87.10%	124	93.03%	17472	2.36	No	95.90%	122	94.45%	16172	-0.7
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	93.65%	63	95.08%	4737	0.56	Yes	98.70%	77	97.91%	5177	-0.48	Yes	97.22%	72	98.21%	5994	0.66	Yes	98.59%	71	98.46%	5076	-0.09
WA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	36.93%	241	36.05%	31173	0.29	N/A	38.85%	296	35.19%	33761	1.31	N/A	32.88%	292	35.14%	36181	-0.81	N/A	33.90%	292	35%	32691	-0.39
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	100%	10	93.38%	559	-0.83	Yes	92.31%	13	93.68%	649	0.26	Yes	100%	5	90%	300	-0.74	Yes	100%	1	95.47%	265	-0.22
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100%	1	100%	11	.	Yes	100%	2	90%	20	-0.45	Yes	100%	4	94.12%	17	-0.45	Yes			100%	17	
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	6.2	10	4.23	561	1.4	Yes	4.85	13	4.98	654	-0.11	Yes	4.2	5	3.62	303	0.87	Yes	5	1	3.18	266	1.45
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	0	1	6.4	15	-0.68	Yes	4.5	2	4.45	20	0.56	Yes	3.75	4	3.76	17	-0.01	Yes			1.76	17	
WA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	76.92%	13	93.76%	625	1.96	No	91.67%	12	91.15%	497	-0.06	Yes	100%	5	82.45%	302	-1.02	Yes	100%	1	73.21%	377	-0.6
WA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	91.67%	12	92.56%	497	0.18	Yes	100%	5	85.10%	302	-0.93	Yes	100%	1	79.31%	377	-0.51
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			5.17	23		N/A	3	1	3.39	28	-0.08	Yes			3	6		N/A			2.5	4	
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A			10	2		N/A			15	1		N/A					
WA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			9.67	15		N/A			6.5	14		N/A			6.69	26		N/A			5.63	8	
WA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	19	1	36.45	33	-0.29	N/A			30.74	35		N/A	0	1	70.54	13	-0.67	N/A			24.29	31	
WA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	0		9		-0.6	N/A			8			N/A	0		2		-0.41	N/A			18		
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	75%	8	95.70%	93	1.84	No	100%	4	97.47%	79	-0.31	Yes	100%	2	92.59%	81	-0.4	Yes	100%	1	96.10%	77	-0.2
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	100%	15	92.50%	120	-1.04	Yes	100%	4	93.94%	132	-0.5	Yes	100%	3	85.71%	168	-0.7	Yes	100%	8	89.44%	142	-0.95
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	94.12%	17	96.24%	133	0.4	Yes	100%	6	95.95%	148	-0.49	Yes	100%	6	92.20%	205	-0.7	Yes	100%	13	97.80%	182	-0.52
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	92.31%	13	96.88%	128	0.73	Yes	100%	8	98.37%	123	-0.35	Yes	100%	5	96.15%	130	-0.44	Yes	100%	6	98.39%	124	-0.31
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	12:42	17	10:23	133	0.54	Yes	8:25	6	10:44	148	-0.31	Yes	15:01	6	23:17	205	-0.21	Yes	10:04	13	12:08	182	-0.21
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	14:05	13	6:58	128	1.19	Yes	2:36	8	7:19	123	-0.6	Yes	3:33	5	13:10	130	-0.29	Yes	6:31	6	9:06	124	-0.21
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	23.08%	13	10.16%	128	1.28	Yes	25%	8	17.07%	123	0.56	Yes	60%	5	10%	130	2.58	No	16.67%	6	12.90%	124	0.28
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	17.65%	17	12.95%	139	0.54	Yes	33.33%	6	8.67%	150	1.62	Yes	16.67%	6	8.53%	211	0.64	Yes	14.29%	14	7.94%	189	0.79
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	40%	5	10.08%	129	1.67	No	16.67%	6	9.50%	179	0.55	Yes	16.67%	12	8.02%	162	0.95
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	40%	5	14.46%	83	1.31	Yes	50%	4	7.79%	77	2.05	No	0%	1	15%	80	-0.42
WA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	1.29%	2329	0.27%	97434	9.25	No	0.59%	2357	0.28%	98574	2.89	No	0.43%	2536	0.34%	100356	0.8	Yes	0.69%	2919	0.31%	99622	3.53
WA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.42%	2357	0.22%	98574	2.17	No	0.39%	2536	0.26%	100356	1.37	Yes	0.45%	2919	0.24%	99622	2.19
WA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	45.45%	55	30.47%	384	2.17	N/A	39.13%	23	30.53%	393	0.86	N/A	59.26%	27	32.21%	503	2.79	N/A	35.48%	31	27.55%	432	0.94
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100%	3	87.42%	159	-0.65	Yes	100%	3	87.41%	143	-0.65	Yes	100%	5	92.21%	154	-0.64	Yes	50%	4	87.73%	163	1.74
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	97.06%	34	99.21%	126	0.79	Yes	97.53%	81	94.03%	67	-0.89	Yes	100%	12	98.11%	53	-0.43	Yes	100%	11	100%	55	.
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	3.33	6	3.49	86	-0.14	Yes	2.5	10	3.61	51	-1.65	Yes	3.5	8	3.15	39	0.62	Yes	3.36	11	2.81	43	1.22
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	6.67	3	6.46	160	0.36	Yes	4.33	3	6.8	146	-0.52	Yes	5	5	5.74	156	-0.27	Yes	9.4	5	6.49	164	0.89
WA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	95.08%	61	85.71%	252	-1.88	Yes	98.04%	51	75.94%	212	-3.31	Yes	94.12%	17	81.86%	215	-1.26	Yes	94.74%	19	87.22%	360	-0.96
WA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100%	51	82.08%	212	-3	Yes	100%	17	87.91%	215	-1.47	Yes	94.74%	19	93.06%	360	-0.28
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			2.56	9		N/A			4.5	10		N/A			2.45	11		N/A	1	1	4.29	14	-0.73
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	9	1	8	1	.	N/A	3	2	4	4	-0.53	Yes			8	1		N/A					
WA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			6.27	11		N/A			13.25	8		N/A			12	1		N/A	8	1	13.17	6	-1.12
WA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			91.81	27		N/A	3	1	85.14	28	-0.77	N/A			66.56	34		N/A			57.52	33	
WA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			7			N/A	0		8		-0.62	N/A			9			N/A			7		
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	50%	2	87.82%	156	1.16	Yes	100%	1	91.91%	136	-0.3	Yes	83.33%	6	95.81%	191	1.11	Yes	100%	1	91.78%	146	-0.3
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100%	2	80.88%	68	-0.68	Yes			98.28%	58		N/A	100%	2	98.41%	63	-0.18	Yes	100%	5	98%	50	-0.3
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	66.67%	3	97%	200	1.66	No	100%	1	95.31%	192	-0.22	Yes	100%	7	97.75%	222	-0.4	Yes	100%	1	96.97%	198	-0.18

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A	11	2	11.91	435	-0.08	Yes	0				
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			9.8	10		N/A	0				
WA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	78.79	14	68.77	2056	0.56	N/A	0				
WA	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A	2		502		-0.88	N/A	0				
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	100%	34	98.66%	2540	-0.67	Yes	1	131	96.95%	96.97%	-0.03%
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	96.43%	56	91.53%	11896	-1.31	Yes	0				
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	97.87%	94	99.78%	5846	2.31	No	1	377	98.94%	99.21%	-0.27%
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	98.70%	77	98.95%	16248	0.3	Yes	0				
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	9:30	77	13:09	16248	-2.52	Yes	0				
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	4:18	94	5:34	5846	-1.48	Yes	0				
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	No	22.34%	94	11.83%	5848	2.85	No	3	377	20.16%	11.69%	8.47%
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	14.63%	82	11.20%	16731	0.98	Yes	0				
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	13.64%	66	10.99%	15754	0.7	Yes	0				
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	16.98%	53	12.37%	2798	1	Yes	0				
WA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	0.66%	26497	1.04%	2168824	-6.01	Yes	0				
WA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	0.45%	26497	0.86%	2168824	-7.14	Yes	0				
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	96.34%	82	94.82%	16731	-0.62	Yes	2	521	91.94%	94.04%	-2.11%
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	97.87%	94	98.44%	5848	0.5	Yes	0				
WA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	36.46%	277	33.99%	34205	0.87	N/A	0				
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	Yes	100%	1	99.35%	464	-0.08	Yes	0				
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	N/A			75%	4		N/A	0				
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	Yes	5	1	2.96	467	1.94	No	1	30	5.20	3.98	1.22
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A			2	4		N/A	0				
WA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	Yes	75%	4	81.25%	416	0.33	Yes	1	35	85.71%	85.79%	-0.08%
WA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	Yes	100%	4	83.41%	416	-0.89	Yes	0				
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A			2	2		N/A	0				
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A			1	1		N/A	0				
WA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A			1	1		N/A	0				
WA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A			100.5	6		N/A	0				
WA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A			0			N/A	0				
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	Yes	100%	1	97.14%	70	-0.17	Yes	1	16	87.50%	95.75%	-8.25%
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	Yes	83.33%	12	90%	180	0.71	Yes	0				
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	Yes	100%	18	93.61%	219	-1.07	Yes	0				
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	Yes	100%	5	95.80%	143	-0.46	Yes	0				
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	12:45	18	14:19	219	-0.28	Yes	0				
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	Yes	4:29	5	10:58	143	-0.42	Yes	0				
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	0%	5	10.49%	143	-0.75	Yes	1	37	24.33%	12.04%	12.29%
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	16.67%	18	9.59%	219	0.92	Yes	0				
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	17.65%	17	10.99%	191	0.81	Yes	1	40	20.00%	9.68%	10.32%
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	0%	1	10.78%	102	-0.35	Yes	1	11	36.36%	11.99%	24.38%
WA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	No	0.61%	3779	0.37%	98348	2.4	No	4	13920	0.70%	0.31%	0.39%
WA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	No	0.48%	3779	0.30%	98348	1.97	No	3	11591	0.44%	0.25%	0.19%
WA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A	37.84%	37	27.60%	500	1.31	N/A	0				
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	No	100%	4	92.72%	206	-0.56	Yes	1	19	89.47%	89.70%	-0.22%
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	Yes	100%	18	99.65%	289	-0.24	Yes	0				
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	Yes	3.75	12	2.99	261	2.17	No	1	47	3.30	3.14	0.15
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	Yes	3.25	4	5.75	209	-0.63	Yes	0				
WA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	Yes	81.82%	22	85.29%	374	0.47	Yes	0				
WA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	Yes	81.82%	22	89.04%	374	1	Yes	0				
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	Yes			2.2	10		N/A	0				
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	N/A			2	2		N/A	0				
WA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	Yes			15.5	4		N/A	0				
WA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A	5	3	45.03	33	-0.81	N/A	0				
WA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A	1		7		0.4	N/A	0				
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	Yes	100%	4	92.26%	155	-0.57	Yes	0				
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	Yes			97.92%	48		N/A	0				
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	Yes	100%	4	95.22%	230	-0.44	Yes	1	16	93.75%	96.45%	-2.70%

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
WA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
WA	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
WA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
WA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
WA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
WA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
WA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
WA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
WA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
WA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
WA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
WA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
WA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
WA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
WA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
WA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
WA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
WA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100%	9	91.67%	144	-0.88	Yes	100%	4	100%	128	.	Yes	100%	6	99.25%	134	-0.21	Yes	100%	14	99.10%	111	-0.34
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	28:53:00	3	12:00	200	1.68	No	5:17	1	14:04	192	-0.28	Yes	13:53	7	10:57	222	0.88	Yes	7:15	1	9:55	198	-0.23
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	2:41	9	10:53	144	-1.21	Yes	2:45	4	3:42	128	-0.32	Yes	7:14	6	5:20	134	0.89	Yes	4:38	14	4:05	111	0.43
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	22.22%	9	18.75%	144	0.28	Yes	0%	4	19.53%	128	-0.97	Yes	16.67%	6	17.91%	134	-0.08	Yes	28.57%	14	16.22%	111	1.09
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0%	3	13.66%	205	-0.68	Yes	0%	1	11.17%	197	-0.35	Yes	14.29%	7	14.60%	226	-0.02	Yes	0%	1	11.94%	201	-0.37
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0%	1	10.29%	175	-0.34	Yes	16.67%	6	14.36%	188	0.19	Yes	0%	1	13.25%	166	-0.39
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	0%	3	23.44%	64	-0.94	Yes	0%	2	12.86%	70	-0.54	Yes	42.86%	7	16.67%	54	1.47
WA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.67%	1800	0.50%	69153	0.96	Yes	0.28%	1810	0.47%	69355	-1.18	Yes	0.72%	1794	0.52%	69747	1.22	Yes	0.85%	1770	0.45%	69778	2.49
WA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.22%	1810	0.34%	69355	-0.89	Yes	0.45%	1794	0.37%	69747	0.52	Yes	0.45%	1770	0.32%	69778	1.01
WA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	25%	16	32.88%	520	-0.66	Yes	44.44%	9	35.64%	505	0.53	Yes	38.10%	21	36.40%	566	0.17	Yes	34.78%	23	37.10%	496	-0.22
WA	02--05	OP-3	Install Commit Met, EELs%		NS	100%	11				N/A	94.12%	17				N/A	70%	20				N/A	75%	16			
WA	02--05	OP-4	Install Interv, EELs, Avg Days		NS	7.3	10				N/A	6.53	17				N/A	7.42	12				N/A	9.53	17			
WA	02--05	OP-5	New Service Install Quality, EELs%		NS	90%	20				N/A	96%	25				N/A	95.65%	23				N/A	78.26%	23			
WA	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100%	25				N/A	95.65%	23				N/A	78.26%	23			
WA	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	14	1				N/A	10.67	3				N/A	14.5	6				N/A	13.4	5			
WA	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS						N/A						N/A						N/A					
WA	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	29.6	5				N/A	14.17	6				N/A	13.5	2				N/A	24.5	2			
WA	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	4					N/A	4					N/A	2					N/A	2				
WA	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	100%	6				N/A	33.33%	3				N/A	100%	3				N/A	83.33%	12			
WA	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	0:44	6				N/A	5:15	3				N/A	1:35	3				N/A	1:55	12			
WA	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	33.33%	6				N/A	66.67%	3				N/A	33.33%	3				N/A	33.33%	12			
WA	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	100%	2				N/A	33.33%	3				N/A	33.33%	9			
WA	02--05	MR-8	Trouble Rate, EELs%		NS	3.02%	199				N/A	1.52%	197				N/A	1.78%	169				N/A	8.45%	142			
WA	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	1.02%	197				N/A	1.78%	169				N/A	6.34%	142			
WA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A			94.90%	14183	
WA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	99.63%	1887	94.71%	14448	-8.98	Yes	98.87%	2392	94.59%	15373	-8.61	Yes	98.92%	2028	94.68%	15357	-7.99	Yes	98.58%	2544	94.90%	14183	-7.79
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A			5	14286	
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.12	1200	5.45	14538	-2.13	Yes	5.22	1556	5.36	15434	-1	Yes	5.04	1367	5.34	15407	-1.91	Yes	4.81	1791	5	14286	-1.42
WA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	99.25%	2140	69.97%	14987	-27.64	Yes	98.78%	2214	69.28%	15421	-28.14	Yes	98.25%	2291	67.48%	14848	-29.27	Yes	98.54%	2675	71.91%	14962	-28.23
WA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.32%	2214	74.62%	15421	-24.98	Yes	99%	2291	72.84%	14848	-26.2	Yes	99.40%	2675	76.89%	14962	-25.44
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			4.4	392	
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	4	7	6.07	417	-0.44	Yes	3.11	27	3.87	401	-0.75	Yes	5.82	22	4.35	391	0.89	Yes	3.97	36	4.4	392	-0.24
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			10.29	348	
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P			9.96	407		N/A			10.01	453		N/A			10.36	437		N/A			10.29	348	
WA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	69.57	7	94.84	729	-0.66	N/A	75	5	88.98	772	-0.33	N/A	46.71	7	75.21	864	-0.86	N/A	20.33	15	75.9	831	-2.57
WA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	6		258		2.6	N/A	4		252		2.02	N/A	2		303		-0.36	N/A	12		297		3.42
WA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100%	199	92.79%	13783	-3.9	Yes	100%	233	93.24%	14935	-4.08	Yes	100%	235	92.13%	16054	-4.45	Yes	100%	215	93.97%	13769	-3.69
WA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100%	226	98.02%	19442	-2.12	Yes	100%	259	98.48%	21312	-1.99	Yes	100%	267	98.20%	22871	-2.2	Yes	100%	237	98.68%	20756	-1.77
WA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:39	226	12:25	19442	-10.06	Yes	3:03	259	12:12	21312	-10.33	Yes	2:56	267	12:27	22871	-11.18	Yes	2:51	237	11:35	20756	-10.54
WA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	14.60%	226	11.53%	19936	1.41	Yes	11.97%	259	11.64%	21882	0.19	Yes	8.99%	267	11.95%	23466	-1.48	Yes	10.97%	237	11.97%	21248	-0.47
WA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	13.19%	182	11.76%	17984	0.61	Yes	7.39%	176	11.90%	19360	-1.84	Yes	9.76%	164	11.87%	17519	-0.83
WA	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.48%	47578	0.94%	2129325	-10.33	Yes	0.55%	46974	1.02%	2137606	-10.06	Yes	0.58%	45951	1.09%	2146573	-10.45	Yes	0.53%	45097	0.98%	2157467	-9.78
WA	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.39%	46974	0.84%	2137606	-10.65	Yes	0.38%	45951	0.90%	2146573	-11.64	Yes	0.36%	45097	0.81%	2157467	-10.5
WA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	22.60%	292	36.05%	31173	-4.76	N/A	19.81%	323	35.19%	33761	-5.76	N/A	22.83%	346	35.14%	36181	-4.77	N/A	18.56%	291	35%	32691	-5.86
WA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100%	186	82.99%	147	-4.1	Yes	99.49%	198	86.53%	193	-3.75	Yes	100%	191	92.48%	439	-3.29	Yes	98.92%	185	85.14%	350	-4.26
WA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.67	184	10.14	150	-4.04	Yes	3.63	181	9.07	201	-7.74	Yes	3.93	175	7.85	447	-5.73	Yes	3.91	172	11.05	359	-4.3
WA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	99.11%	224	89.33%	178	-3.15	Yes	98.71%	232	94.48%	326	-2.16	Yes	96.85%	222	98.02%	405	0.9	Yes	96.82%	220	96.23%	424	-0.37
WA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	99.14%	232	96.93%	326	-1.49	Yes	99.55%	222	98.27%	405	-1.17	Yes	99.09%	220	98.35%	424	-0.7
WA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			10.7	20		N/A	1	1	8.84	25	-1.25	Yes	2.5	2	9.15	34	-0.72	Yes	2	2	28.68	50	-1.26
WA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			38.5	4		N/A	5	1	10.5	4	-0.41	Yes			16	3		N/A			15.2	5	
WA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	83.89	9	179.83	63	-1.89	N/A	74.89	9	167.97	61	-1.89	N/A	56.78	9	130.5	72	-1.58	N/A	53.57	7	129.53	68	-1.47
WA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	9		25		3.56	N/A	9		21		3.84	N/A	0		14		-1.39	N/A	0		16		-1.4
WA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	16	100%	180	.	Yes	100%	28	99.55%	223	-0.33	Yes	100%	26	100%	218	.	Yes	100%	38	99.52%	210	-0.39
WA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	17	100%	180	.	Yes	100%	31	100%	224	.	Yes	100%	27	100%	219	.	Yes	100%	39	100%	211	.
WA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:18	17	2:22	180	-0.09	Yes	2:36	31	2:31	224	0.22	Yes	3:07	27	2:17	219	1.29	Yes	2:14	39	2:30	211	-0.34
WA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	23.53%	17	15%	180	0.9	Yes	9.68%	31	24.11%	224	-1.76	Yes	14.81%	27	17.81%	219	-0.38	Yes	2.56%	39	19.91%	211	-2.49
WA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	14.29%	21	26.89%	119	-1.2	Yes	13.33%	15	23.30%	103	-0.85	Yes	0%	16	17.74%	124	-1.75

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	Yes	100%	8	99.18%	122	-0.25	Yes	0				
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	Yes	9:33	4	11:34	230	-0.24	Yes	1	16	14:39	11:39	2:59
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	Yes	2:27	8	3:32	122	-0.38	Yes	0				
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	37.50%	8	9.84%	122	1.97	No	1	41	24.39%	16.59%	7.80%
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	0%	4	11.64%	232	-0.72	Yes	0				
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	0%	4	10.29%	204	-0.67	Yes	0				
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	20%	5	4.92%	61	1.04	Yes	0				
WA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	No	0.72%	1659	0.51%	69861	1.23	Yes	1	8833	0.65%	0.49%	0.16%
WA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	0.54%	1659	0.38%	69861	1.07	Yes	0				
WA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	Yes	33.33%	18	33.33%	531	0	Yes	0				
WA	02--05	OP-3	Install Commit Met, EELs%		NS	N/A	82.35%	17				N/A	0				
WA	02--05	OP-4	Install Interv, EELs, Avg Days		NS	N/A	7.75	20				N/A	0				
WA	02--05	OP-5	New Service Install Quality, EELs%		NS	N/A	96.43%	28				N/A	0				
WA	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A	96.43%	28				N/A	0				
WA	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	N/A	11.75	4				N/A	0				
WA	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	N/A	17	2				N/A	0				
WA	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A	19	3				N/A	0				
WA	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	N/A	2					N/A	0				
WA	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	N/A	100%	1				N/A	0				
WA	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	N/A	2:04	1				N/A	0				
WA	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	N/A	0%	1				N/A	0				
WA	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	N/A	0%	1				N/A	0				
WA	02--05	MR-8	Trouble Rate, EELs%		NS	N/A	0.85%	118				N/A	0				
WA	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A	0.85%	118				N/A	0				
WA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	N/A			95.26%	15564		N/A	0				
WA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	Yes	99.32%	2801	95.26%	15564	-9.31	Yes	0				
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A			5.08	15635		N/A	0				
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	4.92	1474	5.08	15635	-1.06	Yes	0				
WA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	Yes	97.94%	3103	70.73%	15752	-30.45	Yes	0				
WA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	Yes	98.90%	3103	76.38%	15752	-27	Yes	0				
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			5.26	320		N/A	0				
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	6.32	19	5.26	320	0.59	Yes	0				
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			11.91	435		N/A	0				
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			11.91	435		N/A	0				
WA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	25.8	10	73.64	855	-1.94	N/A	0				
WA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A	0		270		-2.14	N/A	0				
WA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	100%	280	92.78%	14436	-4.62	Yes	0				
WA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	Yes	100%	284	99.17%	22094	-1.53	Yes	0				
WA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	Yes	2:45	284	11:09	22094	-11.56	Yes	0				
WA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	11.62%	284	11.36%	22579	0.16	Yes	0				
WA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	Yes	11.54%	182	11.20%	18552	0.17	Yes	0				
WA	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	0.65%	43656	1.04%	2168824	-7.96	Yes	0				
WA	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0.42%	43656	0.86%	2168824	-9.85	Yes	0				
WA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	21.55%	362	33.99%	34205	-4.97	N/A	0				
WA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	98.97%	194	89.14%	479	-3.71	Yes	0				
WA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	4	175	6.78	482	-4.04	Yes	0				
WA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	99.14%	233	97.21%	466	-1.46	Yes	0				
WA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	99.57%	233	98.28%	466	-1.24	Yes	0				
WA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	Yes	5	2	11.44	39	-0.53	Yes	0				
WA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A	20	2	4.08	13	2.2	No	1	3	15.00	12.86	2.14
WA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	49.6	5	109.11	81	-1.12	N/A	0				
WA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A	0		17		-1.12	N/A	0				
WA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	32	98.52%	203	-0.64	Yes	0				
WA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	32	100%	203	.	Yes	0				
WA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	2:49	32	2:28	203	0.46	Yes	0				
WA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	21.88%	32	13.30%	203	1.24	Yes	0				
WA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	28.57%	21	15.69%	102	1.34	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
WA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
WA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
WA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
WA	02--05	OP-3	Install Commit Met, EELs%		NS	
WA	02--05	OP-4	Install Interv, EELs, Avg Days		NS	
WA	02--05	OP-5	New Service Install Quality, EELs%		NS	
WA	02--05	OP-5*	New Service Install Quality, EELs%		NS	
WA	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	
WA	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	
WA	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
WA	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	
WA	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	
WA	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	
WA	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	
WA	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	
WA	02--05	MR-8	Trouble Rate, EELs%		NS	
WA	02--05	MR-8*	Trouble Rate, EELs%		NS	
WA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
WA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
WA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
WA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
WA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
WA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
WA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
WA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
WA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
WA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
WA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
WA	04--01	MR-8	Trouble Rate, UBL Analog%		P	
WA	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
WA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
WA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
WA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
WA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
WA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
WA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
WA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
WA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
WA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
WA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
WA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
WA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
WA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
WA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.26%	6658	0.81%	22307	-4.41	Yes	0.47%	6618	0.99%	22617	-3.77	Yes	0.41%	6551	0.96%	22861	-4	Yes	0.59%	6575	0.92%	22962	-2.44
WA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.32%	6618	0.53%	22617	-2.07	Yes	0.23%	6551	0.45%	22861	-2.36	Yes	0.24%	6575	0.54%	22962	-2.89
WA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	29.17%	24	20%	225	1.03	N/A	20.51%	39	16.10%	267	0.69	N/A	20.59%	34	20.65%	276	-0.01	N/A	15.22%	46	17.58%	256	-0.39
WA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			85.51%	849		N/A			81.87%	717		N/A			80.03%	686		N/A	100%	1	79.10%	708	-0.51
WA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			16.57	960		N/A			16.59	919		N/A			17.05	985		N/A			17.52	950	
WA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			93.89%	965		N/A			94.48%	978		N/A	100%	1	92.75%	993	-0.28	Yes	100%	1	94.47%	1176	-0.24
WA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			96.52%	978		N/A	100%	1	95.77%	993	-0.21	Yes	100%	1	96.77%	1176	-0.18
WA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			30.36	132		N/A			20.44	169		N/A			20.74	214		N/A			14.4	230	
WA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			16.8	15		N/A			31.11	18		N/A			19	10		N/A			23.89	9	
WA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			58.25	116		N/A			56.13	127		N/A			54.81	183		N/A			43.68	234	
WA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			49			N/A			47			N/A			51			N/A			77		
WA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			83.70%	773		N/A	100%	2	81.07%	766	-0.68	Yes	100%	1	79.34%	876	-0.51	Yes	100%	2	84.60%	818	-0.6
WA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:21	773		N/A	1:39	2	2:39	766	-0.34	Yes	1:47	1	2:36	876	-0.24	Yes	0:50	2	1:59	818	-0.65
WA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			25.10%	773		N/A	0%	2	28.46%	766	-0.89	Yes	0%	1	31.39%	876	-0.68	Yes	50%	2	28.48%	818	0.56
WA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			31.41%	468		N/A			33.69%	561		N/A	50%	2	29.96%	504	0.52
WA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	0%	245	1.66%	46600	-2.03	Yes	0.81%	248	1.64%	46765	-1.03	Yes	0.39%	254	1.87%	46883	-1.73	Yes	0.77%	260	1.75%	46707	-1.2
WA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0%	248	1%	46765	-1.58	Yes	0%	254	1.20%	46883	-1.75	Yes	0.77%	260	1.08%	46707	-0.48
WA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	100%	1	20.56%	973	1.27	N/A	0%	2	18.51%	940	-0.67	N/A	0%	1	19.63%	1090	-0.49	N/A	0%	2	13.35%	944	-0.55
WA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	91.41%	128	85.51%	849	-1.77	Yes	91.56%	154	81.87%	717	-2.83	Yes	88.80%	125	80.03%	686	-2.26	Yes	91.95%	87	79.10%	708	-2.78
WA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	5.15	66	16.57	960	-4.46	Yes	5.38	101	16.59	919	-6.83	Yes	5.83	115	17.05	985	-6.95	Yes	11.94	50	17.52	950	-3.1
WA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	91.57%	166	93.89%	965	1.11	Yes	94.58%	166	94.48%	978	-0.05	Yes	95.45%	132	92.75%	993	-1.13	Yes	91.97%	137	94.47%	1176	1.16
WA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	97.59%	166	96.52%	978	-0.69	Yes	96.97%	132	95.77%	993	-0.64	Yes	93.43%	137	96.77%	1176	1.84
WA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	5.4	10	30.36	132	-2.02	Yes	3.77	13	20.44	169	-3.21	Yes	3.25	16	20.74	214	-3.48	Yes	26.28	18	14.4	230	2.46
WA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	10.5	2	16.8	15	-0.53	Yes	14.5	4	31.11	18	-0.77	Yes			19	10		N/A			23.89	9	
WA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	25.38	13	58.25	116	-1.49	N/A	18.91	11	56.13	127	-1.67	N/A	31.45	11	54.81	183	-1.16	N/A	30.73	11	43.68	234	-0.8
WA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	12		49		3.54	N/A	9		47		2.86	N/A	4		51		0.6	N/A	4		77		0.24
WA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	81.36%	59	83.70%	773	0.49	Yes	73.13%	67	81.07%	766	1.53	Yes	81.94%	72	79.34%	876	-0.53	Yes	79.45%	73	84.60%	818	1.14
WA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:25	59	2:21	773	0.26	Yes	3:10	67	2:39	766	1.16	Yes	3:00	72	2:36	876	0.83	Yes	2:43	73	1:59	818	1.98
WA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	22.03%	59	25.10%	773	-0.52	Yes	26.87%	67	28.46%	766	-0.28	Yes	26.39%	72	31.39%	876	-0.88	Yes	28.77%	73	28.48%	818	0.06
WA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	36%	50	31.41%	468	0.66	Yes	22%	50	33.69%	561	-1.68	Yes	32.73%	55	29.96%	504	0.43
WA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	1.87%	3160	1.66%	46600	0.89	Yes	2.19%	3054	1.64%	46765	2.34	No	2.47%	2912	1.87%	46883	2.34	No	2.60%	2807	1.75%	46707	3.33
WA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	1.64%	3054	1%	46765	3.42	No	1.72%	2912	1.20%	46883	2.51	No	1.96%	2807	1.08%	46707	4.38
WA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	13.24%	68	20.56%	973	-1.44	N/A	9.46%	74	18.51%	940	-1.93	N/A	7.69%	78	19.63%	1090	-2.56	N/A	9.88%	81	13.35%	944	-0.88
WA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	98.15%	54	82.99%	147	-2.54	Yes	97.33%	75	86.53%	193	-2.33	Yes	98.57%	70	92.48%	439	-1.79	Yes	97.10%	69	85.14%	350	-2.55
WA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.1	49	10.14	150	-2.52	Yes	4.28	61	9.07	201	-4.78	Yes	4.31	62	7.85	447	-3.41	Yes	4.52	67	11.05	359	-2.74
WA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	93.33%	90	89.33%	178	-1	Yes	95.96%	99	94.48%	326	-0.57	Yes	92.39%	92	98.02%	405	2.48	No	88.17%	93	96.23%	424	2.81
WA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	97.98%	99	96.93%	326	-0.53	Yes	94.57%	92	98.27%	405	1.87	No	91.40%	93	98.35%	424	3.05
WA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	1	1	10.7	20	-0.75	Yes	7	3	8.84	25	-0.49	Yes			9.15	34		N/A	6	4	28.68	50	-1.49
WA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P			38.5	4		N/A			10.5	4		N/A	1.5	2	16	3	-1.06	Yes			15.2	5	
WA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	22.2	5	179.83	63	-2.39	N/A	23.33	3	167.97	61	-1.77	N/A	21	3	130.5	72	-1.41	N/A	17.5	2	129.53	68	-1.2
WA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	2		25		-0.01	N/A	1		21		-0.04	N/A	0		14		-0.83	N/A	0		16		-0.77
WA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100%	23	100%	180	.	Yes	100%	39	99.55%	223	-0.39	Yes	100%	42	100%	218	.	Yes	94.12%	51	99.52%	210	2.23
WA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100%	27	100%	180	.	Yes	100%	43	100%	224	.	Yes	100%	43	100%	219	.	Yes	98.15%	54	100%	211	1.32
WA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:13	27	2:22	180	-0.23	Yes	2:23	43	2:31	224	-0.23	Yes	2:24	43	2:17	219	0.24	Yes	5:09	54	2:30	211	2.58
WA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	25.93%	27	15%	180	1.37	Yes	20.93%	43	24.11%	224	-0.45	Yes	16.28%	43	17.81%	219	-0.24	Yes	18.52%	54	19.91%	211	-0.23
WA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	17.65%	34	26.89%	119	-1.07	Yes	12.90%	31	23.30%	103	-1.2	Yes	17.50%	40	17.74%	124	-0.03
WA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.84%	3208	0.81%	22307	0.21	Yes	1.33%	3232	0.99%	22617	1.83	No	1.34%	3209	0.96%	22861	2.08	No	1.67%	3241	0.92%	22962	4.17
WA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	1.05%	3232	0.53%	22617	3.87	No	0.97%	3209	0.45%	22861	4.08	No	1.23%	3241	0.54%	22962	5.05
WA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	10%	30	20%	225	-1.29	N/A	6.52%	46	16.10%	267	-1.63	N/A	4.44%	45	20.65%	276	-2.49	N/A	6.90%	58	17.58%	256	-1.93
WA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	100%	4	96.80%	1063	-0.36	Yes	95%	20	96.92%	1006	0.51	Yes	100%	26	97.20%	1250	-0.86	Yes	100%	31	98.05%	925	-0.77
WA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	5	2	5.15	1066	-0.07	Yes	3.19	16	5.31	1011	-2.77	Yes	3.9	21	5.91	1252	-2.85	Yes	4.2	30	9.52	932	-8.84
WA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	100%	13	99.13%	1039	-0.33	Yes	100%	25	98.14%	1132	-0.68	Yes	100%	30	98.26%	1092	-0.72	Yes	100%	31	98.66%	972	-0.64
WA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	100%	25	98.85%	1132	-0.53	Yes	100%	30	98.72%	1092	-0.62	Yes	100%	31	98.87%	972	-0.59
WA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			4.5	30		N/A	1	1	6.14	29	-0.53	Yes			3.24	21		N/A			3.07	15	
WA	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			5	5		N/A			5	4		N/A			5.63	8		N/A			4	3	
WA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	100%	1	90.46%	545	-0.32	Yes	100%	4	90.40%	802	-0.65	Yes	100%	3	82.15%	633	-0.81	Yes	100%	2	90.16%	447	-0.47
WA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	100%	1	95.06%	547	-0.23	Yes	100%	4	96.01%	803	-0.41	Yes	100%	3	90.39%	635	-0.56	Yes	100%	2	96.88%	448	-0.25

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.48%	6649	0.87%	23315	-3.01	Yes	0				
WA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.32%	6649	0.44%	23315	-1.33	Yes	0				
WA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	17.95%	39	19.44%	252	-0.22	N/A	0				
WA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	Yes			87.43%	1050		N/A	0				
WA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			15.87	1335		N/A	0				
WA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	Yes			94.84%	1144		N/A	0				
WA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	Yes			96.68%	1144		N/A	0				
WA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			16.99	216		N/A	0				
WA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			18	12		N/A	0				
WA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			32.3	265		N/A	0				
WA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			104			N/A	0				
WA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	Yes			82.97%	687		N/A	0				
WA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	Yes			2:10	687		N/A	0				
WA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	Yes			25.33%	687		N/A	0				
WA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	Yes			27.44%	441		N/A	0				
WA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	Yes	0%	262	1.48%	46453	-1.98	Yes	0				
WA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	Yes	0%	262	0.95%	46453	-1.58	Yes	0				
WA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A			20.21%	861		N/A	0				
WA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	87.61%	113	87.43%	1050	-0.06	Yes	0				
WA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes	8.87	89	15.87	1335	-5.66	Yes	0				
WA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes	95.76%	165	94.84%	1144	-0.5	Yes	0				
WA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	No	96.97%	165	96.68%	1144	-0.2	Yes	1	600	96.33%	96.46%	-0.12%
WA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	No	10.9	20	16.99	216	-1.87	Yes	1	77	10.99	19.65	(8.66)
WA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A	17.5	2	18	12	-0.05	Yes	0				
WA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A	37.42	19	32.3	265	0.59	N/A	0				
WA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A	13		104		2.45	N/A	0				
WA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	Yes	70.18%	57	82.97%	687	2.28	No	1	328	77.44%	82.27%	-4.83%
WA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	No	3:08	57	2:10	687	2.14	No	2	328	2:53	2:21	0:32
WA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	22.81%	57	25.33%	687	-0.42	Yes	0				
WA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	23.40%	47	27.44%	441	-0.59	Yes	0				
WA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	No	2.09%	2724	1.48%	46453	2.58	No	4	14657	2.24%	1.68%	0.56%
WA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	No	1.73%	2724	0.95%	46453	4.06	No	4	11497	1.76%	1.06%	0.70%
WA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A	9.52%	63	20.21%	861	-2.04	N/A	0				
WA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	97.59%	83	89.14%	479	-2.28	Yes	0				
WA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	4.28	78	6.78	482	-2.62	Yes	0				
WA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	No	95.10%	102	97.21%	466	1.07	Yes	2	476	93.07%	95.89%	-2.82%
WA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	No	96.08%	102	98.28%	466	1.31	Yes	2	386	95.08%	98.02%	-2.94%
WA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	Yes	4.33	3	11.44	39	-0.71	Yes	0				
WA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A			4.08	13		N/A	0				
WA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A	10.83	6	109.11	81	-2.01	N/A	0				
WA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A	1		17		-0.25	N/A	0				
WA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	No	100%	44	98.52%	203	-0.74	Yes	1	199	98.49%	99.51%	-1.02%
WA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	Yes	100%	45	100%	203	.	Yes	0				
WA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	No	3:07	45	2:28	203	0.73	Yes	1	212	3:13	2:25	0:47
WA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	15.56%	45	13.30%	203	0.41	Yes	0				
WA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	18.18%	33	15.69%	102	0.34	Yes	0				
WA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	No	1.38%	3254	0.87%	23315	2.95	No	4	16144	1.31%	0.91%	0.40%
WA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	No	1.01%	3254	0.44%	23315	4.67	No	4	12936	1.07%	0.49%	0.58%
WA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A	8.16%	49	19.44%	252	-1.83	N/A	0				
WA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	Yes	100%	29	97.62%	1009	-0.83	Yes	0				
WA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	Yes	3.57	21	9.25	1011	-5.89	Yes	0				
WA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	97.56%	41	96.93%	1107	-0.23	Yes	0				
WA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	Yes	97.56%	41	98.10%	1107	0.3	Yes	0				
WA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			3.57	21		N/A	0				
WA	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A			37.33	3		N/A	0				
WA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	Yes	100%	6	88.53%	523	-0.88	Yes	0				
WA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	Yes	100%	6	95.41%	523	-0.53	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
WA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
WA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
WA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
WA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
WA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
WA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
WA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
WA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
WA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
WA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
WA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
WA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
WA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
WA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
WA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
WA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
WA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
WA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
WA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
WA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
WA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
WA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
WA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
WA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
WA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
WA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
WA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
WA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
WA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
WA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
WA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
WA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
WA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
WA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
WA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
WA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
WA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
WA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
WA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
WA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
WA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
WA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
WA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
WA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
WA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
WA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
WA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
WA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
WA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
WA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
WA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
WA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
WA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
WA	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
WA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
WA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	1:25	1	9:37	547	-0.34	Yes	3:48	4	9:35	803	-0.43	Yes	3:41	3	15:22	635	-0.6	Yes	4:12	2	11:17	448	-0.27
WA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	0%	1	44.24%	547	-0.89	Yes	0%	4	40.72%	803	-1.65	Yes	0%	3	31.50%	635	-1.17	Yes	0%	2	29.91%	448	-0.92
WA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A	0%	3	45.18%	436	-1.57	Yes	0%	2	31.29%	310	-0.95	Yes	0%	1	27.23%	235	-0.61
WA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.18%	546	1.85%	29520	-2.87	Yes	0.71%	561	2.63%	30538	-2.81	Yes	0.52%	578	2.01%	31544	-2.53	Yes	0.34%	587	1.37%	32685	-2.13
WA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0.53%	561	1.43%	30538	-1.77	Yes	0.35%	578	0.98%	31544	-1.54	Yes	0.17%	587	0.72%	32685	-1.56
WA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	66.67%	3	51.72%	1133	0.43	N/A	20%	5	46.32%	1496	-1.18	N/A	25%	4	46.91%	1196	-0.88	N/A	33.33%	3	41.13%	761	-0.27
WA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			84.21%	38		N/A			69.64%	56		N/A			70%	30		N/A			86.67%	15	
WA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			15.93	56		N/A			20.58	72		N/A			17.8	70		N/A			15.34	32	
WA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100%	65		N/A			97.18%	71		N/A			98.08%	52		N/A			100%	55	
WA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			98.59%	71		N/A			100%	52		N/A			100%	55	
WA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			29.63	8		N/A			20.62	21		N/A			30.08	13		N/A			22	5	
WA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			30	1		N/A			37	4		N/A			19	2		N/A					
WA	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	92	1	40.57	23	1.51	N/A	72	1	64.58	24	1.15	N/A	50	1	57.19	27	-0.05	N/A	28	1	53.11	28	-0.2
WA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	1		17		0.26	N/A	1		15		0.44	N/A	0		17		-1.28	N/A	0		15		-1.06
WA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			94.44%	18		N/A			88.89%	27		N/A			75%	12		N/A			77.78%	18	
WA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:23	18		N/A			1:36	27		N/A			2:36	12		N/A			1:58	18	
WA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			11.11%	18		N/A			25.93%	27		N/A			25%	12		N/A			22.22%	18	
WA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			21.43%	14		N/A			16.67%	6		N/A			23.08%	13	
WA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.55%	3292		N/A			0.82%	3292		N/A			0.37%	3278		N/A			0.55%	3244	
WA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.43%	3292		N/A			0.18%	3278		N/A			0.40%	3244	
WA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			18.18%	22		N/A			18.18%	33		N/A			40%	20		N/A			25%	24	
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	989				N/A	0:03	1317				N/A	0:03	1104				N/A	0:03	1265			
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:22	2				N/A	0:15	1				N/A	0:10	4				N/A	0:02	9			
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	99.72%	354				Yes	99.81%	516				Yes	99.49%	392				Yes	99.23%	392			
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	98.36%	122				Yes	97.99%	149				Yes	98.36%	183				Yes	98%	150			
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0%	354				N/A	0%	516				N/A	0%	392				N/A	0.26%	392			
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0%	122				N/A	0.67%	149				N/A	0%	183				N/A	0%	150			
WA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	74.35%	191				No	96.77%	217				Yes	92.73%	220				Yes	96.09%	179			
WA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	7.34	185				Yes	7.47	210				Yes	5.8	210				Yes	5.41	170			
WA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			94.71%	14448		N/A			94.59%	15373		N/A			94.68%	15357		N/A			94.90%	14183	
WA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	99.40%	333	99.40%	32109	-0.01	Yes	100%	313	99.37%	32836	-1.41	Yes	100%	317	99.28%	30356	-1.51	Yes	100%	296	99.44%	27595	-1.29
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.45	14538		N/A			5.36	15434		N/A			5.34	15407		N/A			5	14286	
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3.14	306	3.7	27042	-5.44	Yes	2.99	296	3.51	25980	-5.72	Yes	2.99	295	3.59	23391	-6.84	Yes	2.99	268	3.5	21432	-6.84
WA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	99.15%	471	90.53%	47503	-6.36	Yes	97.03%	471	89.93%	47045	-5.09	Yes	95.79%	451	88.98%	43840	-4.59	Yes	96.83%	442	90.32%	43432	-4.61
WA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	98.51%	471	91.68%	47045	-5.34	Yes	98.23%	451	90.80%	43840	-5.43	Yes	98.42%	442	92.04%	43432	-4.93
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			6.07	417		N/A			3.87	401		N/A	1	2	4.35	391	-0.64	N/A	2	1	4.4	392	-0.23
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.11	201		N/A	2	1	4.66	204	-0.33	N/A	16	1	5.42	216	1.64	N/A			5.97	145	
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	4	1	9.96	407	-0.5	N/A	8	1	10.01	453	-0.17	N/A	2.5	2	10.36	437	-0.9	N/A			10.29	348	
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	4.9	50	5.69	13	-0.32	N/A	15	4	8.85	13	0.62	N/A	5.13	8	6	7	-0.37	N/A	8.75	4	4.69	16	0.96
WA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	7.49	43				N/A	9.48	27				N/A	9.58	26				N/A	19.13	8			
WA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	41					N/A	24					N/A	25					N/A	5				
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	71.43%	7	92.93%	11347	1.69	No	76.92%	13	92.31%	12448	1.72	No	42.86%	7	90.77%	12921	3.08	No	75%	4	93.16%	11577	1.1
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	75%	8	92.12%	2436	1.46	Yes	90%	10	97.91%	2487	1.26	Yes	100%	9	97.73%	3133	-0.46	Yes	100%	3	98.27%	2192	-0.23
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	100%	8	97.15%	4737	-0.48	Yes	100%	10	99.44%	5177	-0.24	Yes	94.44%	18	99.70%	5994	1.93	No	95.24%	21	99.65%	5076	1.78
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	85.71%	7	98.31%	14705	1.57	Yes	92.31%	13	98.17%	16135	1.19	Yes	87.50%	16	97.67%	16877	1.9	No	72.73%	22	98.37%	15680	4.89
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	14:50	7	13:50	14705	0.45	Yes	21:31	13	14:03	16135	1.71	No	39:47:00	16	14:40	16877	3.72	No	37:49:00	22	13:37	15680	3.72
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	13:03	8	8:03	4737	1.1	Yes	4:55	10	6:24	5177	-0.49	Yes	8:57	18	6:11	5994	1.24	Yes	12:29	21	5:18	5076	2.58
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	37.50%	8	53.73%	134	-0.89	N/A	21.43%	14	48.59%	177	-1.96	N/A	41.18%	17	41.62%	173	-0.04	N/A	59.09%	22	46.34%	123	1.08
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	37.50%	8	41.16%	413	-0.21	N/A	10%	10	38.50%	626	-1.84	N/A	16.67%	18	27.71%	462	-1.03	N/A	19.05%	21	23.69%	325	-0.49
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	20%	10	56.63%	83	-2.21	N/A	53.85%	13	42.47%	73	0.73	N/A	61.90%	21	56.60%	53	0.38
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	33.33%	3	42.49%	353	-0.32	N/A	25%	4	27.85%	237	-0.13	N/A	23.08%	13	18.68%	182	0.41
WA	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.29%	5558	0.94%	2129325	-5.01	Yes	0.45%	5357	1.02%	2137606	-4.18	Yes	0.68%	5161	1.09%	2146573	-2.86	Yes	0.86%	5002	0.98%	2157467	-0.9
WA	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.24%	5357	0.84%	2137606	-4.79	Yes	0.33%	5161	0.90%	2146573	-4.35	Yes	0.68%	5002	0.81%	2157467	-1.04
WA	04--12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS	20	1				N/A						N/A						N/A					
WA	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	100%	1				N/A						N/A						N/A					
WA	04--12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS	38	2				N/A						N/A						N/A					
WA	04--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop%		NS	2					N/A						N/A						N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	Yes	1:25	6	9:30	523	-1.31	Yes	0				
WA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	Yes	16.67%	6	29.83%	523	-0.7	Yes	0				
WA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	Yes	0%	4	27.79%	331	-1.23	Yes	0				
WA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	Yes	1.01%	594	1.55%	33729	-1.06	Yes	0				
WA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0.67%	594	0.98%	33729	-0.75	Yes	0				
WA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A	0%	6	42.46%	909	-2.1	N/A	0				
WA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			82.14%	28		N/A	0				
WA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			16.71	70		N/A	0				
WA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	79		N/A	0				
WA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	79		N/A	0				
WA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			12	9		N/A	0				
WA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A	0				
WA	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A	8	1	52.71	24	-0.34	N/A	0				
WA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A	0		11		-0.9	N/A	0				
WA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			93.33%	15		N/A	0				
WA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			1:30	15		N/A	0				
WA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			13.33%	15		N/A	0				
WA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			33.33%	6		N/A	0				
WA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.46%	3243		N/A	0				
WA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.19%	3243		N/A	0				
WA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			25%	20		N/A	0				
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	N/A	0:03	1579				N/A	0				
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	N/A	0:02	3				N/A	0				
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	Yes	99.19%	618				Yes	0				
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	Yes	100%	185				Yes	0				
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0%	618				N/A	0				
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	185				N/A	0				
WA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	Yes	95.05%	202				Yes	1	1009	91.18%		
WA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	5.76	195				Yes	0				
WA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			95.26%	15564		N/A	0				
WA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	Yes	100%	301	99.44%	29314	-1.3	Yes	0				
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			5.08	15635		N/A	0				
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3.06	273	3.46	22740	-5.06	Yes	0				
WA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	96.16%	469	89.70%	44763	-4.58	Yes	0				
WA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes	98.08%	469	91.69%	44763	-4.99	Yes	0				
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A	10	2	5.26	320	1.19	N/A	0				
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			5.08	158		N/A	0				
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			11.91	435		N/A	0				
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A	8.8	5	9.8	10	-0.22	N/A	0				
WA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	N/A	9.56	18				N/A	0				
WA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	N/A	15					N/A	0				
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	Yes	50%	2	91.53%	11896	1.38	Yes	3	33	66.67%	92.11%	-25.44%
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	Yes			98.66%	2540		N/A	0				
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	No	95.65%	23	99.78%	5846	1.95	No	3	80	96.25%	99.21%	-2.96%
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	No	100%	10	98.95%	16248	-0.33	Yes	2	68	85.30%	98.29%	-12.99%
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	No	20:53	10	13:09	16248	1.83	No	4	68	6:18	13:52	16:26
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	No	10:56	23	5:34	5846	2.46	No	2	80	10:21	6:15	4:06
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A	30%	10	37.60%	125	-0.48	N/A	0				
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	21.74%	23	27.39%	398	-0.59	N/A	0				
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A	33.33%	9	32.14%	56	0.06	N/A	0				
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	22.22%	9	26.91%	275	-0.31	N/A	0				
WA	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes	0.69%	4775	1.04%	2168824	-2.38	Yes	0				
WA	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes	0.38%	4775	0.86%	2168824	-3.59	Yes	0				
WA	04--12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS	N/A						N/A	0				
WA	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	N/A						N/A	0				
WA	04--12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS	N/A						N/A	0				
WA	04--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop%		NS	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
WA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
WA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
WA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
WA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
WA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
WA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
WA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
WA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
WA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
WA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
WA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
WA	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
WA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
WA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
WA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
WA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
WA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
WA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
WA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
WA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
WA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
WA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
WA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
WA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
WA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
WA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
WA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
WA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
WA	04--10	MR-8	Trouble Rate, Line Sharing%		P	
WA	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
WA	04--12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS	
WA	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	
WA	04--12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS	
WA	04--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	0%	1				N/A	0%	1				N/A	0%	5				N/A	0%	10			
WA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0%	1				N/A	0%	5				N/A	0%	10			
WA	05--01	OP-3	Install Commit Met, UDIT DS1%		P	100%	3	85.51%	849	-0.71	Yes	100%	2	81.87%	717	-0.66	Yes	100%	1	80.03%	686	-0.5	Yes			79.10%	708	
WA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	4	4	16.57	960	-1.25	Yes	4.5	2	16.59	919	-1.09	Yes	6.6	5	17.05	985	-1.42	Yes			17.52	950	
WA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100%	3	93.89%	965	-0.44	Yes	100%	4	94.48%	978	-0.48	Yes	100%	3	92.75%	993	-0.48	Yes	100%	4	94.47%	1176	-0.48
WA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100%	4	96.52%	978	-0.38	Yes	100%	3	95.77%	993	-0.36	Yes	100%	4	96.77%	1176	-0.36
WA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			30.36	132		N/A			20.44	169		N/A			20.74	214		N/A			14.4	230	
WA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			16.8	15		N/A			31.11	18		N/A			19	10		N/A			23.89	9	
WA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			58.25	116		N/A			56.13	127		N/A			54.81	183		N/A			43.68	234	
WA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			49			N/A			47			N/A			51			N/A			77		
WA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			83.70%	773		N/A	100%	6	81.07%	766	-1.18	Yes	100%	1	79.34%	876	-0.51	Yes	100%	6	84.60%	818	-1.04
WA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:21	773		N/A	1:10	6	2:39	766	-0.87	Yes	1:31	1	2:36	876	-0.31	Yes	0.04167	6	1:59	818	-0.97
WA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			25.10%	773		N/A	0%	6	28.46%	766	-1.54	Yes	0%	1	31.39%	876	-0.68	Yes	33.33%	6	28.48%	818	0.28
WA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A	0%	5	31.41%	468	-1.51	Yes	0%	1	33.69%	561	-0.71	Yes	33.33%	6	29.96%	504	0.2
WA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0%	191	1.66%	46600	-1.79	Yes	3.17%	189	1.64%	46765	1.52	Yes	0.53%	187	1.87%	46883	-1.34	Yes	3.31%	181	1.75%	46707	1.48
WA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	2.65%	189	1%	46765	1.93	No	0.53%	187	1.20%	46883	-0.83	Yes	3.31%	181	1.08%	46707	2.38
WA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			20.56%	973		N/A	0%	6	18.51%	940	-1.16	N/A	0%	1	19.63%	1090	-0.49	N/A	14.29%	7	13.35%	944	0.14
WA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100%	9	84.21%	38	-1.17	Yes			69.64%	56		N/A			70%	30		N/A			86.67%	15	
WA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	7.4	10	15.93	56	-1.35	Yes	12.33	3	20.58	72	-0.73	Yes			17.8	70		N/A	7.67	3	15.34	32	-0.87
WA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100%	7	100%	65	.	Yes	100%	2	97.18%	71	-0.24	Yes	100%	2	98.08%	52	-0.19	Yes	50%	2	100%	55	2.22
WA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100%	2	98.59%	71	-0.17	Yes	100%	2	100%	52	.	Yes	50%	2	100%	55	2.22
WA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			29.63	8		N/A			20.62	21		N/A			30.08	13		N/A			22	5	
WA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			30	1		N/A			37	4		N/A			19	2		N/A					
WA	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			40.57	23		N/A	30	1	64.58	24	-0.24	N/A			57.19	27		N/A			53.11	28	
WA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			17			N/A	1		15		0.44	N/A			17			N/A			15		
WA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100%	3	94.44%	18	-0.39	Yes	66.67%	3	88.89%	27	0.84	Yes	50%	2	75%	12	0.52	Yes	100%	3	77.78%	18	-0.86
WA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	0:33	3	1:23	18	-0.83	Yes	2:07	3	1:36	27	0.59	Yes	4:48	2	2:36	12	0.73	Yes	1:09	3	1:58	18	-0.74
WA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	33.33%	3	11.11%	18	0.78	Yes	33.33%	3	25.93%	27	0.21	Yes	0%	2	25%	12	-0.76	Yes	0%	3	22.22%	18	-0.86
WA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	0%	1	21.43%	14	-0.5	Yes	0%	1	16.67%	6	-0.41	Yes	0%	2	23.08%	13	-0.72
WA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	1.33%	226	0.55%	3292	1.33	Yes	1.44%	209	0.82%	3292	0.92	Yes	0.98%	205	0.37%	3278	1.19	Yes	1.47%	204	0.55%	3244	1.45
WA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.48%	209	0.43%	3292	0.17	Yes	0.49%	205	0.18%	3278	0.82	Yes	0.98%	204	0.40%	3244	1.11
WA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	25%	4	18.18%	22	0.24	N/A	40%	5	18.18%	33	0.99	N/A	0%	2	40%	20	-1.1	N/A	0%	3	25%	24	-0.94
WA	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS						N/A						N/A						N/A					
WA	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS						N/A						N/A						N/A					
WA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	0%	21				N/A	0%	21				N/A	0%	21				N/A	0%	21			
WA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A	0%	21				N/A	0%	21				N/A	0%	21			
WA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	3:30	151854				N/A	4:23	165183				N/A	6:31	152452				N/A	6:47	158474			
WA	07--01	OP-3	Install Commit Met, E911%		P			0%	5	.	N/A						N/A						N/A					
WA	07--01	OP-4	Install Interv, E911, Avg Days		P	54	1	42.43	7	0.82	Yes						N/A						N/A					
WA	07--01	OP-5	New Service Install Quality, E911%		P	100%	2	100%	4	.	Yes	100%	1	100%	3	.	Yes			100%	3		N/A	100%	5	100%	1	.
WA	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100%	1	100%	3	.	Yes			100%	3		N/A	100%	5	100%	1	.
WA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P			11.4	5		N/A						N/A						N/A					
WA	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A			3.4	5		N/A						N/A					
WA	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS						N/A			0			N/A						N/A					
WA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A	100%	2	100%	1	.	Yes	100%	1	100%	3	.	Yes			66.67%	3	
WA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A	1:40	2	0:02	1	.	N/A	0:34	1	0:33	3	0.43	Yes			8:21	3	
WA	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A	0%	2	0%	1	.	Yes	0%	1	66.67%	3	-1.22	Yes			66.67%	3	
WA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A	0%	1				N/A			50%	2		N/A			50%	2	
WA	07--01	MR-8	Trouble Rate, E911%		P	0%	496	0%	1276	.	Yes	0.40%	498	0.08%	1252	1.25	Yes	0.20%	492	0.24%	1234	-0.15	Yes	0%	492	0.25%	1223	-0.93
WA	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.20%	498	0%	1252	1.09	Yes	0%	492	0.16%	1234	-0.76	Yes	0%	492	0.16%	1223	-0.76
WA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			100%	1		N/A	0%	2	50%	2	-1	N/A	66.67%	3	0%	3	1.32	N/A	100%	3	0%	3	2.15
WA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A			8.54	.	
WA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A			9.26	.	
WA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.05	169242				N/A	0.05	190076				N/A	0.05	190083				N/A	0.06	172816			
WA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	96.38%	142319				N/A	96.12%	158856				N/A	95.12%	158558				N/A	95.70%	144682			
WA	09--01	NP-1A	NXX Code Activation, All%		P						N/A						N/A						N/A			100%	1	
WA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A						N/A			0%	1	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0%	11				N/A	0				
WA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0%	11				N/A	0				
WA	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A	33.33%	3	87.43%	1050	2.02	No	1	9	77.78%	83.29%	-5.52%
WA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A	28.29	7	15.87	1335	2.26	No	1	18	14.22	16.66	(2.44)
WA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	Yes	100%	4	94.84%	1144	-0.47	Yes	0				
WA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	Yes	100%	4	96.68%	1144	-0.37	Yes	0				
WA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A	1	2	16.99	216	-1.61	Yes	0				
WA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A			18	12		N/A	0				
WA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			32.3	265		N/A	0				
WA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A			104			N/A	0				
WA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	Yes	75%	4	82.97%	687	0.42	Yes	0				
WA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	Yes	2:20	4	2:10	687	0.29	Yes	0				
WA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	Yes	75%	4	25.33%	687	1.93	No	1	17	29.41%	27.91%	1.50%
WA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	Yes	100%	2	27.44%	441	1.8	No	1	14	28.57%	30.80%	-2.23%
WA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	2.21%	181	1.48%	46453	0.82	Yes	0				
WA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	No	1.11%	181	0.95%	46453	0.3	Yes	2	738	1.90%	1.06%	0.84%
WA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A	0%	4	20.21%	861	-1	N/A	0				
WA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A			82.14%	28		N/A	0				
WA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	Yes			16.71	70		N/A	0				
WA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	No	100%	4	100%	79	.	Yes	1	17	94.12%	99.07%	-4.95%
WA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	No	100%	4	100%	79	.	Yes	1	10	90.00%	99.61%	-9.61%
WA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			12	9		N/A	0				
WA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A	0				
WA	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			52.71	24		N/A	0				
WA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			11			N/A	0				
WA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	Yes	100%	1	93.33%	15	-0.26	Yes	0				
WA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	Yes	1:18	1	1:30	15	-0.15	Yes	0				
WA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	0%	1	13.33%	15	-0.38	Yes	0				
WA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	0%	1	33.33%	6	-0.65	Yes	0				
WA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0.50%	201	0.46%	3243	0.13	Yes	0				
WA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0.50%	201	0.19%	3243	0.83	Yes	0				
WA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A	0%	1	25%	20	-0.56	N/A	0				
WA	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS	N/A						N/A	0				
WA	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	N/A						N/A	0				
WA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0%	21				N/A	0				
WA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0%	21				N/A	0				
WA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	6:57	200105				N/A	0				
WA	07--01	OP-3	Install Commit Met, E911%		P	N/A	80%	5				N/A	0				
WA	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A	6.6	5				N/A	0				
WA	07--01	OP-5	New Service Install Quality, E911%		P	Yes	100%	6	100%	2	.	Yes	0				
WA	07--01	OP-5*	New Service Install Quality, E911%		P	Yes	100%	6	100%	2	.	Yes	0				
WA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	N/A	1	1				N/A	0				
WA	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	N/A						N/A	0				
WA	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	N/A						N/A	0				
WA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A	100%	1	100%	1	.	Yes	0				
WA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A	0:29	1	0:02	1	.	N/A	0				
WA	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A	0%	1	0%	1	.	Yes	0				
WA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A	0%	1				N/A	0				
WA	07--01	MR-8	Trouble Rate, E911%		P	Yes	0.19%	534	0.08%	1219	0.71	Yes	0				
WA	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0.19%	534	0%	1219	.	N/A	0				
WA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A	0%	1	0%	1	.	N/A	0				
WA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			7.95	.		N/A	0				
WA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.42	.		N/A	0				
WA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.06	183036				N/A	0				
WA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	94.83%	153130				N/A	0				
WA	09--01	NP-1A	NXX Code Activation, All%		P	N/A	100%	1				N/A	0				
WA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A	0%	1				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	
WA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	
WA	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
WA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
WA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
WA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
WA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
WA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
WA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
WA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
WA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
WA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
WA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
WA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
WA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
WA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
WA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
WA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
WA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
WA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
WA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
WA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
WA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
WA	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
WA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
WA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
WA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
WA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
WA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
WA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
WA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
WA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
WA	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS	
WA	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	
WA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	
WA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	
WA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
WA	07--01	OP-3	Install Commit Met, E911%		P	
WA	07--01	OP-4	Install Interv, E911, Avg Days		P	
WA	07--01	OP-5	New Service Install Quality, E911%		P	
WA	07--01	OP-5*	New Service Install Quality, E911%		P	
WA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
WA	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	
WA	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS	
WA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
WA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
WA	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
WA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
WA	07--01	MR-8	Trouble Rate, E911%		P	
WA	07--01	MR-8*	Trouble Rate, E911%		P	
WA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
WA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
WA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
WA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
WA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
WA	09--01	NP-1A	NXX Code Activation, All%		P	
WA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
WA	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.30%	859				Yes	99.76%	1225				Yes	99.30%	993				Yes	99.91%	1168			
WA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	98.44%	5895				Yes	95.28%	20750				Yes	99.45%	10635				Yes	99.14%	6494			
WA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	6885				Yes	100%	22349				Yes	99.73%	12026				Yes	100%	7744			
WA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	6885				N/A	100%	22349				N/A	100%	12026				N/A	99.99%	7744			
WA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			47.82%	2436		N/A			55.13%	2487		N/A	100%	1	55.12%	3133	-0.9	N/A			62.73%	2192	
WA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	100%	1	97.15%	4737	-0.17	Yes			99.44%	5177		N/A	100%	2	99.70%	5994	-0.08	Yes			99.65%	5076	
WA	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100%	58810				Yes	100%	57262.675				Yes	100%	54603.756				Yes	100%	57325.492			
WA	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100%	58810				Yes	100%	57262.675				Yes	100%	54603.756				Yes	100%	57325.492			
WA	14--01	OP-3	Install Commit Met, Residence%	D	P	97.66%	128	95.03%	11559	-1.36	Yes	97.12%	243	94.88%	12363	-1.57	Yes	98.49%	199	95.13%	12310	-2.19	Yes	99.18%	122	95.38%	11374	-1.99
WA	14--01	OP-3	Install Commit Met, Residence%	ND	P	99.71%	693	99.41%	31432	-1.04	Yes	100%	1168	99.39%	32092	-2.62	Yes	99.81%	1078	99.29%	29583	-2.02	Yes	100%	693	99.46%	26784	-1.92
WA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	4.02	128	5.37	11629	-3.15	Yes	3.58	245	5.25	12401	-5.48	Yes	3.51	199	5.21	12345	-4.91	Yes	3.25	122	4.88	11456	-3.79
WA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.9	604	3.71	26648	-10.95	Yes	2.9	1067	3.5	25504	-13.33	Yes	2.9	943	3.59	22859	-14.3	Yes	2.94	616	3.49	20893	-12.28
WA	14--01	OP-5	New Service Install Quality, Residence%		P	95.35%	1118	90.68%	43819	-5.3	Yes	94.50%	1346	90.10%	43234	-5.33	Yes	92.26%	1047	89.28%	40098	-3.08	Yes	94.56%	809	90.49%	39537	-3.91
WA	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	95.32%	1346	91.76%	43234	-4.67	Yes	92.93%	1047	91%	40098	-2.15	Yes	94.81%	809	92.17%	39537	-2.77
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	2	1	5.81	304	-0.35	Yes	2	6	3.84	275	-0.91	Yes	3	2	3.68	257	-0.21	Yes	12	1	4.16	267	1.62
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	5	1	6.21	194	-0.09	Yes			4.51	193		N/A	2.5	2	5.58	207	-0.38	Yes			5.6	134	
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	5.5	2	9.4	322	-0.48	Yes	12.5	2	9.25	368	0.83	Yes	1	1	10.11	350	-0.75	Yes			8.67	273	
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	13	1	5.69	13	1.22	Yes			5.91	11		N/A			6	7		N/A			4.69	16	
WA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	168.5	4	96.33	1428	1.33	N/A	69.7	10	82.27	1673	-0.44	N/A	39.8	15	77.94	1673	-1.72	N/A	84	6	74	1611	0.42
WA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	0		344		-1.13	N/A	2		396		-0.27	N/A	2		410		-1	N/A	1		403		-0.47
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	80%	10	94.18%	1977	1.53	Yes	100%	17	98.03%	2182	-0.58	Yes	100%	12	97.44%	2583	-0.56	Yes	83.33%	12	98.60%	1922	2.52
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	95.51%	89	92.95%	10017	-0.94	Yes	98.02%	101	92.22%	11084	-2.17	Yes	97.20%	107	90.77%	11400	-2.29	Yes	98.44%	64	93.14%	10298	-1.67
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	99.01%	101	98.48%	13051	-0.44	Yes	100%	112	98.20%	14430	-1.43	Yes	99.17%	121	97.79%	15012	-1.03	Yes	100%	75	98.46%	13966	-1.08
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	93.33%	30	98.20%	3934	1.57	Yes	100%	35	99.49%	4472	-0.42	Yes	100%	41	99.70%	4958	-0.35	Yes	100%	28	99.72%	4358	-0.28
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	11:01	101	14:08	13051	-2.22	Yes	13:15	112	14:20	14430	-0.81	Yes	11:34	121	14:58	15012	-2.61	Yes	9:53	75	14:01	13966	-2.75
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	9:51	30	7:40	3934	1.08	Yes	5:01	35	6:43	4472	-1.06	Yes	2:19	41	6:39	4958	-2.94	Yes	4:38	28	5:30	4358	-0.54
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	7.77%	103	11.68%	13494	-1.23	Yes	10.48%	124	11.60%	14961	-0.39	Yes	8.87%	124	12.25%	15562	-1.14	Yes	8.75%	80	11.77%	14419	-0.84
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	13.33%	30	11.24%	3934	0.41	Yes	17.14%	35	11.23%	4472	1.07	Yes	12.20%	41	11.25%	4958	0.24	Yes	14.29%	28	12.62%	4358	0.31
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	10%	120	11.56%	14065	-0.53	Yes	8.62%	116	11.89%	14697	-1.08	Yes	7.69%	78	11.59%	13619	-1.07
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	16.67%	12	12.64%	1993	0.45	Yes	16%	25	12.28%	2337	0.59	Yes	11.76%	17	13.96%	1906	-0.26
WA	14--01	MR-8	Trouble Rate, Residence%		P	1.19%	11138	1.03%	1688751	1.69	No	1.48%	10756	1.15%	1696037	3.23	No	1.65%	9973	1.20%	1704151	4.11	No	1.13%	9559	1.10%	1713963	0.32
WA	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.23%	10756	0.95%	1696037	2.99	No	1.41%	9973	1%	1704151	4.15	No	0.99%	9559	0.91%	1713963	0.91
WA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	90%	30	96.62%	3934	1.67	No	100%	35	98.12%	4472	-0.82	Yes	100%	41	98.29%	4958	-0.84	Yes	96.43%	28	98.85%	4358	0.99
WA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	96.12%	103	95.29%	13494	-0.4	Yes	98.39%	124	93.84%	14961	-2.1	Yes	98.39%	124	93.28%	15562	-2.26	Yes	97.50%	80	94.93%	14419	-1.04
WA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	35.44%	206	36.11%	27277	-0.2	N/A	33.47%	239	34.82%	29816	-0.44	N/A	34.78%	253	35.11%	31621	-0.11	N/A	34.55%	165	34.82%	28809	-0.07
WA	14--02	OP-3	Install Commit Met, Business%	D	P	90.91%	22	93.42%	2889	0.52	Yes	100%	11	93.39%	3010	-0.88	Yes	100%	16	92.88%	3047	-1.1	Yes	75%	8	92.95%	2809	1.57
WA	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	51	98.97%	677	-0.7	Yes	98.77%	81	98.25%	744	-0.33	Yes	100%	85	98.97%	773	-0.89	Yes	100%	91	98.77%	811	-1.01
WA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	6	23	5.81	2909	0.39	Yes	2.91	11	5.81	3033	-1.32	Yes	4.2	15	5.87	3062	-0.84	Yes	7.75	8	5.5	2830	1.13
WA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.15	39	3.02	394	-2.82	Yes	2.27	55	3.62	476	-2.06	Yes	2.35	71	3.32	532	-2.77	Yes	2.6	83	3.67	539	-2.77
WA	14--02	OP-5	New Service Install Quality, Business%		P	69.88%	83	88.65%	3684	4.55	No	69.07%	97	87.98%	3811	4.85	No	76%	100	85.81%	3743	2.58	No	76.77%	99	88.60%	3895	3.28
WA	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	82.47%	97	90.74%	3811	2.52	No	83%	100	88.65%	3743	1.68	No	83.84%	99	90.71%	3895	2.15
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	2	1	6.78	113	-0.3	Yes			3.94	126		N/A			5.64	134		N/A	6	1	4.92	125	0.87
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			3.29	7		N/A	1	1	7.27	11	-0.39	Yes			1.78	9		N/A			10.55	11	
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	32	1	12.05	85	1.47	Yes			13.28	85		N/A			11.39	87		N/A	1	1	16.19	75	-0.61
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A			25	2		N/A						N/A					
WA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	379	1	76.09	361	2.2	N/A	139.67	3	72.83	369	1.19	N/A	112.67	3	62.57	418	1.05	N/A	83.5	4	65.61	373	0.58
WA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	0		131		-0.75	N/A	1		112		0.12	N/A	1		131		0.09	N/A	0		107		-1.26
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	97.92%	48	92.78%	1330	-1.35	Yes	90.74%	54	93.04%	1364	0.67	Yes	89.19%	37	90.73%	1521	0.36	Yes	97.14%	35	93.28%	1279	-0.9
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	93.33%	15	83.22%	459	-1.03	Yes	100%	25	97.05%	305	-0.84	Yes	100%	15	99.09%	550	-0.37	Yes	100%	13	95.93%	270	-0.73
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	96.92%	65	96.98%	1654	0.1	Yes	97.37%	76	97.95%	1705	0.4	Yes	97.62%	42	96.68%	1865	-0.34	Yes	97.67%	43	97.67%	1714	0
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	97.62%	42	92.03%	803	-1.3	Yes	100%	51	99.15%	705	-0.64	Yes	100%	53	99.71%	1036	-0.38	Yes	100%	48	99.16%	718	-0.62
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	9:16	65	11:30	1654	-0.99	Yes	11:19	76	11:45	1705	-0.18	Yes	14:30	42	12:12	1865	0.93	Yes	7:54	43	10:21	1714	-1.16
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	5:32	42	9:59	803	-1.41	Yes	4:19	51	4:27	705	-0.09	Yes	3:48	53	3:59	1036	-0.21	Yes	2:38	48	4:02	718	-1
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	7.69%	65	10.91%	1705	-0.82	Yes	16.46%	79	12.21%	1744	1.1	Yes	17.78%	45	12.41%	1910	1.06	Yes	6.82%	44	11.18%	1753	-0.91
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	16.67%	42	11.71%	803	0.96	Yes	9.80%	51	13.62%	705	-0.77	Yes	13.21%	53	9.94%	1036	0.78	Yes	10.42%	48	13.93%	718	-0.68
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	17.65%	68	11.78%	1562	1.41	Yes	15.38%	39	12.51%	1703	0.56	Yes	8.57%	35	10.99%	1602	-0.45

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
WA	11--01	OP-8B	LNP Timeliness, LNP%		95%	Yes	99.40%	1511				Yes	0				
WA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	Yes	99.70%	7370				Yes	0				
WA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	99.99%	10997				Yes	0				
WA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100%	10997				N/A	0				
WA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			63.90%	2540		N/A	0				
WA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A	100%	3	99.78%	5846	-0.08	Yes	0				
WA	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	Yes	100%	56372.167				Yes	0				
WA	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	Yes	100%	56372.167				Yes	0				
WA	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	97.79%	136	95.54%	12440	-1.27	Yes	0				
WA	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	99.85%	665	99.48%	28313	-1.32	Yes	0				
WA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	3.6	136	5.01	12491	-2.99	Yes	0				
WA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.88	585	3.47	22090	-11.79	Yes	0				
WA	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	95.26%	822	90.01%	40737	-4.96	Yes	0				
WA	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	96.11%	822	91.90%	40737	-4.37	Yes	0				
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	Yes	1	1	5.89	211	-0.42	Yes	0				
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	N/A	1	1	4.93	144	-0.49	Yes	0				
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	N/A	4.5	2	11.74	355	-0.6	Yes	0				
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	N/A			10.43	7		N/A	0				
WA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	74.29	7	70.73	1642	0.16	N/A	0				
WA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A	1		380		-0.55	N/A	0				
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	No	100%	15	98.61%	2162	-0.46	Yes	1	66	93.94%	97.40%	-3.46%
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	98.31%	59	91.27%	10597	-1.91	Yes	0				
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	98.59%	71	99.04%	14486	0.45	Yes	0				
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100%	30	99.76%	4914	-0.27	Yes	0				
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	7:03	71	13:32	14486	-4.32	Yes	0				
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes	2:53	30	5:58	4914	-1.97	Yes	0				
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	12.50%	72	11.17%	14929	0.39	Yes	0				
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	0%	30	11.17%	4916	-1.94	Yes	0				
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	12.68%	71	10.94%	14131	0.5	Yes	0				
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes	0%	15	11.43%	2274	-1.39	Yes	0				
WA	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.16%	8785	1.15%	1723705	0.09	Yes	3	50211	1.33%	1.13%	0.20%
WA	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	0.98%	8785	0.95%	1723705	0.26	Yes	2	39073	1.16%	0.95%	0.21%
WA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes	100%	30	98.58%	4916	-0.66	Yes	1	164	97.56%	98.14%	-0.58%
WA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	100%	72	95.03%	14929	-1.94	Yes	0				
WA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	37.04%	162	33.88%	30013	0.85	N/A	0				
WA	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	100%	17	94.17%	3124	-1.02	Yes	0				
WA	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	82	98.30%	1001	-1.14	Yes	0				
WA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	5.12	17	5.35	3144	-0.16	Yes	0				
WA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.08	71	3.38	650	-3.13	Yes	0				
WA	14--02	OP-5	New Service Install Quality, Business%		P	No	90.51%	137	86.54%	4026	-1.34	Yes	4	516	77.71%	87.51%	-9.80%
WA	14--02	OP-5*	New Service Install Quality, Business%		P	No	91.97%	137	89.52%	4026	-0.92	Yes	3	433	85.91%	89.91%	-4.00%
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	Yes			4.05	109		N/A	0				
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A			6.64	14		N/A	0				
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	Yes			12.69	80		N/A	0				
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A			8.33	3		N/A	0				
WA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A	142	2	61	414	1.57	N/A	0				
WA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A	0		122		-0.91	N/A	0				
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100%	31	93.61%	1299	-1.44	Yes	0				
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes	100%	12	98.94%	378	-0.35	Yes	0				
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	36	98.18%	1762	-0.81	Yes	0				
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	Yes	100%	44	99.89%	932	-0.21	Yes	0				
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	7:46	36	10:03	1762	-1.04	Yes	0				
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	Yes	3:10	44	3:25	932	-0.26	Yes	0				
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	16.67%	36	11.49%	1802	0.95	Yes	0				
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	18.18%	44	15.34%	932	0.53	Yes	0				
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	18.18%	33	11.40%	1623	1.17	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
WA	11--01	OP-8B	LNP Timeliness, LNP%		95%	
WA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
WA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
WA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
WA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
WA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
WA	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
WA	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
WA	14--01	OP-3	Install Commit Met, Residence%	D	P	
WA	14--01	OP-3	Install Commit Met, Residence%	ND	P	
WA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
WA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
WA	14--01	OP-5	New Service Install Quality, Residence%		P	
WA	14--01	OP-5*	New Service Install Quality, Residence%		P	
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
WA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
WA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
WA	14--01	MR-8	Trouble Rate, Residence%		P	
WA	14--01	MR-8*	Trouble Rate, Residence%		P	
WA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
WA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
WA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
WA	14--02	OP-3	Install Commit Met, Business%	D	P	
WA	14--02	OP-3	Install Commit Met, Business%	ND	P	
WA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
WA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
WA	14--02	OP-5	New Service Install Quality, Business%		P	
WA	14--02	OP-5*	New Service Install Quality, Business%		P	
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
WA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
WA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	8.33%	24	14.56%	364	-0.84	Yes	15.38%	26	9.15%	623	1.03	Yes	15.63%	32	15.31%	392	0.08
WA	14--02	MR-8	Trouble Rate, Business%		P	0.78%	13712	0.57%	440574	3.24	No	0.97%	13370	0.55%	441569	6.41	No	0.77%	12678	0.67%	442422	1.46	Yes	0.77%	11935	0.56%	443504	3.09
WA	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.69%	13370	0.44%	441569	4.36	No	0.51%	12678	0.53%	442422	-0.2	Yes	0.56%	11935	0.45%	443504	1.8
WA	14--02	MR-9	Repair Appoint Met, Business%	D	P	92.31%	65	89.56%	1705	-0.71	Yes	98.73%	79	89.56%	1744	-2.61	Yes	95.56%	45	90.99%	1910	-1.06	Yes	100%	44	90.47%	1753	-2.13
WA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	90.48%	42	87.55%	803	-0.56	Yes	98.04%	51	96.60%	705	-0.55	Yes	98.11%	53	97.88%	1036	-0.12	Yes	97.92%	48	96.10%	718	-0.63
WA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	40.22%	179	35.63%	3896	1.25	N/A	28.96%	183	37.92%	3945	-2.44	N/A	42.01%	169	35.39%	4560	1.75	N/A	28.13%	128	36.35%	3882	-1.9
WA	14--03	OP-3	Install Commit Met, Centrex%	D	P			93.38%	559		N/A	0%	1	93.68%	649	1.86	No	66.67%	3	90%	300	1.03	Yes	100%	2	95.47%	265	-0.31
WA	14--03	OP-3	Install Commit Met, Centrex%	ND	P			100%	11		N/A			90%	20		N/A			94.12%	17		N/A	100%	1	100%	17	.
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			4.23	561		N/A	10	1	4.98	654	1.21	Yes	5.67	3	3.62	303	1.36	Yes	2.5	2	3.18	266	-0.7
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			6.4	15		N/A			4.45	20		N/A			3.76	17		N/A	0	1	1.76	17	-1.19
WA	14--03	OP-5	New Service Install Quality, Centrex%		P	100%	1	93.76%	625	-0.26	Yes	50%	2	91.15%	497	1.35	Yes	0%	3	82.45%	302	2.82	No	100%	2	73.21%	377	-0.85
WA	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A	50%	2	92.56%	497	1.45	Yes	33.33%	3	85.10%	302	1.88	No	100%	2	79.31%	377	-0.72
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			5.17	23		N/A	2	1	3.39	28	-0.28	Yes	1	1	3	6	-0.55	Yes			2.5	4	
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A			10	2		N/A			15	1		N/A					
WA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			9.67	15		N/A			6.5	14		N/A			6.69	26		N/A			5.63	8	
WA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			36.45	33		N/A			30.74	35		N/A			70.54	13		N/A			24.29	31	
WA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			9			N/A			8			N/A			2			N/A			18		
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			95.70%	93		N/A	50%	2	97.47%	79	1.85	No	100%	1	92.59%	81	-0.28	Yes	100%	2	96.10%	77	-0.28
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			92.50%	120		N/A	100%	2	93.94%	132	-0.36	Yes	100%	10	85.71%	168	-1.25	Yes	100%	3	89.44%	142	-0.59
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			96.88%	128		N/A	66.67%	3	98.37%	123	1.86	No	100%	2	96.15%	130	-0.28	Yes	100%	4	98.39%	124	-0.25
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			96.24%	133		N/A	100%	2	95.95%	148	-0.29	Yes	100%	12	92.20%	205	-0.98	Yes	100%	3	97.80%	182	-0.26
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			10:23	133		N/A	1:17	2	10:44	148	-0.74	Yes	9:00	12	23:17	205	-0.5	Yes	2:23	3	12:08	182	-0.48
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			6:58	128		N/A	21:39	3	7:19	123	1.56	Yes	4:22	2	13:10	130	-0.17	Yes	6:09	4	9:06	124	-0.19
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			12.95%	139		N/A	0%	2	8.67%	150	-0.43	Yes	0%	13	8.53%	211	-1.07	Yes	0%	3	7.94%	189	-0.5
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			10.16%	128		N/A	33.33%	3	17.07%	123	0.63	Yes	0%	2	10%	130	-0.47	Yes	0%	4	12.90%	124	-0.76
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	0%	2	10.08%	129	-0.47	Yes	0%	11	9.50%	179	-1.04	Yes	0%	3	8.02%	162	-0.51
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A	0%	1	14.46%	83	-0.41	Yes	0%	1	7.79%	77	-0.29	Yes	0%	1	15%	80	-0.42
WA	14--03	MR-8	Trouble Rate, Centrex%		P	0%	2381	0.27%	97434	-2.53	Yes	0.20%	2520	0.28%	98574	-0.74	Yes	0.55%	2732	0.34%	100356	1.85	No	0.25%	2843	0.31%	99622	-0.64
WA	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.12%	2520	0.22%	98574	-1.03	Yes	0.44%	2732	0.26%	100356	1.88	No	0.14%	2843	0.24%	99622	-1.09
WA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			66.12%	121		N/A	100%	2	73.68%	133	-0.84	Yes	76.92%	13	64.14%	198	-0.93	Yes	100%	3	60.69%	173	-1.38
WA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			84.44%	90		N/A	66.67%	3	87.88%	99	0.88	Yes	100%	2	80.41%	97	-0.69	Yes	100%	4	80%	95	-0.98
WA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	100%	2	30.47%	384	1.71	N/A	28.57%	7	30.53%	393	-0.11	N/A	31.82%	22	32.21%	503	-0.04	N/A	30%	10	27.55%	432	0.19
WA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			87.42%	159		N/A			87.41%	143		N/A			92.21%	154		N/A			87.73%	163	
WA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100%	2	99.21%	126	-0.13	Yes			94.03%	67		N/A	100%	1	98.11%	53	-0.14	Yes			100%	55	
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			6.46	160		N/A			6.8	146		N/A			5.74	156		N/A			6.49	164	
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.49	86		N/A			3.61	51		N/A	4	1	3.15	39	0.59	Yes			2.81	43	
WA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100%	1	85.71%	252	-0.41	Yes	100%	1	75.94%	212	-0.56	Yes	100%	1	81.86%	215	-0.47	Yes	100%	2	87.22%	360	-0.54
WA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100%	1	82.08%	212	-0.47	Yes	100%	1	87.91%	215	-0.37	Yes	100%	2	93.06%	360	-0.39
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			2.56	9		N/A			4.5	10		N/A			2.45	11		N/A			4.29	14	
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			8	1		N/A			4	4		N/A			8	1		N/A					
WA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			6.27	11		N/A			13.25	8		N/A			12	1		N/A			13.17	6	
WA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			91.81	27		N/A			85.14	28		N/A			66.56	34		N/A			57.52	33	
WA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			7			N/A			8			N/A			9			N/A			7		
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			87.82%	156		N/A			91.91%	136		N/A			95.81%	191		N/A			91.78%	146	
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			80.88%	68		N/A			98.28%	58		N/A			98.41%	63		N/A			98%	50	
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			97%	200		N/A			95.31%	192		N/A			97.75%	222		N/A			96.97%	198	
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			91.67%	144		N/A			100%	128		N/A	100%	1	99.25%	134	-0.09	Yes			99.10%	111	
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			12:00	200		N/A			14:04	192		N/A			10:57	222		N/A			9:55	198	
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			10:53	144		N/A			3:42	128		N/A	0:21	1	5:20	134	-0.35	Yes			4:05	111	
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			13.66%	205		N/A			11.17%	197		N/A			14.60%	226		N/A			11.94%	201	
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			18.75%	144		N/A			19.53%	128		N/A	0%	1	17.91%	134	-0.47	Yes			16.22%	111	
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			10.29%	175		N/A			14.36%	188		N/A			13.25%	166	
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			23.44%	64		N/A	0%	1	12.86%	70	-0.38	Yes			16.67%	54	
WA	14--04	MR-8	Trouble Rate, Centrex 21%		P	0%	137	0.50%	69153	-0.83	Yes	0%	134	0.47%	69355	-0.79	Yes	0.74%	135	0.52%	69747	0.44	Yes	0%	141	0.45%	69778	-0.79
WA	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0%	134	0.34%	69355	-0.68	Yes	0.74%	135	0.37%	69747	0.7	Yes	0%	141	0.32%	69778	-0.67
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P			73.17%	205		N/A			78.17%	197		N/A			80.53%	226		N/A			84.58%	201	
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			85.42%	144		N/A			92.19%	128		N/A	100%	1	94.78%	134	-0.23	Yes			90.99%	111	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	Yes	15.38%	26	16.41%	524	-0.14	Yes	0				
WA	14--02	MR-8	Trouble Rate, Business%		P	No	0.73%	10959	0.61%	445119	1.53	Yes	3	62654	0.81%	0.59%	0.22%
WA	14--02	MR-8*	Trouble Rate, Business%		P	No	0.54%	10959	0.48%	445119	0.84	Yes	2	48942	0.58%	0.48%	0.10%
WA	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100%	36	93.06%	1802	-1.62	Yes	0				
WA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	Yes	100%	44	97.75%	932	-0.98	Yes	0				
WA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	25.23%	107	34.78%	4192	-2.05	N/A	0				
WA	14--03	OP-3	Install Commit Met, Centrex%	D	P	Yes			99.35%	464		N/A	1	6	66.67%	94.50%	-27.83%
WA	14--03	OP-3	Install Commit Met, Centrex%	ND	P	Yes			75%	4		N/A	0				
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	Yes			2.96	467		N/A	0				
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	Yes			2	4		N/A	0				
WA	14--03	OP-5	New Service Install Quality, Centrex%		P	Yes	33.33%	3	81.25%	416	1.67	No	2	11	45.45%	85.79%	-40.34%
WA	14--03	OP-5*	New Service Install Quality, Centrex%		P	Yes	33.33%	3	83.41%	416	1.78	No	2	10	50.00%	85.62%	-35.62%
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A			2	2		N/A	0				
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	N/A			1	1		N/A	0				
WA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A			1	1		N/A	0				
WA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			100.5	6		N/A	0				
WA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A			0			N/A	0				
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	Yes	100%	1	97.14%	70	-0.17	Yes	1	6	83.33%	95.75%	-12.42%
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	Yes	100%	5	90%	180	-0.74	Yes	0				
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	Yes	100%	6	95.80%	143	-0.5	Yes	1	15	93.33%	97.07%	-3.73%
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	Yes	87.50%	8	93.61%	219	0.63	Yes	0				
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	Yes	13:19	8	14:19	219	-0.12	Yes	0				
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	Yes	0:53	6	10:58	143	-0.72	Yes	0				
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	Yes	12.50%	8	9.59%	219	0.3	Yes	0				
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	Yes	33.33%	6	10.49%	143	1.45	Yes	0				
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	Yes	12.50%	8	10.99%	191	0.17	Yes	0				
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	Yes	100%	1	10.78%	102	1.6	Yes	0				
WA	14--03	MR-8	Trouble Rate, Centrex%		P	Yes	0.41%	3419	0.37%	98348	0.39	Yes	1	13895	0.30%	0.31%	-0.02%
WA	14--03	MR-8*	Trouble Rate, Centrex%		P	Yes	0.26%	3419	0.30%	98348	-0.37	Yes	1	11514	0.24%	0.25%	-0.01%
WA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	Yes	87.50%	8	63.68%	201	-1.37	Yes	0				
WA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	Yes	100%	6	79.17%	120	-1.23	Yes	0				
WA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A	39.13%	23	27.60%	500	1.18	N/A	0				
WA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	N/A			92.72%	206		N/A	0				
WA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	N/A	100%	3	99.65%	289	-0.1	Yes	0				
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	N/A			5.75	209		N/A	0				
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	N/A	4	2	2.99	261	1.37	Yes	0				
WA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	100%	3	85.29%	374	-0.72	Yes	0				
WA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes	100%	3	89.04%	374	-0.61	Yes	0				
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			2.2	10		N/A	0				
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	N/A			2	2		N/A	0				
WA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A			15.5	4		N/A	0				
WA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			45.03	33		N/A	0				
WA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			7			N/A	0				
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	N/A			92.26%	155		N/A	0				
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A			97.92%	48		N/A	0				
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	N/A			95.22%	230		N/A	0				
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	N/A			99.18%	122		N/A	0				
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	N/A			11:34	230		N/A	0				
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	N/A			3:32	122		N/A	0				
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			11.64%	232		N/A	0				
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			9.84%	122		N/A	0				
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			10.29%	204		N/A	0				
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			4.92%	61		N/A	0				
WA	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0%	153	0.51%	69861	-0.88	Yes	0				
WA	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	0%	153	0.38%	69861	-0.76	Yes	0				
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	N/A			85.34%	232		N/A	0				
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	N/A			95.90%	122		N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
WA	14--02	MR-8	Trouble Rate, Business%		P	
WA	14--02	MR-8*	Trouble Rate, Business%		P	
WA	14--02	MR-9	Repair Appoint Met, Business%	D	P	
WA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
WA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
WA	14--03	OP-3	Install Commit Met, Centrex%	D	P	
WA	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
WA	14--03	OP-5	New Service Install Quality, Centrex%		P	
WA	14--03	OP-5*	New Service Install Quality, Centrex%		P	
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
WA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
WA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
WA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
WA	14--03	MR-8	Trouble Rate, Centrex%		P	
WA	14--03	MR-8*	Trouble Rate, Centrex%		P	
WA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
WA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
WA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
WA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
WA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
WA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
WA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
WA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
WA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
WA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
WA	14--04	MR-8	Trouble Rate, Centrex 21%		P	
WA	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS			32.88%	520		N/A			35.64%	505		N/A	50%	2	36.40%	566	0.33	N/A			37.10%	496	
WA	14--05	OP-3	Install Commit Met, PBX%	D	P			80%	15		N/A			90%	10		N/A			95%	20		N/A			100%	11	
WA	14--05	OP-3	Install Commit Met, PBX%	ND	P			100%	6		N/A			100%	4		N/A			100%	15		N/A			100%	3	
WA	14--05	OP-3	Install Commit Met, PBX%		P			63.33%	30		N/A	66.67%	3	80.85%	47	0.5	Yes	100%	1	58.06%	31	-0.84	Yes	100%	2	83.72%	43	-0.61
WA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			13.73	15		N/A			2	10		N/A			5.3	20		N/A			5.72	18	
WA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			2.4	5		N/A			2	3		N/A			0.2	15		N/A			1.5	2	
WA	14--05	OP-4	Install Interv, PBX, Avg Days		P	23.5	2	17.24	41	0.47	Yes	26.67	3	20.01	82	0.71	Yes	5	1	13.63	67	-0.78	Yes	6	2	11.03	79	-1.02
WA	14--05	OP-5	New Service Install Quality, PBX%		P	100%	3	89.02%	82	-0.6	Yes	100%	2	83.17%	101	-0.63	Yes	100%	2	83.18%	107	-0.63	Yes	100%	1	90.52%	116	-0.32
WA	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100%	2	90.10%	101	-0.46	Yes	100%	2	92.52%	107	-0.4	Yes	100%	1	93.97%	116	-0.25
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			4	1		N/A						N/A			11	1		N/A					
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A					
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	14.5	2	17.62	13	-0.39	Yes	56	1	29.19	16	0.75	Yes			12.18	17		N/A			9.56	16	
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P			33	2		N/A			1	1		N/A						N/A					
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A					
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			25	1		N/A			23.2	5		N/A			33.5	2		N/A			3	1	
WA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	286	1	53.5	8	1.62	N/A	135	2	31.47	15	1.58	N/A	143	2	37.58	19	1.84	N/A	121	2	40.9	20	1.45
WA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	0		3		-0.73	N/A	1		9		-0.27	N/A	1		11		-0.22	N/A	1		12		-0.28
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	100%	5	94.44%	36	-0.51	Yes	100%	2	97.92%	48	-0.2	Yes			94.23%	52		N/A	100%	2	92.68%	41	-0.39
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100%	3	100%	102	.	Yes	100%	2	100%	101	.	Yes	100%	2	99.03%	103	-0.14	Yes	100%	1	98.73%	79	-0.11
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100%	5	100%	39	.	Yes	100%	2	98.04%	51	-0.2	Yes			96.55%	58		N/A	100%	2	97.83%	46	-0.21
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100%	4	100%	108	.	Yes	100%	2	100%	112	.	Yes	100%	2	99.13%	115	-0.13	Yes	100%	2	98.85%	87	-0.15
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	6:46	5	6:30	39	0.22	Yes	3:08	2	7:42	51	-0.55	Yes			9:30	58		N/A	1:21	2	11:02	46	-0.71
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:20	4	2:21	108	-0.77	Yes	0:17	2	2:06	112	-0.68	Yes	2:09	2	4:06	115	-0.18	Yes	1:33	2	2:10	87	-0.12
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	50%	6	7.50%	40	2.34	No	0%	2	13.73%	51	-0.55	Yes			13.56%	59		N/A	0%	2	17.39%	46	-0.64
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	50%	4	16.67%	108	1.44	Yes	0%	2	8.93%	112	-0.44	Yes	0%	2	13.04%	115	-0.54	Yes	50%	2	14.94%	87	1.01
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A	0%	2	16.67%	42	-0.62	Yes			16.33%	49		N/A			19.44%	36	
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			13.21%	53		N/A			12.07%	58		N/A			12.90%	31	
WA	14--05	MR-8	Trouble Rate, PBX%		P	0.58%	1714	0.16%	92667	4.35	No	0.23%	1723	0.17%	93977	0.58	Yes	0.12%	1715	0.18%	94520	-0.65	Yes	0.23%	1742	0.14%	94723	0.99
WA	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.12%	1723	0.10%	93977	0.19	Yes	0%	1715	0.11%	94520	-1.38	Yes	0%	1742	0.07%	94723	-1.1
WA	14--05	MR-9	Repair Appoint Met, PBX%	D	P	100%	5	71.43%	14	-1.21	Yes	100%	1	88.24%	17	-0.35	Yes			66.67%	24		N/A			85.71%	28	
WA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	100%	1	100%	10	.	Yes			100%	25		N/A			90.32%	31		N/A	100%	1	100%	17	.
WA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	9.09%	11	25.25%	198	-1.2	N/A	20%	5	33.47%	245	-0.63	N/A	0%	2	24.02%	229	-0.79	N/A	20%	5	28.88%	187	-0.43
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			50%	8		N/A			100%	3		N/A			95.83%	264		N/A			90.21%	194	
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P			100%	4		N/A			100%	2		N/A			100%	12		N/A			93.75%	16	
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			84.44%	135		N/A			86.17%	188		N/A			86.50%	163		N/A			77.14%	140	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			5.63	8		N/A			2.33	3		N/A			6.9	267		N/A			9.04	195	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P			2	4		N/A			3	2		N/A			0.45	11		N/A			9	14	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			10.64	138		N/A			9.24	196		N/A			9.84	169		N/A			13.86	150	
WA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			89.33%	178		N/A			94.48%	326		N/A			98.02%	405		N/A	100%	1	96.23%	424	-0.2
WA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			96.93%	326		N/A			98.27%	405		N/A	100%	1	98.35%	424	-0.13
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P			4.25	4		N/A						N/A			1.5	8		N/A			40.5	18	
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A					
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			12.31	16		N/A			8.84	25		N/A			11.5	26		N/A			22.03	32	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			16	3		N/A			19	1	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A			42	1	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			38.5	4		N/A			10.5	4		N/A						N/A			5	3	
WA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			179.83	63		N/A			167.97	61		N/A			130.5	72		N/A			129.53	68	
WA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			25			N/A			21			N/A			14			N/A			16		
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100%	81		N/A			98.97%	97		N/A			100%	81		N/A			98.80%	83	
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100%	99		N/A			100%	126		N/A			100%	137		N/A			100%	127	
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	81		N/A			100%	97		N/A			100%	81		N/A			100%	84	
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	99		N/A			100%	127		N/A			100%	138		N/A			100%	127	
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:02	81		N/A			4:12	97		N/A			3:54	81		N/A			4:53	84	
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:01	99		N/A			1:14	127		N/A			1:21	138		N/A			0:56	127	
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			17.28%	81		N/A			27.84%	97		N/A			16.05%	81		N/A			22.62%	84	
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			13.13%	99		N/A			21.26%	127		N/A			18.84%	138		N/A			18.11%	127	
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			34.25%	73		N/A			16.95%	59		N/A			20.27%	74	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A			33.33%	531		N/A	0				
WA	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			88.24%	17		N/A	0				
WA	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A			87.50%	8		N/A	0				
WA	14--05	OP-3	Install Commit Met, PBX%		P	Yes			79.69%	64		N/A	0				
WA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			5.27	22		N/A	0				
WA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			2	7		N/A	0				
WA	14--05	OP-4	Install Interv, PBX, Avg Days		P	Yes			15.31	90		N/A	0				
WA	14--05	OP-5	New Service Install Quality, PBX%		P	Yes	100%	2	92.52%	107	-0.4	Yes	0				
WA	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes	100%	2	94.39%	107	-0.34	Yes	0				
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A			5.5	4		N/A	0				
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A			29	2		N/A	0				
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			23.67	18		N/A	0				
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	ND	P	N/A						N/A	0				
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A			8	1		N/A	0				
WA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A	101	2	51.17	12	0.63	N/A	0				
WA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A	1		6		0	N/A	0				
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	Yes	100%	1	100%	45	.	Yes	0				
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes	100%	3	98.31%	59	-0.22	Yes	0				
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	Yes	100%	1	100%	47	.	Yes	0				
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	Yes	100%	3	100%	70	.	Yes	0				
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	Yes	4:14	1	6:19	47	-0.3	Yes	0				
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes	1:18	3	2:31	70	-0.37	Yes	0				
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	Yes	0%	1	8.33%	48	-0.3	Yes	1	11	27.27%	12.30%	14.98%
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes	33.33%	3	7.14%	70	1.18	Yes	0				
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A	0%	1	6.82%	44	-0.27	Yes	0				
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A	0%	1	3.45%	29	-0.19	Yes	0				
WA	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.22%	1795	0.13%	94345	1.16	Yes	1	8689	0.28%	0.16%	0.12%
WA	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0.11%	1795	0.08%	94345	0.51	Yes	0				
WA	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A	100%	1	83.33%	18	-0.44	Yes	0				
WA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	Yes			100%	16		N/A	0				
WA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	0%	4	31.79%	173	-1.35	N/A	0				
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			90.07%	272		N/A	0				
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A	100%	1	100%	13	.	Yes	0				
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			87.11%	194		N/A	0				
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			4.73	274		N/A	0				
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A	2	1	1.56	9	1.2	Yes	0				
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			9.84	199		N/A	0				
WA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	Yes	100%	1	97.21%	466	-0.17	Yes	0				
WA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	Yes	100%	1	98.28%	466	-0.13	Yes	0				
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A			5.25	16		N/A	0				
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			15.74	23		N/A	0				
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A			3.45	11		N/A	0				
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			7.5	2		N/A	0				
WA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			109.11	81		N/A	0				
WA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			17			N/A	0				
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			97.44%	78		N/A	0				
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A	100%	1	99.20%	125	-0.09	Yes	0				
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	78		N/A	0				
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A	100%	1	100%	125	.	Yes	0				
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			4:12	78		N/A	0				
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A	0:39	1	1:23	125	-0.17	Yes	0				
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			12.82%	78		N/A	0				
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A	0%	1	13.60%	125	-0.4	Yes	0				
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			13.79%	58		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
WA	14--05	OP-3	Install Commit Met, PBX%	D	P	
WA	14--05	OP-3	Install Commit Met, PBX%	ND	P	
WA	14--05	OP-3	Install Commit Met, PBX%		P	
WA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
WA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
WA	14--05	OP-4	Install Interv, PBX, Avg Days		P	
WA	14--05	OP-5	New Service Install Quality, PBX%		P	
WA	14--05	OP-5*	New Service Install Quality, PBX%		P	
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	ND	P	
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	
WA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
WA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
WA	14--05	MR-8	Trouble Rate, PBX%		P	
WA	14--05	MR-8*	Trouble Rate, PBX%		P	
WA	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
WA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
WA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
WA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
WA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
WA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
WA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			15.22%	46		N/A			31.82%	44		N/A			14%	50	
WA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	47	0.81%	22307	-0.62	Yes	0%	47	0.99%	22617	-0.68	Yes	0%	48	0.96%	22861	-0.68	Yes	0%	48	0.92%	22962	-0.67
WA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	47	0.53%	22617	-0.5	Yes	0%	48	0.45%	22861	-0.47	Yes	0%	48	0.54%	22962	-0.51
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A						N/A			50%	2		N/A			100%	1	
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A			100%	1		N/A			100%	2		N/A					
WA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			20%	225		N/A			16.10%	267		N/A			20.65%	276		N/A			17.58%	256	
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	100%	1	97.06%	1055	-0.17	Yes			97%	1001		N/A	100%	2	97.19%	1244	-0.24	Yes			98.03%	915	
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100%	61	98.90%	5457	-0.82	Yes	100%	132	98.76%	5320	-1.27	Yes	100%	44	98.93%	7361	-0.69	Yes	100%	27	99.54%	5204	-0.35
WA	14--07	OP-3	Install Commit Met, Qwest DSL%		P			79.17%	24		N/A	100%	1	90.32%	31	-0.32	Yes			92.98%	57		N/A			91.67%	48	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	5	1	5.16	1058	-0.05	Yes			5.3	1006		N/A	13	2	5.92	1246	2.37	No			9.59	922	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	5.13	52	4.85	4136	1.61	Yes	4.61	107	4.87	3975	-2.78	Yes	4.35	26	4.87	4018	-3.64	Yes	8.06	18	9.33	3534	-2.65
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.14	22		N/A	5	1	4.41	29	-0.12	Yes			5.1	52		N/A			5.35	43	
WA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100%	98	99.86%	6451	-0.37	Yes	100%	90	99.72%	7513	-0.5	Yes	100%	37	99.74%	7421	-0.31	Yes	100%	32	99.79%	6130	-0.26
WA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100%	90	99.83%	7513	-0.39	Yes	100%	37	99.81%	7421	-0.26	Yes	100%	32	99.82%	6130	-0.24
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4.89	27		N/A			5.89	28		N/A			3.24	21		N/A			3.07	15	
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			5.08	52		N/A			3.13	61		N/A			5.27	41		N/A			7.88	25	
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			3	5		N/A			5.25	4		N/A			3.25	4		N/A			15.2	5	
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P			5	5		N/A			5	4		N/A			5.63	8		N/A			4	3	
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P			8	2		N/A			5	6		N/A			3.8	5		N/A					
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A					
WA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	100%	2	90.46%	545	-0.46	Yes			90.40%	802		N/A			82.15%	633		N/A			90.16%	447	
WA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	100%	2	95.06%	547	-0.32	Yes			96.01%	803		N/A			90.39%	635		N/A			96.88%	448	
WA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	10:17	2	9:37	547	0.53	Yes			9:35	803		N/A			15:22	635		N/A			11:17	448	
WA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	100%	2	44.24%	547	1.31	Yes			40.72%	803		N/A			31.50%	635		N/A			29.91%	448	
WA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			45.18%	436		N/A			31.29%	310		N/A			27.23%	235	
WA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	33.33%	6	1.85%	29520	2.82	No	0%	6	2.63%	30538	-0.4	Yes	0%	7	2.01%	31544	-0.38	Yes	0%	8	1.37%	32685	-0.33
WA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0%	6	1.43%	30538	-0.29	Yes	0%	7	0.98%	31544	-0.26	Yes	0%	8	0.72%	32685	-0.24
WA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	50%	4	51.72%	1133	-0.07	N/A			46.32%	1496		N/A			46.91%	1196		N/A			41.13%	761	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P			100%	1		N/A						N/A						N/A			100%	3	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A						N/A						N/A			100%	2	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%		P			40%	120		N/A			84.48%	58		N/A			81.19%	420		N/A			72.15%	158	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P			3	1		N/A						N/A						N/A			8.5	4	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A			10	1	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	12	1	22.44	102	-0.58	Yes			10.43	129		N/A			11.03	495		N/A			36.93	172	
WA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	100%	1	97.22%	144	-0.17	Yes			98.85%	348		N/A			98.51%	404		N/A			100%	262	
WA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			99.14%	348		N/A			99.01%	404		N/A			100%	262	
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A					
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A					
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			31.39	76		N/A			21.71	21		N/A			8.01	119		N/A			40.7	57	
WA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			14	1		N/A						N/A						N/A					
WA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			21.38	8		N/A			34.25	59		N/A			25.87	55		N/A			6.42	45	
WA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			2			N/A			48			N/A			6			N/A			5		
WA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			90.70%	43		N/A			88.46%	26		N/A	100%	1	93.75%	32	-0.25	Yes	100%	1	96.30%	27	-0.19
WA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:33	43		N/A			2:18	26		N/A	0:38	1	3:04	32	-0.3	Yes	0:58	1	1:11	27	-0.2
WA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			18.60%	43		N/A			15.38%	26		N/A	100%	1	21.88%	32	1.2	Yes	0%	1	14.81%	27	-0.41
WA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			8.33%	12		N/A	100%	1	0%	11	1.85	No	0%	1	12.50%	8	-0.36
WA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0%	112	0.04%	100670	-0.22	Yes	0%	88	0.03%	103050	-0.15	Yes	1.56%	64	0.03%	103380	2.33	No	1.56%	64	0.03%	101829	2.39
WA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0%	88	0.01%	103050	-0.1	Yes	1.56%	64	0.01%	103380	2.7	No	1.56%	64	0.01%	101829	2.8
WA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			18.87%	53		N/A			27.78%	36		N/A	0%	1	36%	50	-0.74	N/A	0%	1	25%	36	-0.57
WA	14--09	OP-3	Install Commit Met, DS0%	D	P			84.21%	19		N/A			87.50%	8		N/A			0%	21		N/A			53.85%	13	
WA	14--09	OP-3	Install Commit Met, DS0%	ND	P			100%	1		N/A			66.67%	3		N/A			100%	4		N/A	0%	1	57.14%	7	0.67
WA	14--09	OP-3	Install Commit Met, DS0%		P			76.19%	42		N/A			69.47%	95		N/A			86.54%	52		N/A	100%	2	81.82%	44	-0.65
WA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P			4.79	19		N/A			2.88	8		N/A			9.95	21		N/A			12.73	15	
WA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P			0	1		N/A			5	3		N/A			2.33	3		N/A	2.5	2	2.75	4	-0.19
WA	14--09	OP-4	Install Interv, DS0, Avg Days		P			9.72	58		N/A			9.41	115		N/A			7.61	57		N/A	2	2	7.5	52	-1.3
WA	14--09	OP-5	New Service Install Quality, DS0%		P			44.23%	104		N/A			66.67%	111		N/A	100%	2	65.88%	85	-1.01	Yes	100%	3	70.73%	82	-1.09
WA	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			75.68%	111		N/A	100%	2	75.29%	85	-0.8	Yes	100%	3	78.05%	82	-0.9

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			18.18%	44		N/A	0				
WA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	2.08%	48	0.87%	23315	0.82	Yes	0				
WA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	48	0.44%	23315	-0.46	Yes	0				
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A						N/A	0				
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A			66.67%	3		N/A	0				
WA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A	0%	1	19.44%	252	-0.49	N/A	0				
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A	100%	1	97.60%	1002	-0.16	Yes	0				
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	Yes	100%	35	99.36%	4999	-0.47	Yes	0				
WA	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			94.94%	79		N/A	0				
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A	10	1	9.27	1004	0.67	Yes	1	4	10.25	6.94	3.31
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	Yes	8.38	13	9.59	3532	-1.85	Yes	0				
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A			4.92	78		N/A	0				
WA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100%	34	99.50%	6805	-0.41	Yes	0				
WA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	Yes	100%	34	99.69%	6805	-0.32	Yes	0				
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			3.57	21		N/A	0				
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A			12.69	29		N/A	0				
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A			3.75	4		N/A	0				
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			37.33	3		N/A	0				
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A			1.5	2		N/A	0				
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
WA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			88.53%	523		N/A	0				
WA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			95.41%	523		N/A	0				
WA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			9:30	523		N/A	0				
WA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			29.83%	523		N/A	0				
WA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			27.79%	331		N/A	0				
WA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0%	8	1.55%	33729	-0.35	Yes	1	35	5.71%	1.87%	3.84%
WA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	Yes	0%	8	0.98%	33729	-0.28	Yes	0				
WA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			42.46%	909		N/A	0				
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A			100%	2		N/A	0				
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A			100%	4		N/A	0				
WA	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			59.43%	106		N/A	0				
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A			13.4	5		N/A	0				
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A			7.67	3		N/A	0				
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			32.59	241		N/A	0				
WA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			97.77%	224		N/A	0				
WA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			98.66%	224		N/A	0				
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						N/A	0				
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			36.71	49		N/A	0				
WA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A						N/A	0				
WA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			44.94	35		N/A	0				
WA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			34			N/A	0				
WA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	Yes			86.67%	30		N/A	0				
WA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	Yes			2:17	30		N/A	0				
WA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	Yes			26.67%	30		N/A	0				
WA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	Yes			26.67%	15		N/A	1	2	50.00%	13.04%	36.96%
WA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	No	0%	64	0.03%	94729	-0.14	Yes	2	392	0.51%	0.03%	0.48%
WA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	No	0%	64	0.02%	94729	-0.1	Yes	2	280	0.71%	0.01%	0.70%
WA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A			14.29%	35		N/A	0				
WA	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A			82.61%	23		N/A	0				
WA	14--09	OP-3	Install Commit Met, DS0%	ND	P	Yes			100%	2		N/A	0				
WA	14--09	OP-3	Install Commit Met, DS0%		P	Yes	0%	1	70.83%	48	1.04	Yes	0				
WA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A			3.87	23		N/A	0				
WA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	Yes			1.5	2		N/A	0				
WA	14--09	OP-4	Install Interv, DS0, Avg Days		P	Yes	6	1	12.57	60	-0.32	Yes	0				
WA	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	0%	1	53.52%	71	0.72	Yes	0				
WA	14--09	OP-5*	New Service Install Quality, DS0%		P	Yes	0%	1	61.97%	71	0.87	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
WA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
WA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
WA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
WA	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
WA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
WA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P	
WA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
WA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
WA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
WA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
WA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
WA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
WA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
WA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
WA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
WA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
WA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
WA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
WA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
WA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
WA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
WA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
WA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
WA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
WA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
WA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
WA	14--09	OP-3	Install Commit Met, DS0%	D	P	
WA	14--09	OP-3	Install Commit Met, DS0%	ND	P	
WA	14--09	OP-3	Install Commit Met, DS0%		P	
WA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
WA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
WA	14--09	OP-4	Install Interv, DS0, Avg Days		P	
WA	14--09	OP-5	New Service Install Quality, DS0%		P	
WA	14--09	OP-5*	New Service Install Quality, DS0%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P			6.33	3		N/A			2	1		N/A			4.24	21		N/A			15.38	8	
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A			3	1		N/A						N/A	1	1	1.33	3	-0.5
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			19.67	6		N/A			13.3	27		N/A			7	8		N/A			8.75	8	
WA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			11.8	5		N/A			5.25	4		N/A			16	1		N/A			3	1	
WA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			128.71	17		N/A			109.42	19		N/A			102.9	20		N/A			98.65	17	
WA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			2			N/A			4			N/A			2			N/A			0		
WA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100%	1	73.72%	780	-0.6	Yes	100%	1	81.43%	743	-0.48	Yes	100%	5	74.35%	811	-1.31	Yes	50%	4	81.33%	675	1.34
WA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:05	1	4:15	780	-0.46	Yes	1:17	1	2:47	743	-0.28	Yes	1:53	5	2:47	811	-0.59	Yes	4:16	4	2:59	675	0.96
WA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0%	1	18.59%	780	-0.48	Yes	0%	1	21.53%	743	-0.52	Yes	0%	5	19.48%	811	-1.1	Yes	25%	4	16.44%	675	0.45
WA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			21.62%	481		N/A	0%	3	16.93%	579	-0.78	Yes	33.33%	3	13.51%	481	0.83
WA	14--09	MR-8	Trouble Rate, DS0%		P	0.12%	802	0.64%	121173	-1.83	Yes	0.11%	899	0.62%	120621	-1.93	Yes	0.55%	904	0.67%	121276	-0.42	Yes	0.54%	746	0.59%	115353	-0.17
WA	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0%	899	0.40%	120621	-1.89	Yes	0.33%	904	0.48%	121276	-0.63	Yes	0.40%	746	0.42%	115353	-0.06
WA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	50%	2	26.21%	1057	0.63	N/A	0%	1	30.10%	1063	-0.66	N/A	16.67%	6	27.13%	1113	-0.58	N/A	0%	4	28.87%	949	-1.27
WA	14--10	OP-3	Install Commit Met, DS1%		P			85.51%	849		N/A			81.87%	717		N/A	100%	1	80.03%	686	-0.5	Yes			79.10%	708	
WA	14--10	OP-4	Install Interv, DS1, Avg Days		P			16.57	960		N/A			16.59	919		N/A	9	1	17.05	985	-0.49	Yes			17.52	950	
WA	14--10	OP-5	New Service Install Quality, DS1%		P			93.89%	965		N/A	0%	1	94.48%	978	1.92	No	100%	1	92.75%	993	-0.28	Yes			94.47%	1176	
WA	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	0%	1	96.52%	978	2.12	No	100%	1	95.77%	993	-0.21	Yes			96.77%	1176	
WA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			30.36	132		N/A			20.44	169		N/A			20.74	214		N/A			14.4	230	
WA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			16.8	15		N/A			31.11	18		N/A			19	10		N/A			23.89	9	
WA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			58.25	116		N/A			56.13	127		N/A			54.81	183		N/A			43.68	234	
WA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			49			N/A			47			N/A			51			N/A			77		
WA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	75%	4	83.70%	773	0.46	Yes	83.33%	6	81.07%	766	-0.14	Yes	85.71%	7	79.34%	876	-0.42	Yes	91.67%	12	84.60%	818	-0.67
WA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	2:14	4	2:21	773	-0.08	Yes	2:27	6	2:39	766	-0.12	Yes	2:41	7	2:36	876	0.3	Yes	1:17	12	1:59	818	-0.96
WA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	50%	4	25.10%	773	1.01	Yes	16.67%	6	28.46%	766	-0.64	Yes	28.57%	7	31.39%	876	-0.16	Yes	58.33%	12	28.48%	818	2.11
WA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	33.33%	3	31.41%	468	0.09	Yes	100%	2	33.69%	561	1.6	Yes	55.56%	9	29.96%	504	1.55
WA	14--10	MR-8	Trouble Rate, DS1%		P	2.74%	146	1.66%	46600	0.99	Yes	4.17%	144	1.64%	46765	2.04	No	5.22%	134	1.87%	46883	2.39	No	9.02%	133	1.75%	46707	4.57
WA	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	2.08%	144	1%	46765	1.2	Yes	1.49%	134	1.20%	46883	0.39	Yes	6.77%	133	1.08%	46707	4.3
WA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	20%	5	20.56%	973	-0.03	N/A	33.33%	9	18.51%	940	1.06	N/A	30%	10	19.63%	1090	0.8	N/A	20%	15	13.35%	944	0.75
WA	14--11	OP-3	Install Commit Met, DS3%		P			84.21%	38		N/A			69.64%	56		N/A			70%	30		N/A			86.67%	15	
WA	14--11	OP-4	Install Interv, DS3, Avg Days		P			15.93	56		N/A			20.58	72		N/A			17.8	70		N/A			15.34	32	
WA	14--11	OP-5	New Service Install Quality, DS3%		P			100%	65		N/A			97.18%	71		N/A			98.08%	52		N/A			100%	55	
WA	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			98.59%	71		N/A			100%	52		N/A			100%	55	
WA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			29.63	8		N/A			20.62	21		N/A			30.08	13		N/A			22	5	
WA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			30	1		N/A			37	4		N/A			19	2		N/A					
WA	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			40.57	23		N/A			64.58	24		N/A			57.19	27		N/A			53.11	28	
WA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			17			N/A			15			N/A			17			N/A			15		
WA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			94.44%	18		N/A			88.89%	27		N/A			75%	12		N/A			77.78%	18	
WA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:23	18		N/A			1:36	27		N/A			2:36	12		N/A			1:58	18	
WA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			11.11%	18		N/A			25.93%	27		N/A			25%	12		N/A			22.22%	18	
WA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			21.43%	14		N/A			16.67%	6		N/A			23.08%	13	
WA	14--11	MR-8	Trouble Rate, DS3%		P			0.55%	3292		N/A			0.82%	3292		N/A	0%	1	0.37%	3278	-0.06	Yes			0.55%	3244	
WA	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.43%	3292		N/A	0%	1	0.18%	3278	-0.04	Yes			0.40%	3244	
WA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			18.18%	22		N/A			18.18%	33		N/A			40%	20		N/A			25%	24	
WA	14--12	OP-3	Install Commit Met, Frame Relay%		P			86.62%	142		N/A			86.96%	161		N/A			77.01%	174		N/A			76.92%	221	
WA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			10	2		N/A			11.5	6		N/A			17	5		N/A			11.33	3	
WA	14--12	OP-5	New Service Install Quality, Frame Relay%		P			85.63%	167		N/A			97.21%	179		N/A			96.68%	211		N/A			95.61%	296	
WA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			98.32%	179		N/A			97.16%	211		N/A			97.30%	296	
WA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			15.86	22		N/A			24.23	22		N/A			14.67	33		N/A			13.24	49	
WA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			49.5	2		N/A			20.5	6		N/A			29.88	8		N/A			29	3	
WA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			20.84	19		N/A			33.73	22		N/A			39.91	23		N/A			33.64	36	
WA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			6			N/A			10			N/A			6			N/A			9		
WA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			81.71%	175		N/A			84.24%	203		N/A			85.91%	220		N/A			85.59%	229	
WA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			3:15	175		N/A			2:18	203		N/A			2:00	220		N/A			2:06	229	
WA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			16.57%	175		N/A			19.21%	203		N/A			19.55%	220		N/A			20.52%	229	
WA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			21.48%	135		N/A			21.80%	133		N/A			19.71%	137	
WA	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.35%	12997		N/A			1.53%	13227		N/A			1.64%	13426		N/A			1.68%	13661	
WA	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.02%	13227		N/A			0.99%	13426		N/A			1%	13661	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A			4	4		N/A	0				
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	Yes						N/A	0				
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A	4	1	11.33	12	-0.45	Yes	0				
WA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A			28.5	2		N/A	0				
WA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			83.35	17		N/A	0				
WA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			2			N/A	0				
WA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	Yes	100%	3	86.44%	627	-0.68	Yes	0				
WA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	Yes	0:35	3	2:10	627	-0.75	Yes	0				
WA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	Yes	33.33%	3	20.10%	627	0.52	Yes	0				
WA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	Yes	33.33%	3	17.23%	412	0.64	Yes	0				
WA	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0.45%	666	0.55%	113533	-0.35	Yes	0				
WA	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0.45%	666	0.36%	113533	0.37	Yes	0				
WA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A	0%	3	30.56%	903	-1.15	N/A	0				
WA	14--10	OP-3	Install Commit Met, DS1%		P	N/A			87.43%	1050		N/A	0				
WA	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A			15.87	1335		N/A	0				
WA	14--10	OP-5	New Service Install Quality, DS1%		P	N/A	0%	1	94.84%	1144	1.95	No	2	3	33.33%	94.12%	-60.79%
WA	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A	0%	1	96.68%	1144	2.14	No	2	3	33.33%	96.46%	-63.12%
WA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A			16.99	216		N/A	0				
WA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			18	12		N/A	0				
WA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			32.3	265		N/A	0				
WA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			104			N/A	0				
WA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	84.62%	13	82.97%	687	-0.16	Yes	0				
WA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	Yes	1:37	13	2:10	687	-0.68	Yes	0				
WA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	No	23.08%	13	25.33%	687	-0.18	Yes	1	42	35.71%	27.91%	7.81%
WA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	Yes	0%	5	27.44%	441	-1.37	Yes	0				
WA	14--10	MR-8	Trouble Rate, DS1%		P	No	9.35%	139	1.48%	46453	5.21	No	4	696	6.03%	1.68%	4.35%
WA	14--10	MR-8*	Trouble Rate, DS1%		P	No	3.60%	139	0.95%	46453	2.5	No	2	550	3.45%	1.06%	2.40%
WA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	0%	13	20.21%	861	-1.8	N/A	0				
WA	14--11	OP-3	Install Commit Met, DS3%		P	N/A			82.14%	28		N/A	0				
WA	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			16.71	70		N/A	0				
WA	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	79		N/A	0				
WA	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	79		N/A	0				
WA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			12	9		N/A	0				
WA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A	0				
WA	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			52.71	24		N/A	0				
WA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			11			N/A	0				
WA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			93.33%	15		N/A	0				
WA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			1:30	15		N/A	0				
WA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			13.33%	15		N/A	0				
WA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			33.33%	6		N/A	0				
WA	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.46%	3243		N/A	0				
WA	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.19%	3243		N/A	0				
WA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			25%	20		N/A	0				
WA	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			85.11%	329		N/A	0				
WA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			13	2		N/A	0				
WA	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			97.03%	269		N/A	0				
WA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			98.51%	269		N/A	0				
WA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			11.85	53		N/A	0				
WA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A			3	1		N/A	0				
WA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			30.76	58		N/A	0				
WA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			16			N/A	0				
WA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			83.53%	170		N/A	0				
WA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:27	170		N/A	0				
WA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			25.88%	170		N/A	0				
WA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			27.52%	109		N/A	0				
WA	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			1.23%	13788		N/A	0				
WA	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			0.79%	13788		N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
WA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
WA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
WA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
WA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
WA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
WA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
WA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
WA	14--09	MR-8	Trouble Rate, DS0%		P	
WA	14--09	MR-8*	Trouble Rate, DS0%		P	
WA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
WA	14--10	OP-3	Install Commit Met, DS1%		P	
WA	14--10	OP-4	Install Interv, DS1, Avg Days		P	
WA	14--10	OP-5	New Service Install Quality, DS1%		P	
WA	14--10	OP-5*	New Service Install Quality, DS1%		P	
WA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
WA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
WA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
WA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
WA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
WA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
WA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
WA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
WA	14--10	MR-8	Trouble Rate, DS1%		P	
WA	14--10	MR-8*	Trouble Rate, DS1%		P	
WA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
WA	14--11	OP-3	Install Commit Met, DS3%		P	
WA	14--11	OP-4	Install Interv, DS3, Avg Days		P	
WA	14--11	OP-5	New Service Install Quality, DS3%		P	
WA	14--11	OP-5*	New Service Install Quality, DS3%		P	
WA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
WA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
WA	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
WA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
WA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
WA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
WA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
WA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
WA	14--11	MR-8	Trouble Rate, DS3%		P	
WA	14--11	MR-8*	Trouble Rate, DS3%		P	
WA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
WA	14--12	OP-3	Install Commit Met, Frame Relay%		P	
WA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
WA	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
WA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
WA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
WA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
WA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
WA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
WA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
WA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
WA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
WA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
WA	14--12	MR-8	Trouble Rate, Frame Relay%		P	
WA	14--12	MR-8*	Trouble Rate, Frame Relay%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			20.09%	219		N/A			22.22%	261		N/A			19.12%	272		N/A			22.11%	294	
WY	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100%	1	100%	1	.	Yes	100%	3	50%	4	-1.31	Yes			100%	4		N/A	100%	2	85.71%	7	-0.51
WY	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	16.33	3	15.33	3	-0.39	Yes	21	3	33.25	8	-0.67	Yes			12.83	6		N/A	19	2	26.88	8	-0.83
WY	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100%	3	100%	6	.	Yes	100%	2	100%	7	.	Yes	100%	1	100%	7	.	Yes	100%	2	100%	8	.
WY	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100%	2	100%	7	.	Yes	100%	1	100%	7	.	Yes	100%	2	100%	8	.
WY	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P						N/A			31.75	4		N/A						N/A			24	2	
WY	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100%	3	100%	3	.	Yes			100%	1		N/A	100%	3	60%	5	-1.12	Yes	100%	2			
WY	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:24	3	0:36	3	-0.33	Yes			1:36	1		N/A	0:53	3	3:02	5	-1.87	Yes	0:27	2			
WY	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0%	3	0%	3	.	Yes			100%	1		N/A	0%	3	40%	5	-1.12	Yes	100%	2			
WY	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A			100%	1		N/A	0%	1	40%	5	-0.75	Yes					
WY	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.06%	4710	0.02%	13416	1.63	Yes	0%	4662	0.01%	13464	-0.51	Yes	0.08%	3846	0.04%	13392	1.15	Yes	0.05%	3846	0%	13320	.
WY	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0%	4662	0.01%	13464	-0.51	Yes	0.03%	3846	0.04%	13392	-0.32	Yes	0%	3846	0%	13320	.
WY	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	62.50%	8	40%	5	0.66	N/A			75%	4		N/A	0%	3	61.54%	13	-1.97	N/A	60%	5	100%	1	.
WY	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0%	48				Yes	0%	48				Yes	0%	48				Yes	0%	48			
WY	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0%	2520	0%	192	.	Yes	0.20%	2520	0%	192	.	Yes	0.03%	2592	0%	192	.	Yes	0.11%	2592	0%	192	.
WY	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0%	48				N/A	0%	48				N/A	0%	48				N/A	0%	48			
WY	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.39%	2904	0%	192	.	N/A	0.73%	3144	0%	192	.	N/A	0.41%	3240	0%	192	.	N/A	1.55%	3192	0%	192	.
WY	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A	83	2				Yes					
WY	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A						N/A	107	2				Yes					
WY	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A						N/A	100%	2				Yes					
WY	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A	100%	2				Yes					
WY	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A						N/A					
WY	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A						N/A					
WY	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.75	3819754	6.4	1262162	-214.71	Yes	2.26	4213299	7.86	1356713	-206.8	Yes	2.4	3893190	7.79	1443254	-218.37	Yes	2.89	3554858	8.16	1117154	-176.73
WY	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100%	4717				Yes	100%	4518				Yes	100%	5194				Yes	100%	3205			
WY	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.75	3781126	6.4	1262162	-214.43	N/A	2.26	4166876	7.86	1356713	-206.48	N/A	2.4	3858921	7.79	1443254	-218.42	N/A	2.89	3533581	8.16	1117154	-176.67
WY	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.73	38628	6.4	1262162	-42.86	N/A	2.17	46423	7.86	1356713	-43.95	N/A	3.26	34269	7.79	1443254	-32.72	N/A	3.2	21277	8.16	1117154	-26.1
WY	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100%	1513				N/A	100%	1526				N/A	100%	1498				N/A	100%	1432			
WY	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.29%	1084736	99.65%	12172699	61.01	No	99.42%	1059725.3	98.76%	11748369	-58.55	Yes	99.90%	1053849	99.39%	13012261	-65.57	Yes	-1.22%	1068420.5	99.23%	12323099	11368.2
WY	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	98.76%	1935	99.43%	30550	3.83	No	97.74%	1994	99.08%	31804	6.08	No	97.26%	1606	99.32%	27930	9.81	No	98.73%	2440	99.22%	30488	2.67
WY	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.70%	331				Yes	100%	233				Yes	89.52%	124				No	91.30%	46			
WY	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%	112			
WY	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	100%	28080				Yes	98.75%	29340				No	100%	29880				Yes	99.93%	27540			
WY	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100%	28080				Yes	100%	29700				Yes	100%	29880				Yes	100%	27900			
WY	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100%	112320				Yes	99.96%	118800				Yes	100%	119520				Yes	100%	111600			
WY	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	99.95%	28080				Yes	100%	29700				Yes	99.55%	29880				Yes	100%	27900			
WY	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.80%	28080				Yes	98.26%	29340				No	100%	29880				Yes	99.93%	27540			
WY	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100%	40865			
WY	02--01	GA-4	System Avail - EXACT, %		99.25%	100%	21060				Yes	100%	22500				Yes	100%	22860				Yes	99.93%	20700			
WY	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100%	36345			
WY	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A	100%	1				Yes						N/A					
WY	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%	27152	80.97%	3218568	.
WY	02--01	OA-1	Order Accuracy, %		NS	95.19%	520				N/A	98.56%	417				N/A	96.80%	375				N/A					
WY	02--01	PO-10	LSR Accountability, Product Aggr%		NS	100%	76079				N/A	100%	99240				N/A	100%	90991				N/A	100%	80035			
WY	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.08	556	0.03	5417	6.46	N/A	0.08	481	0.03	6132	6.41	N/A	0.1	346	0.02	5264	8.21	N/A	0.11	392	0.07	5319	1.58
WY	02--01	PO-16	Timely Release Notifs, %		92.50%	100%	2				Yes	100%	1				Yes	100%	2				Yes					
WY	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	98.95%	666			
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	98.94%	188				Yes	99.47%	188				Yes	100%	188				No					
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	98.94%	189				Yes	100%	189				Yes	99.47%	189				No					
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	98.45%	193				Yes	98.45%	194				Yes	100%	189				No					
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	100%	61				Yes	100%	61				Yes	100%	58				No					
WY	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A	99.16%	119				No					
WY	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55	2367			
WY	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44	2367			
WY	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48	470			
WY	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85	470			
WY	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34	470			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			19.43%	211		N/A	0				
WY	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	100%	1	85.71%	7	-0.38	Yes	0				
WY	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	15	1	21.29	7	-0.66	Yes	0				
WY	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100%	1	83.33%	6	-0.41	Yes	0				
WY	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100%	1	83.33%	6	-0.41	Yes	0				
WY	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	N/A			4	1		N/A	0				
WY	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	N/A			100%	5		N/A	0				
WY	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	N/A			1:22	5		N/A	0				
WY	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	N/A			0%	5		N/A	0				
WY	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	N/A			0%	3		N/A	0				
WY	01--01	MR-8	Trouble Rate, LIS Trunk%		P	N/A	0%	3779	0.04%	13800	-1.04	Yes	0				
WY	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	Yes	0%	3779	0.02%	13800	-0.8	Yes	0				
WY	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	N/A			28.57%	7		N/A	0				
WY	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	Yes	0%	48				Yes	0				
WY	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	Yes	0.01%	3024	0%	192	.	Yes	0				
WY	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	N/A	0%	48				N/A	0				
WY	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0.48%	3168	0%	192	.	N/A	0				
WY	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	N/A	64	1				Yes	0				
WY	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	N/A						N/A	0				
WY	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	N/A	100%	1				Yes	0				
WY	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	N/A						N/A	0				
WY	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	N/A						N/A	0				
WY	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	N/A						N/A	0				
WY	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	2.41	4081211	7.85	1400549	-224.23	Yes	0				
WY	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	Yes	100%	1300				Yes	0				
WY	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
WY	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A						N/A	0				
WY	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100%	1541				N/A	0				
WY	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	No	97.27%	1206963.3	94.02%	12357830	-143.76	Yes	2	5473694	79.37%	98.21%	-18.84%
WY	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	No	99.78%	2697	99.16%	33318	-3.39	Yes	4	10672	98.59%	99.24%	-0.64%
WY	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	No						N/A	2	734	97.55%		
WY	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	No						N/A	2	643	91.29%		
WY	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	99.96%	29880				Yes	1	144720	99.73%		
WY	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100%	29880				Yes	0				
WY	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100%	119520				Yes	0				
WY	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	No						N/A	1	115560	99.87%		
WY	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.96%	29880				Yes	1	144720	99.59%		
WY	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	100%	43200				Yes	0				
WY	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100%	22860				Yes	0				
WY	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100%	38715				Yes	0				
WY	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	N/A						N/A	0				
WY	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	Yes	98.01%	29322	82.14%	3519539	.	Yes	0				
WY	02--01	OA-1	Order Accuracy, %		NS	N/A						N/A	0				
WY	02--01	PO-10	LSR Accountability, Product Aggr%		NS	N/A	100%	91474				N/A	0				
WY	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.07	465	0.05	5561	1.51	N/A	0				
WY	02--01	PO-16	Timely Release Notifs, %		92.50%	N/A	100%	5				Yes	0				
WY	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	Yes	98.03%	659				Yes	0				
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	N/A						N/A	1	564	99.47%		
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	N/A						N/A	1	567	99.47%		
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	N/A						N/A	1	576	98.96%		
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	N/A						N/A	1	180	100.00%		
WY	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	N/A						N/A	1	119	99.16%		
WY	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.54	2867				N/A	0				
WY	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	N/A	2.37	2867				N/A	0				
WY	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	N/A	0.47	540				N/A	0				
WY	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	N/A	19.92	540				N/A	0				
WY	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	N/A	20.39	540				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
WY	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
WY	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
WY	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
WY	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
WY	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
WY	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
WY	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
WY	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
WY	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
WY	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
WY	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
WY	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
WY	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	
WY	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	
WY	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
WY	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
WY	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
WY	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
WY	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	
WY	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	
WY	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
WY	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	
WY	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
WY	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	
WY	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
WY	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
WY	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
WY	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
WY	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
WY	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	
WY	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	
WY	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
WY	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
WY	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
WY	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
WY	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
WY	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
WY	02--01	GA-4	System Avail - EXACT, %		99.25%	
WY	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
WY	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%	
WY	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Prov Center, %		P	
WY	02--01	OA-1	Order Accuracy, %		NS	
WY	02--01	PO-10	LSR Accountability, Product Aggr%		NS	
WY	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
WY	02--01	PO-16	Timely Release Notifs, %		92.50%	
WY	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	
WY	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%	
WY	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-1(b-	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
WY	02--01	PO-1A-10(a	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-10(b	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
WY	02--01	PO-1A-10T	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99	2367			
WY	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51	3453			
WY	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66	3453			
WY	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17	3453			
WY	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7	625			
WY	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41	625			
WY	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11	625			
WY	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3	5571			
WY	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64	5571			
WY	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94	5571			
WY	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69	774			
WY	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55	774			
WY	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23	774			
WY	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79	1428			
WY	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45	1428			
WY	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65	1428			
WY	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89	1428			
WY	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95	3153			
WY	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73	3153			
WY	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68	3153			
WY	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9	386			
WY	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51	386			
WY	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41	386			
WY	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44	1941			
WY	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83	1941			
WY	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28	1941			
WY	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77	4669			
WY	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77	902			
WY	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32	4278			
WY	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38	423			
WY	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11	6852			
WY	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43	577			
WY	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41	2293			
WY	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23	2817			
WY	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31	608			
WY	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12	1108			
WY	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%	20178			
WY	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.24%	27180				Yes	0.02%	28735				Yes	0%	25904				Yes	0.07%	24543			
WY	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46	4467			
WY	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84	7596			
WY	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%	441			
WY	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%	396			
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	55.96%	109				N/A	73.20%	97				N/A	70.59%	85				N/A	67.27%	110			
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	0%	3				N/A	0%	3				N/A	0%	9				N/A	0%	5			
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	66.67%	12				N/A	75%	12				N/A	100%	5				N/A	77.78%	18			
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	48.29%	350				N/A	59.26%	378				N/A	37.93%	87				N/A	8.33%	36			
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	63.27%	49				N/A	64.41%	59				N/A	60%	40				N/A	62.16%	37			
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS						N/A	0%	1				N/A						N/A					
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	67.57%	37				N/A	64.10%	39				N/A	63.46%	52				N/A	53.85%	26			
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	92.42%	66				No	97.26%	73				Yes	95.24%	63				Yes	98.67%	75			
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	72.73%	11				No	90%	10				Yes	100%	5				Yes	100%	14			
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%						N/A						N/A						N/A					
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	82.84%	204				No	88.19%	254				No	91.67%	36				No	100%	3			
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	83.78%	37				Yes	82.61%	46				Yes	77.42%	31				No	92%	25			
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	100%	25				Yes	96.15%	26				Yes	97.06%	34				Yes	100%	14			
WY	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:51	19				Yes	5:02	8				Yes	2:39	5				Yes	5:21	12			
WY	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03	28557				Yes	0:03	31140				Yes	0:04	30964				Yes	0:04	26953			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.91	2867				Yes	0				
WY	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	N/A	0.49	4049				N/A	0				
WY	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	N/A	5.64	4049				N/A	0				
WY	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	Yes	6.14	4049				Yes	0				
WY	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	N/A	0.7	738				N/A	0				
WY	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	N/A	7.96	738				N/A	0				
WY	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	Yes	8.66	738				Yes	0				
WY	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.36	6795				N/A	0				
WY	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	N/A	5.23	6795				N/A	0				
WY	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	Yes	6.59	6795				Yes	0				
WY	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	N/A	0.71	999				N/A	0				
WY	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	N/A	7.75	999				N/A	0				
WY	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	Yes	8.46	999				Yes	0				
WY	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	N/A	0.78	1651				N/A	0				
WY	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	N/A	3.98	1651				N/A	0				
WY	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	N/A	0.63	1651				N/A	0				
WY	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	Yes	5.38	1651				Yes	0				
WY	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	N/A	0.95	3703				N/A	0				
WY	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	Yes	9.67	3703				Yes	0				
WY	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	N/A	10.62	3703				N/A	0				
WY	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	N/A	0.9	467				N/A	0				
WY	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	Yes	5.77	467				Yes	0				
WY	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	N/A	6.67	467				N/A	0				
WY	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	N/A	0.44	2367				N/A	0				
WY	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	N/A	17.93	2367				N/A	0				
WY	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	N/A	18.37	2367				N/A	0				
WY	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	Yes	4.47	5184				Yes	0				
WY	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	N/A	20.46	982				N/A	0				
WY	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	Yes	5.89	4600				Yes	0				
WY	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	Yes	6.9	441				Yes	0				
WY	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	Yes	3.32	7668				Yes	0				
WY	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	Yes	4.34	621				Yes	0				
WY	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	Yes	4.88	2489				Yes	0				
WY	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	Yes	9.03	3167				Yes	0				
WY	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	Yes	5.23	657				Yes	0				
WY	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	N/A	17.11	1146				N/A	0				
WY	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	Yes	0.03%	24184				Yes	0				
WY	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	Yes	0.02%	26960				Yes	0				
WY	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	N/A	1.66	5282				N/A	0				
WY	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	N/A	2.02	8304				N/A	0				
WY	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	N/A						N/A	0				
WY	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	N/A						N/A	0				
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	60.27%	73				N/A	0				
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	0%	9				N/A	0				
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	N/A	68.57%	35				N/A	0				
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	N/A	4.08%	49				N/A	0				
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	N/A	60.71%	28				N/A	0				
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	N/A						N/A	0				
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	N/A	54.17%	48				N/A	0				
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	Yes	100%	44				Yes	1	321	96.57%		
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	Yes	100%	24				Yes	1	64	93.75%		
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	N/A						N/A	0				
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	Yes	100%	2				Yes	3	499	86.37%		
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	Yes	73.91%	23				No	2	162	82.10%		
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	Yes	81.25%	32				No	1	131	93.89%		
WY	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	19:35	23				No	1	67	9:17		
WY	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:05	29158				Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	02--01	PO-1A-1To	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
WY	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
WY	02--01	PO-1A-2To	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
WY	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
WY	02--01	PO-1A-3To	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
WY	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
WY	02--01	PO-1A-4To	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
WY	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
WY	02--01	PO-1A-5To	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
WY	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
WY	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
WY	02--01	PO-1A-6To	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
WY	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
WY	02--01	PO-1A-7To	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
WY	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
WY	02--01	PO-1A-8To	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
WY	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
WY	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
WY	02--01	PO-1A-9To	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
WY	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
WY	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
WY	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
WY	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
WY	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
WY	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
WY	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
WY	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
WY	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
WY	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
WY	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	
WY	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	
WY	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
WY	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
WY	02--01	PO-20	Manual Service Order Accuracy, POTS Resale%		NS	
WY	02--01	PO-20	Manual Service Order Accuracy, UBL Aggr%		NS	
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
WY	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
WY	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1:37	159				Yes	1:24	172				Yes	1:37	182				Yes	3:09	219			
WY	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05	15106				Yes	0:05	16788				Yes	0:06	18573				Yes	0:06	18081			
WY	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	12:30	11				Yes	19:15	10				Yes						N/A	74:44:00	5			
WY	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%	86121			
WY	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%	86121			
WY	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%	74983			
WY	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%	74983			
WY	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	26.83%	41				N/A	21.28%	47				N/A	0%	36				N/A	11.90%	42			
WY	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	100%	69				Yes	100%	79				Yes	100%	64				Yes	100%	87			
WY	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	100%	190				Yes	100%	246				Yes	100%	65				Yes	100%	17			
WY	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100%	11				Yes	100%	6				Yes	100%	1				Yes	100%	6			
WY	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	100%	40				Yes	100%	26				Yes	100%	24				Yes	100%	35			
WY	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	100%	10				Yes	100%	12				Yes	94.44%	18				Yes	93.33%	15			
WY	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.87%	785				Yes	99.76%	842				Yes	100%	877				Yes	98.81%	840			
WY	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	94.59%	37				Yes	97.92%	48				Yes	93.55%	31				Yes	100%	31			
WY	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%						N/A	100%	1				Yes						N/A					
WY	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100%	23				Yes	96.55%	29				Yes	97.14%	35				Yes	90.63%	32			
WY	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100%	1				Yes	100%	1				Yes						N/A					
WY	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100%	1				Yes	100%	1				Yes	100%	1				Yes	100%	3			
WY	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100%	1				Yes	100%	1				Yes						N/A					
WY	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	10:04	125				No	0:43	126				Yes	0:14	101				Yes	0:56	128			
WY	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:38	1110				Yes	1:49	1116				Yes	2:10	837				Yes	0:37	1465			
WY	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.15%	118	98.68%	28961	-0.45	Yes	100%	147	98.69%	32931	-1.39	Yes	98.26%	115	98.44%	30045	0.24	Yes	98.69%	153	97.66%	27794	-0.84
WY	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			98.68%	28961		N/A			98.69%	32931		N/A			98.44%	30045		N/A			97.66%	27794	
WY	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3.5	2	4.56	72	-0.18	Yes			5.54	92		N/A			4.64	85		N/A			3.97	98	
WY	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.33	6	4.56	72	-0.21	Yes	4.67	3	5.54	92	-0.41	Yes	4	4	4.64	85	-0.22	Yes	3	3	3.97	98	-0.21
WY	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A			16	1		N/A						N/A					
WY	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P			4.56	72		N/A	1	1	5.54	92	0.52	Yes			4.64	85		N/A			3.97	98	
WY	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0%	1	15.69%	51	0.12	Yes	0%	1	20%	70	0.2	Yes			21.74%	69		N/A			20.55%	73	
WY	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	100%	1	15.69%	51	-2.3	Yes			20%	70		N/A	0%	1	21.74%	69	0.23	Yes			20.55%	73	
WY	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A			0%	1		N/A						N/A			0%	1	
WY	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			15.69%	51		N/A			20%	70		N/A	0%	1	21.74%	69	0.23	Yes			20.55%	73	
WY	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360		Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%	22347	78.59%	495518	.
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100%	4	96.67%	1501	-0.37	Yes	100%	9	96.28%	1639	-0.59	Yes	87.50%	8	96.72%	1554	1.12	Yes	100%	8	95.79%	1495	-0.59
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100%	4	99.67%	3027	-0.12	Yes	100%	6	99.83%	3614	-0.1	Yes	100%	9	99.58%	2877	-0.19	Yes	100%	4	99.80%	3026	-0.09
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P			3.64	2650		N/A	3	2	3.48	2933	-0.59	Yes	2	1	3.54	2259	-1.45	Yes	4	2	3.55	2429	2.07
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.25	4	4.66	1508	-0.68	Yes	5.89	9	5.06	1640	0.75	Yes	4.88	8	5.92	1561	-0.11	Yes	2.88	8	4.84	1517	-0.94
WY	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	100%	12	90.23%	4895	-1.14	Yes	87.50%	16	89.21%	4846	0.28	Yes	100%	15	88.38%	4491	-1.4	Yes	92.31%	26	87.95%	4632	-0.68
WY	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	93.75%	16	90.96%	4846	-0.39	Yes	100%	15	90.54%	4491	-1.25	Yes	92.31%	26	90.26%	4632	-0.35
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			5.14	28		N/A			4.67	27		N/A	2	1	47.44	18	-0.25	Yes			7.11	35	
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			6.4	10		N/A			2.67	6		N/A			11.7	10		N/A			17.33	6	
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			9.1	29		N/A			11.82	34		N/A			39	37		N/A			9.1	30	
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			1	1		N/A						N/A			1.5	2		N/A					
WY	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS			184.39	254		N/A			186.59	234		N/A	2	1	162.97	236	-0.82	N/A			165.21	235	
WY	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS			145			N/A			140			N/A	0		143		-1.24	N/A			152		
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	100%	4	94.95%	1506	-0.46	Yes	100%	4	96.22%	1877	-0.4	Yes	100%	13	93.70%	2110	-0.93	Yes	100%	9	95.48%	1638	-0.65
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P			96.75%	246		N/A	100%	1	98.91%	367	-0.1	Yes	100%	4	98.65%	369	-0.23	Yes			96.99%	266	
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P			99.78%	447		N/A	100%	2	100%	648	.	Yes	90%	10	99.42%	684	1.84	No	100%	4	99.42%	515	-0.15
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100%	4	98.33%	2031	-0.26	Yes	100%	5	99.21%	2401	-0.2	Yes	100%	13	98.57%	2665	-0.43	Yes	100%	9	99.14%	2204	-0.28
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	7:12	4	11:06	2031	-0.62	Yes	4:58	5	10:34	2401	-1.18	Yes	5:14	13	11:49	2665	-2.02	Yes	6:07	9	11:06	2204	-1.35
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P			6:12	447		N/A	11:05	2	5:05	648	1.13	Yes	10:01	10	6:51	684	1.14	Yes	0:28	4	5:28	515	-1.15
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	0%	4	14.87%	2098	-0.84	Yes	20%	5	13.56%	2464	0.44	Yes	23.08%	13	13.26%	2715	0.99	Yes	0%	9	14.56%	2253	-1.24
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P			10.07%	447		N/A	0%	2	11.57%	648	-0.51	Yes	10%	10	11.99%	684	-0.19	Yes	0%	4	10.49%	515	-0.68
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	25%	4	13.59%	2237	0.62	Yes	25%	12	13.01%	2475	1.14	Yes	0%	8	14.77%	2058	-1.18
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	0%	1	9.03%	299	-0.31	Yes	14.29%	7	17.50%	280	-0.22	Yes	0%	1	12.44%	209	-0.38
WY	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.24%	1671	1.12%	227316	-3.41	Yes	0.42%	1681	1.37%	227359	-3.35	Yes	1.37%	1685	1.49%	228172	-0.42	Yes	0.77%	1697	1.21%	228332	-1.67
WY	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.30%	1681	1.12%	227359	-3.18	Yes	1.13%	1685	1.21%	228172	-0.3	Yes	0.53%	1697	0.99%	228332	-1.91

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	Yes	3:56	306				Yes	0				
WY	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	Yes	0:07	16508				Yes	0				
WY	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	No	17:53	2				Yes	1	28	2:24		
WY	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	4.05%	94906				N/A	0				
WY	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	N/A	30.72%	94906				N/A	0				
WY	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	N/A	7.62%	74231				N/A	0				
WY	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	N/A	22.24%	74231				N/A	0				
WY	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	6.25%	32				N/A	0				
WY	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	Yes	100%	67				Yes	0				
WY	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	Yes	100%	28				Yes	0				
WY	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	Yes	100%	3				Yes	0				
WY	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	Yes	100%	35				Yes	0				
WY	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	Yes	100%	13				Yes	0				
WY	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	Yes	100%	1275				Yes	0				
WY	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	Yes	100%	28				Yes	0				
WY	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	N/A						N/A	0				
WY	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	Yes	100%	29				Yes	0				
WY	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	N/A						N/A	0				
WY	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	Yes						N/A	0				
WY	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	N/A	100%	2				Yes	0				
WY	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	Yes	1:35	111				Yes	1	591	2:49		
WY	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	Yes	2:26	1354				Yes	0				
WY	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	Yes	98.28%	116	97.71%	33375	-0.4	Yes	0				
WY	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	N/A			97.71%	33375		N/A	0				
WY	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	N/A	4	1	4.12	74	-0.8	Yes	0				
WY	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes			4.12	74		N/A	0				
WY	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A						N/A	0				
WY	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	N/A			4.12	74		N/A	0				
WY	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	N/A			21.74%	69		N/A	0				
WY	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	N/A			21.74%	69		N/A	0				
WY	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A			0%	2		N/A	0				
WY	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	N/A			21.74%	69		N/A	0				
WY	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	82.78%	22897	80.68%	468753		Yes	1	114504	82.87%	81.71%	1.16%
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	100%	9	96.83%	1609	-0.54	Yes	0				
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100%	30	99.71%	3095	-0.29	Yes	0				
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	No	3	9	3.45	2386	-1.42	Yes	1	14	3.07	3.53	(0.46)
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	Yes	4.33	9	5.76	1624	-0.29	Yes	0				
WY	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	Yes	87.72%	57	89.18%	4370	0.39	Yes	0				
WY	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	Yes	89.47%	57	91.26%	4370	0.51	Yes	0				
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A			30.2	20		N/A	0				
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			1.67	6		N/A	0				
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	N/A			22.9	31		N/A	0				
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			6.67	3		N/A	0				
WY	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A			155.67	219		N/A	0				
WY	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	N/A			145			N/A	0				
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	100%	4	95.88%	1480	-0.41	Yes	0				
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	N/A	100%	4	98.39%	311	-0.25	Yes	0				
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100%	10	99.69%	649	-0.17	Yes	1	26	96.15%	99.66%	-3.51%
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	100%	6	99.30%	2014	-0.2	Yes	0				
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	9:03	6	10:35	2014	-0.38	Yes	0				
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	1:33	10	5:14	649	-1.51	Yes	0				
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	33.33%	6	14.03%	2053	1.18	Yes	0				
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	20%	10	14.64%	649	0.5	Yes	0				
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	40%	5	13.92%	1890	1.39	Yes	0				
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	20%	10	15.13%	271	0.44	Yes	0				
WY	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	Yes	0.95%	1678	1.18%	229199	-0.85	Yes	0				
WY	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	Yes	0.89%	1678	0.94%	229199	-0.21	Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
WY	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
WY	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
WY	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
WY	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
WY	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
WY	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
WY	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
WY	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	
WY	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	
WY	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	
WY	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	
WY	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	
WY	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	
WY	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	
WY	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	
WY	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	
WY	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	
WY	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	
WY	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	
WY	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	
WY	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	
WY	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	
WY	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P	
WY	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
WY	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
WY	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
WY	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
WY	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
WY	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
WY	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
WY	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
WY	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
WY	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
WY	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
WY	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
WY	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
WY	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	
WY	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100%	4	98.57%	2098	-0.24	Yes	100%	5	98.82%	2464	-0.24	Yes	100%	13	96.87%	2715	-0.65	Yes	100%	9	98.80%	2253	-0.33
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P			98.66%	447		N/A	100%	2	99.38%	648	-0.11	Yes	100%	10	98.39%	684	-0.4	Yes	100%	4	99.22%	515	-0.18
WY	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	20%	5	32.56%	3774	-0.6	N/A	50%	14	30.94%	4506	1.47	N/A	14.81%	27	31.14%	4936	-1.83	N/A	31.58%	19	30.03%	3956	0.17
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	100%	77	100%	7	.	Yes	97.96%	98	100%	7	0.03	Yes	97.10%	138	100%	8	0.2	Yes	98.30%	176	85.71%	7	-0.93
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100%	38				N/A	93.94%	33				N/A	98.84%	86				N/A	97.39%	115	0%	1	.
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	4.29	77	3.29	7	2.58	No	5.48	98	2.71	7	2.88	No	5.5	138	2.88	8	3.72	No	5.26	177	5.57	7	-0.21
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	3.61	38				N/A	4.22	32				N/A	4.34	86				N/A	4.62	113	1	1	.
WY	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	83.74%	123	57.14%	7	-1.38	Yes	88.76%	178	37.50%	8	-2.93	Yes	88.37%	258	50%	8	-2.14	Yes	87.03%	316	75%	8	-0.78
WY	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	91.57%	178	50%	8	-2.3	Yes	89.92%	258	62.50%	8	-1.58	Yes	88.92%	316	100%	8	0.89
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A						N/A	1	1				N/A	1	1			
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A	11	2				N/A	3	1				N/A	1	3	1	1	.
WY	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A	11	2				N/A	6.67	3				N/A	6.67	3	11	1	.
WY	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	161.92	13	263.5	4	-2.46	N/A	161.92	12	243.5	4	-1.96	N/A	225.59	34	221.5	4	0.09	N/A	214.49	37	132.14	7	1.9
WY	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	2		0		0.58	N/A	5		0		1.44	N/A	7		0		0.86	N/A	4		1		-0.24
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	99.19%	123	100%	11	-0.14	Yes	97.59%	166	100%	24	0.59	Yes	98.64%	147	100%	15	0.12	Yes	100%	151	88.89%	9	-1.03
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100%	12	100%	5	.	Yes	100%	29	100%	6	.	Yes	96%	25	100%	5	0.04	Yes	100%	28	100%	1	.
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	100%	144	100%	14	.	Yes	98.98%	197	100%	29	0.25	Yes	98.89%	180	100%	18	0.12	Yes	99.49%	195	100%	11	-0.2
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100%	55	100%	11	.	Yes	100%	67	100%	13	.	Yes	100%	52	100%	13	.	Yes	100%	61	100%	4	.
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	4:23	144	5:17	14	-0.53	Yes	6:37	197	4:25	29	1.34	Yes	6:35	180	4:08	18	1.1	Yes	7:15	195	12:26	11	-1.16
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	2:29	55	8:16	11	-1.94	Yes	3:08	67	2:31	13	0.49	Yes	4:35	52	3:39	13	0.68	Yes	3:04	61	2:59	4	-0.05
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	14.55%	55	18.18%	11	-0.29	Yes	10.45%	67	0%	13	1.2	Yes	11.54%	52	7.69%	13	0.22	Yes	16.39%	61	0%	4	0.71
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	11.72%	145	14.29%	14	-0.26	Yes	14.65%	198	6.90%	29	1.12	Yes	12.71%	181	5.56%	18	0.83	Yes	11.73%	196	0%	11	1.2
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	14.67%	184	7.41%	27	1	Yes	12.35%	162	5.88%	17	0.71	Yes	12.02%	183	0%	10	1.14
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	13.95%	43	0%	8	1.05	Yes	12%	25	11.11%	9	-0.12	Yes	8.33%	36	0%	1	-0.05
WY	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.90%	22179	0.40%	6288	5.61	No	1.18%	22462	0.66%	6321	4.45	No	1.02%	22782	0.47%	6564	5.73	No	1.12%	22869	0.23%	6580	13.43
WY	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	1.01%	22462	0.55%	6321	4.32	No	0.82%	22782	0.40%	6564	4.83	No	0.96%	22869	0.17%	6580	13.83
WY	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	28.06%	278	28.57%	35	-0.06	N/A	25.35%	355	6.67%	45	3.03	N/A	30.03%	333	29.55%	44	0.04	N/A	19.94%	321	28.57%	21	-0.85
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			83.33%	12		N/A			100%	12		N/A			100%	9		N/A			100%	12	
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			100%	9		N/A			100%	6		N/A			100%	4		N/A			100%	5	
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			3.46	13		N/A			4.5	12		N/A			3.22	9		N/A			4.46	13	
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			2	1		N/A			3.5	4		N/A			3.25	4		N/A			3	3	
WY	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P			85%	20		N/A			93.75%	16		N/A			50%	16		N/A			38.89%	18	
WY	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A			93.75%	16		N/A			56.25%	16		N/A			38.89%	18	
WY	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			2.5	2		N/A						N/A						N/A					
WY	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P						N/A						N/A						N/A					
WY	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			102.29	7		N/A			72.38	8		N/A			72.33	6		N/A			192.33	3	
WY	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			3			N/A			3			N/A			2			N/A			0		
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			100%	12		N/A			94.12%	17		N/A			84.62%	26		N/A			100%	20	
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			100%	8		N/A			100%	4		N/A			83.33%	6		N/A			100%	7	
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			100%	15		N/A			100%	21		N/A			94.12%	34		N/A			96.15%	26	
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			100%	12		N/A			100%	10		N/A			100%	16		N/A			100%	13	
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			5:34	15		N/A			5:55	21		N/A			13:40	34		N/A			7:22	26	
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			5:49	12		N/A			4:19	10		N/A			4:13	16		N/A			1:23	13	
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			0%	16		N/A			0%	21		N/A			8.82%	34		N/A			3.85%	26	
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			0%	12		N/A			10%	10		N/A			25%	16		N/A			15.38%	13	
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			0%	18		N/A			10.34%	29		N/A			4.17%	24	
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			25%	4		N/A			33.33%	12		N/A			11.11%	9	
WY	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0%	1	0.46%	6039	-0.07	Yes	0%	1	0.52%	5941	-0.07	Yes	0%	6	0.84%	5960	-0.23	Yes	0%	6	0.66%	5930	-0.2
WY	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0%	1	0.37%	5941	-0.06	Yes	0%	6	0.69%	5960	-0.2	Yes	0%	6	0.56%	5930	-0.18
WY	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			28.21%	39		N/A			27.91%	43		N/A			28.57%	70		N/A			40%	65	
WY	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A			95.79%	1495	
WY	04--01	OP-3	Install Commit Met, UBL Analog%		90%			96.67%	1501		N/A			96.28%	1639		N/A			96.72%	1554		N/A			95.79%	1495	
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A			4.84	1517	
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6			4.66	1508		N/A			5.06	1640		N/A			5.92	1561		N/A			4.84	1517	
WY	04--01	OP-5	New Service Install Quality, UBL Analog%		P			69.63%	1574		N/A			67.33%	1601		N/A			66.08%	1539		N/A			64.48%	1571	
WY	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A			72.64%	1601		N/A			72.38%	1539		N/A			71.29%	1571	
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			7.11	35	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	100%	6	98.73%	2053	-0.28	Yes	0				
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	100%	10	98.92%	649	-0.33	Yes	0				
WY	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	38.46%	26	30.97%	3914	0.82	N/A	0				
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	Yes	96.43%	168	100%	7	0.24	Yes	0				
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	N/A	98.84%	172				N/A	0				
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	Yes	5.63	168	4	7	0.09	Yes	3	658	5.32	3.67	1.66
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A	4.66	154				N/A	0				
WY	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	Yes	88.46%	364	60%	10	-1.81	Yes	0				
WY	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	Yes	90.38%	364	60%	10	-1.93	Yes	0				
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	1.5	4				N/A	0				
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A	1	2				N/A	0				
WY	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	8.5	2				N/A	0				
WY	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A	184.65	52	140.88	8	1.49	N/A	0				
WY	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	N/A	7		1		-0.09	N/A	0				
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	Yes	100%	126	93.33%	15	-0.98	Yes	0				
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	Yes	96.67%	30	100%	3	-0.12	Yes	0				
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	Yes	100%	164	100%	20	.	Yes	0				
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	Yes	100%	86	100%	10	.	Yes	0				
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	4:41	164	7:52	20	-1.6	Yes	0				
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	Yes	3:30	86	3:20	10	0.12	Yes	0				
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	22.09%	86	0%	10	1.77	No	1	321	15.58%	5.88%	9.69%
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	14.55%	165	10%	20	0.47	Yes	0				
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	Yes	14.19%	155	10.53%	19	0.34	Yes	0				
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	19.57%	46	0%	5	0.99	Yes	0				
WY	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	No	1.09%	23005	0.45%	6631	6.83	No	5	113297	1.06%	0.44%	0.62%
WY	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	No	0.87%	23005	0.36%	6631	6.11	No	4	91118	0.91%	0.37%	0.55%
WY	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	N/A	32.89%	374	31.82%	44	0.12	N/A	0				
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	N/A			83.33%	12		N/A	0				
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	N/A			100%	6		N/A	0				
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	N/A			8.25	12		N/A	0				
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	N/A			3.5	6		N/A	0				
WY	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	N/A			52.63%	19		N/A	0				
WY	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	N/A			73.68%	19		N/A	0				
WY	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			2	1		N/A	0				
WY	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			9	1		N/A	0				
WY	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	N/A			172.33	3		N/A	0				
WY	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	N/A			0			N/A	0				
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	N/A			88.89%	18		N/A	0				
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	N/A			100%	5		N/A	0				
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	N/A			95.83%	24		N/A	0				
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	N/A			100%	18		N/A	0				
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	N/A			10:13	24		N/A	0				
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	N/A			2:33	18		N/A	0				
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			12%	25		N/A	0				
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			11.11%	18		N/A	0				
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	N/A			12.50%	24		N/A	0				
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			0%	7		N/A	0				
WY	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	1	0.72%	5935	-0.09	Yes	0				
WY	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	Yes	0%	1	0.52%	5935	-0.07	Yes	0				
WY	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	N/A			34.85%	66		N/A	0				
WY	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	N/A			96.83%	1609		N/A	0				
WY	04--01	OP-3	Install Commit Met, UBL Analog%		90%	N/A			96.83%	1609		N/A	0				
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A			5.76	1624		N/A	0				
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	N/A			5.76	1624		N/A	0				
WY	04--01	OP-5	New Service Install Quality, UBL Analog%		P	N/A	100%	1	68.63%	1508	-0.68	Yes	0				
WY	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	N/A	100%	1	74.67%	1508	-0.58	Yes	0				
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	N/A			30.2	20		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
WY	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
WY	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
WY	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
WY	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
WY	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
WY	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
WY	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	
WY	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
WY	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
WY	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
WY	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
WY	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
WY	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
WY	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
WY	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS	
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
WY	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
WY	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
WY	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
WY	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	
WY	04--01	OP-3	Install Commit Met, UBL Analog%		90%	
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	
WY	04--01	OP-5	New Service Install Quality, UBL Analog%		P	
WY	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P			5.14	28		N/A			4.67	27		N/A			47.44	18		N/A			7.11	35	
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A			9.1	30	
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P			9.1	29		N/A			11.82	34		N/A			39	37		N/A			9.1	30	
WY	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			159.83	155		N/A			167.22	133		N/A			144.13	142		N/A			140.35	140	
WY	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS			100			N/A			92			N/A			101			N/A			104		
WY	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P			95.21%	1752		N/A			96.66%	2244		N/A			94.43%	2479		N/A			95.69%	1904	
WY	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P			98.59%	2478		N/A			99.38%	3049		N/A			98.75%	3349		N/A			99.19%	2719	
WY	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P			10:13	2478		N/A			9:24	3049		N/A			10:48	3349		N/A			10:02	2719	
WY	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P			14.03%	2545		N/A			13.14%	3112		N/A			13%	3399		N/A			13.80%	2768	
WY	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A			13.05%	2536		N/A			13.47%	2755		N/A			14.56%	2267	
WY	04--01	MR-8	Trouble Rate, UBL Analog%		P	0%	5	1.12%	227316	-0.24	Yes	0%	5	1.37%	227359	-0.26	Yes	0%	5	1.49%	228172	-0.27	Yes	0%	5	1.21%	228332	-0.25
WY	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0%	5	1.12%	227359	-0.24	Yes	0%	5	1.21%	228172	-0.25	Yes	0%	5	0.99%	228332	-0.22
WY	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS			32.56%	3774		N/A	100%	1	30.94%	4506	1.02	N/A			31.14%	4936		N/A			30.03%	3956	
WY	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100%	39	77.78%	9	-1.45	Yes	100%	34	85.71%	7	-0.98	Yes	100%	27	100%	7	.	Yes	100%	26	75%	12	-1.65
WY	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.18	38	11.7	10	-2.29	Yes	3.15	27	14	7	-1.58	Yes	2.92	26	9.17	6	-3.72	Yes	3.04	24	11.27	11	-2.95
WY	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	97.30%	37	100%	9	0.11	Yes	100%	31	100%	7	.	Yes	96.43%	28	90%	10	-0.58	Yes	100%	24	100%	9	.
WY	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100%	31	100%	7	.	Yes	96.43%	28	90%	10	-0.58	Yes	100%	24	100%	9	.
WY	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			11	3		N/A						N/A						N/A			7	3	
WY	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A			31	1		N/A						N/A					
WY	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			339	4		N/A			258	5		N/A			203.5	6		N/A			197.17	6	
WY	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS			1			N/A			2			N/A			1			N/A			1		
WY	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100%	2	100%	6	.	Yes	100%	5	100%	10	.	Yes	100%	3	100%	12	.	Yes	100%	3	100%	7	.
WY	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100%	2	100%	6	.	Yes	100%	5	100%	11	.	Yes	100%	3	100%	12	.	Yes	100%	3	100%	7	.
WY	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1:48	2	2:31	6	-0.29	Yes	1:47	5	2:32	11	-0.72	Yes	1:32	3	1:57	12	-0.25	Yes	1:05	3	3:44	7	-1.08
WY	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0%	2	33.33%	6	-0.87	Yes	20%	5	9.09%	11	0.43	Yes	0%	3	33.33%	12	-1.1	Yes	0%	3	14.29%	7	-0.59
WY	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0%	2	16.67%	6	-0.55	Yes	0%	2	0%	4	.	Yes	0%	1	20%	5	-0.46
WY	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.45%	442	0.62%	967	-0.37	Yes	1.19%	421	1.13%	970	0.1	Yes	0.78%	386	1.24%	966	-0.7	Yes	0.85%	354	0.73%	962	0.23
WY	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.48%	421	0.62%	970	-0.31	Yes	0.52%	386	0.41%	966	0.26	Yes	0.28%	354	0.52%	962	-0.53
WY	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	33.33%	3	14.29%	7	0.46	N/A	16.67%	6	21.43%	14	-0.24	N/A	0%	3	36.84%	19	-1.23	N/A	0%	3	41.67%	12	-1.31
WY	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			66.67%	99		N/A			84.72%	72		N/A			75%	64		N/A			90.36%	83	
WY	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			15.58	110		N/A			16.96	89		N/A			17.2	83		N/A			15.92	106	
WY	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			95.19%	104		N/A			95.45%	88		N/A			91.58%	95		N/A			94.74%	95	
WY	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			97.73%	88		N/A			92.63%	95		N/A			94.74%	95	
WY	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			14.52	31		N/A			24.33	18		N/A			17.71	21		N/A			18.07	14	
WY	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			3	3		N/A			14	1		N/A			125	1		N/A					
WY	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			101.63	52		N/A			86.39	56		N/A			96.11	46		N/A			85.76	51	
WY	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			38			N/A			45			N/A			4			N/A			4		
WY	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			77.92%	77		N/A			78.45%	116		N/A			89.33%	75		N/A			90%	60	
WY	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			3:05	77		N/A			3:25	116		N/A			2:18	75		N/A			1:45	60	
WY	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			18.18%	77		N/A			21.55%	116		N/A			28%	75		N/A			35%	60	
WY	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			22.73%	88		N/A			30.91%	55		N/A			33.33%	36	
WY	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.95%	3942		N/A			2.97%	3903		N/A			1.95%	3849		N/A			1.57%	3810	
WY	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			2.25%	3903		N/A			1.43%	3849		N/A			0.94%	3810	
WY	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			23%	100		N/A			17.73%	141		N/A			26.47%	102		N/A			26.83%	82	
WY	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P			66.67%	99		N/A	0%	1	84.72%	72	1.42	Yes	0%	1	75%	64	1.15	Yes	100%	1	90.36%	83	-0.32
WY	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P			15.58	110		N/A	25	1	16.96	89	0.86	Yes	18.33	3	17.2	83	0.62	Yes	4	1	15.92	106	-1.01
WY	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100%	1	95.19%	104	-0.22	Yes	50%	2	95.45%	88	1.64	Yes	100%	2	91.58%	95	-0.42	Yes	100%	1	94.74%	95	-0.23
WY	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	50%	2	97.73%	88	1.89	No	100%	2	92.63%	95	-0.39	Yes	100%	1	94.74%	95	-0.23
WY	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			14.52	31		N/A	19	1	24.33	18	-0.23	Yes	14.5	2	17.71	21	-0.18	Yes			18.07	14	
WY	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			3	3		N/A			14	1		N/A			125	1		N/A					
WY	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			101.63	52		N/A			86.39	56		N/A			96.11	46		N/A	12	2	85.76	51	-0.91
WY	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS			38			N/A			45			N/A			4			N/A	0		4		-0.4
WY	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P			77.92%	77		N/A	100%	1	78.45%	116	-0.52	Yes			89.33%	75		N/A			90%	60	
WY	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P			3:05	77		N/A	2:13	1	3:25	116	-0.29	Yes			2:18	75		N/A			1:45	60	
WY	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P			18.18%	77		N/A	0%	1	21.55%	116	-0.52	Yes			28%	75		N/A			35%	60	
WY	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	0%	1	22.73%	88	-0.54	Yes			30.91%	55		N/A			33.33%	36	
WY	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	0%	6	1.95%	3942	-0.35	Yes	16.67%	6	2.97%	3903	1.35	Yes	0%	6	1.95%	3849	-0.35	Yes	0%	2	1.57%	3810	-0.18

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	N/A			30.2	20		N/A	0				
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A			22.9	31		N/A	0				
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			22.9	31		N/A	0				
WY	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A			130.47	139		N/A	0				
WY	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	N/A			105			N/A	0				
WY	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	N/A			96.31%	1791		N/A	0				
WY	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	N/A			99.40%	2663		N/A	0				
WY	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	N/A			9:17	2663		N/A	0				
WY	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	N/A			14.17%	2702		N/A	0				
WY	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	N/A			14.07%	2161		N/A	0				
WY	04--01	MR-8	Trouble Rate, UBL Analog%		P	Yes	0%	5	1.18%	229199	-0.24	Yes	0				
WY	04--01	MR-8*	Trouble Rate, UBL Analog%		P	Yes	0%	5	0.94%	229199	-0.22	Yes	0				
WY	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	N/A	100%	1	30.97%	3914	1.02	N/A	0				
WY	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	Yes	100%	19	83.33%	6	-0.95	Yes	0				
WY	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	2.94	16	9.6	5	-2.51	Yes	0				
WY	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	Yes	96.15%	26	100%	8	0.19	Yes	0				
WY	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	Yes	100%	26	100%	8	.	Yes	0				
WY	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	N/A			3	1		N/A	0				
WY	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	N/A						N/A	0				
WY	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A			181.5	6		N/A	0				
WY	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	N/A			0			N/A	0				
WY	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	100%	4	100%	5	.	Yes	0				
WY	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100%	4	100%	5	.	Yes	0				
WY	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	2:30	4	0:43	5	2.01	No	1	17	1:47	2:20	-0:33
WY	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	4	0%	5	.	Yes	0				
WY	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0%	2				N/A	0				
WY	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	1.18%	339	0.52%	963	1.19	Yes	0				
WY	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	Yes	0.59%	339	0%	963	1.86	No	1	1500	0.47%	0.39%	0.08%
WY	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	N/A	0%	4	37.50%	8	-1.26	N/A	0				
WY	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	N/A			83.33%	60		N/A	0				
WY	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			17.6	82		N/A	0				
WY	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			89.02%	82		N/A	0				
WY	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			95.12%	82		N/A	0				
WY	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	N/A			18	22		N/A	0				
WY	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	N/A						N/A	0				
WY	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	N/A			94.82	50		N/A	0				
WY	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	N/A			4			N/A	0				
WY	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			91.43%	70		N/A	0				
WY	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	N/A			2:19	70		N/A	0				
WY	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			34.29%	70		N/A	0				
WY	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			38.64%	44		N/A	0				
WY	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	N/A			1.86%	3764		N/A	0				
WY	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A			1.17%	3764		N/A	0				
WY	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	N/A			25.53%	94		N/A	0				
WY	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes			83.33%	60		N/A	0				
WY	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes			17.6	82		N/A	0				
WY	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	Yes			89.02%	82		N/A	0				
WY	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	Yes			95.12%	82		N/A	1	5	80.00%	95.00%	-15.00%
WY	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A			18	22		N/A	0				
WY	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	N/A						N/A	0				
WY	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A	3	1	94.82	50	-0.7	N/A	0				
WY	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	N/A	0		4		-0.29	N/A	0				
WY	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	N/A			91.43%	70		N/A	0				
WY	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	N/A			2:19	70		N/A	0				
WY	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A			34.29%	70		N/A	0				
WY	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A			38.64%	44		N/A	0				
WY	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	Yes	0%	2	1.86%	3764	-0.19	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
WY	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
WY	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	
WY	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
WY	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
WY	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
WY	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
WY	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
WY	04--01	MR-8	Trouble Rate, UBL Analog%		P	
WY	04--01	MR-8*	Trouble Rate, UBL Analog%		P	
WY	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
WY	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	
WY	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
WY	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
WY	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
WY	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
WY	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
WY	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
WY	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	
WY	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
WY	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
WY	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
WY	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
WY	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
WY	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	
WY	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
WY	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
WY	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	
WY	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
WY	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
WY	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
WY	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
WY	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
WY	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
WY	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS	
WY	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
WY	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
WY	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
WY	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
WY	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	
WY	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
WY	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
WY	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
WY	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
WY	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
WY	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
WY	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
WY	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
WY	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
WY	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	
WY	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
WY	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
WY	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
WY	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
WY	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	16.67%	6	2.25%	3903	1.5	Yes	0%	6	1.43%	3849	-0.29	Yes	0%	2	0.94%	3810	-0.14
WY	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS			23%	100		N/A	0%	1	17.73%	141	-0.46	N/A			26.47%	102		N/A			26.83%	82	
WY	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	75%	4	77.78%	9	0.01	Yes	100%	3	85.71%	7	-0.59	Yes	66.67%	3	100%	7	1.06	Yes	100%	3	75%	12	-0.89
WY	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	6.25	4	11.7	10	-0.88	Yes	3.33	3	14	7	-0.96	Yes	15	2	9.17	6	0.82	Yes	4.33	3	11.27	11	-1.39
WY	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	100%	4	100%	9	.	Yes	100%	3	100%	7	.	Yes	100%	3	90%	10	-0.51	Yes	100%	3	100%	9	.
WY	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100%	3	100%	7	.	Yes	100%	3	90%	10	-0.51	Yes	100%	3	100%	9	.
WY	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	6	1	11	3	-0.51	Yes						N/A	20	1				N/A			7	3	
WY	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A			31	1		N/A						N/A					
WY	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			339	4		N/A			258	5		N/A			203.5	6		N/A			197.17	6	
WY	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			1			N/A			2			N/A			1			N/A			1		
WY	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P			100%	6		N/A	100%	1	100%	10	.	Yes			100%	12		N/A			100%	7	
WY	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P			100%	6		N/A	100%	1	100%	11	.	Yes			100%	12		N/A			100%	7	
WY	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P			2:31	6		N/A	0:41	1	2:32	11	-0.92	Yes			1:57	12		N/A			3:44	7	
WY	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P			33.33%	6		N/A	0%	1	9.09%	11	-0.3	Yes			33.33%	12		N/A			14.29%	7	
WY	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A			16.67%	6		N/A			0%	4		N/A			20%	5	
WY	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0%	48	0.62%	967	-0.53	Yes	2.17%	46	1.13%	970	0.61	Yes	0%	44	1.24%	966	-0.73	Yes	0%	43	0.73%	962	-0.55
WY	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0%	46	0.62%	970	-0.52	Yes	0%	44	0.41%	966	-0.42	Yes	0%	43	0.52%	962	-0.46
WY	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS			14.29%	7		N/A	0%	1	21.43%	14	-0.5	N/A			36.84%	19		N/A			41.67%	12	
WY	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			93.33%	15		N/A			92.31%	13		N/A			80%	15		N/A			93.33%	15	
WY	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			6.13	15		N/A			5.62	13		N/A			7.6	15		N/A			10	15	
WY	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100%	14		N/A			100%	14		N/A			100%	15		N/A			100%	12	
WY	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100%	14		N/A			100%	15		N/A			100%	12	
WY	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			9	1		N/A			2	1		N/A			1.33	3		N/A			2	1	
WY	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			70%	10		N/A			88.89%	18		N/A			80%	10		N/A			100%	5	
WY	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			80%	10		N/A			94.44%	18		N/A			90%	10		N/A			100%	5	
WY	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			18:36	10		N/A			7:17	18		N/A			26:42:00	10		N/A			12:10	5	
WY	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			40%	10		N/A			11.11%	18		N/A			30%	10		N/A			60%	5	
WY	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			6.25%	16		N/A			40%	5		N/A			50%	2	
WY	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.11%	898		N/A			1.93%	931		N/A			1.03%	974		N/A			0.50%	1000	
WY	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.72%	931		N/A			0.51%	974		N/A			0.20%	1000	
WY	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			47.37%	19		N/A			41.94%	31		N/A			50%	20		N/A			54.55%	11	
WY	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			83.33%	6		N/A			100%	4		N/A			50%	2		N/A			100%	3	
WY	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			7.6	5		N/A			11	4		N/A			8.67	3		N/A			9.67	3	
WY	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100%	5		N/A			100%	4		N/A			100%	4		N/A			100%	3	
WY	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100%	4		N/A			100%	4		N/A			100%	3	
WY	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			8	1		N/A						N/A						N/A					
WY	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A			9	1		N/A					
WY	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			240	3		N/A			233.25	4		N/A			211.25	4		N/A			189.25	4	
WY	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			3			N/A			4			N/A			0			N/A			0		
WY	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P						N/A			50%	2		N/A			100%	1		N/A					
WY	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P						N/A			2:59	2		N/A			0:13	1		N/A					
WY	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0%	2		N/A			0%	1		N/A					
WY	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0%	2		N/A						N/A					
WY	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0%	187		N/A			1.08%	185		N/A			0.56%	180		N/A			0%	178	
WY	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			1.08%	185		N/A			0%	180		N/A			0%	178	
WY	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS						N/A			0%	2		N/A			0%	1		N/A					
WY	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%						N/A						N/A	100%	2				Yes					
WY	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS						N/A						N/A	0%	2				N/A					
WY	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%						N/A						N/A	100%	2				Yes	100%	1			
WY	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15						N/A						N/A	6.5	2				Yes	7	1			
WY	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			96.67%	1501		N/A			96.28%	1639		N/A			96.72%	1554		N/A			95.79%	1495	
WY	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100%	7	99.67%	3027	-0.15	Yes	100%	10	99.83%	3614	-0.13	Yes	100%	9	99.58%	2877	-0.19	Yes	100%	8	99.80%	3026	-0.13
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			4.66	1508		N/A			5.06	1640		N/A			5.92	1561		N/A			4.84	1517	
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	2.57	7	3.64	2650	-2.31	Yes	3	9	3.48	2933	-1.25	Yes	3	9	3.54	2259	-1.52	Yes	2.86	7	3.55	2429	-0.71
WY	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100%	9	90.23%	4895	-0.99	Yes	100%	10	89.21%	4846	-1.1	Yes	88.89%	9	88.38%	4491	-0.05	Yes	100%	7	87.95%	4632	-0.98
WY	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100%	10	90.96%	4846	-1	Yes	100%	9	90.54%	4491	-0.97	Yes	100%	7	90.26%	4632	-0.87
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			5.14	28		N/A			4.67	27		N/A			47.44	18		N/A			7.11	35	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	Yes	0%	2	1.17%	3764	-0.15	Yes	0				
WY	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	N/A			25.53%	94		N/A	0				
WY	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	Yes	100%	3	83.33%	6	-0.63	Yes	0				
WY	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	Yes	2.5	2	9.6	5	-1.64	Yes	0				
WY	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	Yes	100%	4	100%	8	.	Yes	0				
WY	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	Yes	100%	4	100%	8	.	Yes	0				
WY	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A			3	1		N/A	0				
WY	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	N/A						N/A	0				
WY	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A			181.5	6		N/A	0				
WY	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	N/A			0			N/A	0				
WY	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	N/A			100%	5		N/A	0				
WY	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	N/A			100%	5		N/A	0				
WY	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	N/A			0:43	5		N/A	0				
WY	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	N/A			0%	5		N/A	0				
WY	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	N/A						N/A	0				
WY	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	Yes	0%	41	0.52%	963	-0.45	Yes	0				
WY	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	Yes	0%	41	0%	963	.	Yes	0				
WY	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	N/A			37.50%	8		N/A	0				
WY	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	N/A			100%	9		N/A	0				
WY	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			10.11	9		N/A	0				
WY	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			100%	11		N/A	0				
WY	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			100%	11		N/A	0				
WY	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	N/A						N/A	0				
WY	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			85.71%	14		N/A	0				
WY	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			92.86%	14		N/A	0				
WY	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	N/A			14:44	14		N/A	0				
WY	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			28.57%	14		N/A	0				
WY	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			33.33%	6		N/A	0				
WY	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.34%	1043		N/A	0				
WY	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A			0.58%	1043		N/A	0				
WY	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	N/A			48.15%	27		N/A	0				
WY	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			0%	1		N/A	0				
WY	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			22.5	2		N/A	0				
WY	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	5		N/A	0				
WY	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100%	5		N/A	0				
WY	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			4	1		N/A	0				
WY	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A	0				
WY	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			169.25	4		N/A	0				
WY	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	N/A			0			N/A	0				
WY	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			50%	2		N/A	0				
WY	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	N/A			216:19:00	2		N/A	0				
WY	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			50%	2		N/A	0				
WY	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A						N/A	0				
WY	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			1.12%	178		N/A	0				
WY	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0%	178		N/A	0				
WY	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	N/A			50%	4		N/A	0				
WY	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	N/A	100%	1				Yes	0				
WY	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	0%	1				N/A	0				
WY	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	Yes	100%	2				Yes	0				
WY	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	1	1				Yes	0				
WY	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	N/A			96.83%	1609		N/A	0				
WY	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	Yes	100%	6	99.71%	3095	-0.13	Yes	0				
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			5.76	1624		N/A	0				
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3	4	3.45	2386	-0.95	Yes	0				
WY	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	100%	7	89.18%	4370	-0.92	Yes	0				
WY	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	Yes	100%	7	91.26%	4370	-0.82	Yes	0				
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			30.2	20		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
WY	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
WY	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
WY	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
WY	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
WY	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
WY	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
WY	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
WY	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
WY	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	
WY	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
WY	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
WY	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
WY	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
WY	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
WY	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
WY	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
WY	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
WY	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	
WY	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
WY	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
WY	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
WY	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
WY	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
WY	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
WY	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
WY	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
WY	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
WY	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
WY	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
WY	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
WY	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
WY	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
WY	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
WY	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
WY	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
WY	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
WY	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
WY	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	
WY	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
WY	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
WY	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
WY	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
WY	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
WY	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
WY	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
WY	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	
WY	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
WY	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	
WY	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
WY	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%	
WY	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
WY	04--10	OP-5	New Service Install Quality, Line Sharing%		P	
WY	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.4	10		N/A			2.67	6		N/A			11.7	10		N/A			17.33	6	
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			9.1	29		N/A			11.82	34		N/A			39	37		N/A			9.1	30	
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			1	1		N/A						N/A			1.5	2		N/A					
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			94.95%	1506		N/A			96.22%	1877		N/A			93.70%	2110		N/A			95.48%	1638	
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			96.75%	246		N/A			98.91%	367		N/A			98.65%	369		N/A			96.99%	266	
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			98.33%	2031		N/A			99.21%	2401		N/A			98.57%	2665		N/A	100%	1	99.14%	2204	-0.09
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.78%	447		N/A			100%	648		N/A	100%	1	99.42%	684	-0.08	Yes			99.42%	515	
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			11:06	2031		N/A			10:34	2401		N/A			11:49	2665		N/A	3:10	1	11:06	2204	-0.72
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:12	447		N/A			5:05	648		N/A	0:52	1	6:51	684	-0.7	Yes			5:28	515	
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			50%	2		N/A			0%	4		N/A			50%	4		N/A	0%	1	66.67%	3	-1.22
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			37.50%	8		N/A			14.29%	14		N/A	0%	1	16.67%	6	-0.41	N/A			50%	2	
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			0%	3		N/A			66.67%	3		N/A	0%	1	100%	1	.
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			7.69%	13		N/A			0%	2		N/A			0%	1	
WY	04--10	MR-8	Trouble Rate, Line Sharing%		P	0%	87	1.12%	227316	-0.99	Yes	0%	83	1.37%	227359	-1.07	Yes	1.37%	73	1.49%	228172	-0.08	Yes	1.52%	66	1.21%	228332	0.32
WY	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0%	83	1.12%	227359	-0.97	Yes	0%	73	1.21%	228172	-0.94	Yes	1.52%	66	0.99%	228332	0.49
WY	05--01	OP-3	Install Commit Met, UDIT DS1%		P			66.67%	99		N/A	100%	1	84.72%	72	-0.42	Yes			75%	64		N/A			90.36%	83	
WY	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			15.58	110		N/A	9.86	7	16.96	89	-1.21	Yes	10	1	17.2	83	-0.37	Yes	9	2	15.92	106	-0.83
WY	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100%	4	95.19%	104	-0.44	Yes	100%	4	95.45%	88	-0.43	Yes	100%	2	91.58%	95	-0.42	Yes	100%	2	94.74%	95	-0.33
WY	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100%	4	97.73%	88	-0.3	Yes	100%	2	92.63%	95	-0.39	Yes	100%	2	94.74%	95	-0.33
WY	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			14.52	31		N/A			24.33	18		N/A			17.71	21		N/A			18.07	14	
WY	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			3	3		N/A			14	1		N/A			125	1		N/A					
WY	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			101.63	52		N/A			86.39	56		N/A	67	4	96.11	46	-0.46	N/A	45	4	85.76	51	-0.7
WY	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			38			N/A			45			N/A	0		4		-0.59	N/A	0		4		-0.56
WY	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			77.92%	77		N/A			78.45%	116		N/A			89.33%	75		N/A			90%	60	
WY	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			3:05	77		N/A			3:25	116		N/A			2:18	75		N/A			1:45	60	
WY	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			18.18%	77		N/A			21.55%	116		N/A			28%	75		N/A			35%	60	
WY	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			22.73%	88		N/A			30.91%	55		N/A			33.33%	36	
WY	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0%	14	1.95%	3942	-0.53	Yes	0%	14	2.97%	3903	-0.65	Yes	0%	9	1.95%	3849	-0.42	Yes	0%	9	1.57%	3810	-0.38
WY	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0%	14	2.25%	3903	-0.57	Yes	0%	9	1.43%	3849	-0.36	Yes	0%	9	0.94%	3810	-0.29
WY	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			23%	100		N/A			17.73%	141		N/A			26.47%	102		N/A			26.83%	82	
WY	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			83.33%	6		N/A			100%	4		N/A			50%	2		N/A			100%	3	
WY	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			7.6	5		N/A			11	4		N/A			8.67	3		N/A			9.67	3	
WY	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			100%	5		N/A			100%	4		N/A			100%	4		N/A			100%	3	
WY	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100%	4		N/A			100%	4		N/A			100%	3	
WY	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			8	1		N/A						N/A						N/A					
WY	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A						N/A			9	1		N/A					
WY	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			240	3		N/A			233.25	4		N/A			211.25	4		N/A			189.25	4	
WY	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			3			N/A			4			N/A			0			N/A			0		
WY	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P						N/A			50%	2		N/A			100%	1		N/A					
WY	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P						N/A			2:59	2		N/A			0:13	1		N/A					
WY	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0%	2		N/A			0%	1		N/A					
WY	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0%	2		N/A						N/A					
WY	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0%	2	0%	187	.	Yes	0%	2	1.08%	185	-0.15	Yes	0%	2	0.56%	180	-0.11	Yes	0%	2	0%	178	.
WY	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0%	2	1.08%	185	-0.15	Yes	0%	2	0%	180	.	Yes	0%	2	0%	178	.
WY	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS						N/A			0%	2		N/A			0%	1		N/A					
WY	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:59	11790				N/A	2:26	14660				N/A	3:53	12363				N/A	6:14	13398			
WY	07--01	OP-3	Install Commit Met, E911%		P						N/A						N/A						N/A					
WY	07--01	OP-4	Install Interv, E911, Avg Days		P			26	2		N/A						N/A						N/A					
WY	07--01	OP-5	New Service Install Quality, E911%		P			100%	1		N/A						N/A						N/A					
WY	07--01	OP-5*	New Service Install Quality, E911%		P						N/A						N/A						N/A					
WY	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A					
WY	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A					
WY	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A					
WY	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A					
WY	07--01	MR-8	Trouble Rate, E911%		P			0%	92		N/A			0%	87		N/A			0%	87		N/A			0%	87	
WY	07--01	MR-8*	Trouble Rate, E911%		P						N/A			0%	87		N/A			0%	87		N/A			0%	87	
WY	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A						N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			1.67	6		N/A	0				
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	N/A			22.9	31		N/A	0				
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A			6.67	3		N/A	0				
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	N/A			95.88%	1480		N/A	0				
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	N/A			98.39%	311		N/A	0				
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	Yes			99.30%	2014		N/A	0				
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	N/A			99.69%	649		N/A	0				
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	Yes			10:35	2014		N/A	0				
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	N/A			5:14	649		N/A	0				
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			50%	6		N/A	0				
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			12.50%	8		N/A	0				
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			50%	2		N/A	0				
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			25%	4		N/A	0				
WY	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes	0%	59	1.18%	229199	-0.84	Yes	0				
WY	04--10	MR-8*	Trouble Rate, Line Sharing%		P	Yes	0%	59	0.94%	229199	-0.75	Yes	0				
WY	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A	100%	1	83.33%	60	-0.44	Yes	0				
WY	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	Yes	7	1	17.6	82	-0.83	Yes	0				
WY	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	Yes	100%	1	89.02%	82	-0.35	Yes	0				
WY	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	Yes	100%	1	95.12%	82	-0.23	Yes	0				
WY	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	N/A			18	22		N/A	0				
WY	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	N/A						N/A	0				
WY	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A	25	4	94.82	50	-1.03	N/A	0				
WY	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	N/A	0		4		-0.57	N/A	0				
WY	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	N/A			91.43%	70		N/A	0				
WY	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	N/A			2:19	70		N/A	0				
WY	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	N/A			34.29%	70		N/A	0				
WY	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	N/A			38.64%	44		N/A	0				
WY	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0%	8	1.86%	3764	-0.39	Yes	0				
WY	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	Yes	0%	8	1.17%	3764	-0.31	Yes	0				
WY	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	N/A			25.53%	94		N/A	0				
WY	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A			0%	1		N/A	0				
WY	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A			22.5	2		N/A	0				
WY	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	5		N/A	0				
WY	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	N/A			100%	5		N/A	0				
WY	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			4	1		N/A	0				
WY	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A	0				
WY	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			169.25	4		N/A	0				
WY	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	N/A			0			N/A	0				
WY	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	N/A			50%	2		N/A	0				
WY	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	N/A			216:19:00	2		N/A	0				
WY	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			50%	2		N/A	0				
WY	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A						N/A	0				
WY	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	2	1.12%	178	-0.15	Yes	0				
WY	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0%	2	0%	178	.	Yes	0				
WY	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	N/A			50%	4		N/A	0				
WY	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	6:19	12693				N/A	0				
WY	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A	0				
WY	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A	0				
WY	07--01	OP-5	New Service Install Quality, E911%		P	N/A						N/A	0				
WY	07--01	OP-5*	New Service Install Quality, E911%		P	N/A						N/A	0				
WY	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A			100%	1		N/A	0				
WY	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A			0:01	1		N/A	0				
WY	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A			0%	1		N/A	0				
WY	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A			0%	1		N/A	0				
WY	07--01	MR-8	Trouble Rate, E911%		P	N/A			1.15%	87		N/A	0				
WY	07--01	MR-8*	Trouble Rate, E911%		P	N/A			1.15%	87		N/A	0				
WY	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A	100%	1	0%	1	0.67	N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
WY	04--10	MR-8	Trouble Rate, Line Sharing%		P	
WY	04--10	MR-8*	Trouble Rate, Line Sharing%		P	
WY	05--01	OP-3	Install Commit Met, UDIT DS1%		P	
WY	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
WY	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	
WY	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	
WY	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
WY	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
WY	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
WY	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	
WY	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
WY	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
WY	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
WY	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
WY	05--01	MR-8	Trouble Rate, UDIT DS1%		P	
WY	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
WY	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
WY	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
WY	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
WY	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
WY	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
WY	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
WY	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
WY	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
WY	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	
WY	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
WY	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
WY	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
WY	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
WY	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
WY	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
WY	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
WY	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
WY	07--01	OP-3	Install Commit Met, E911%		P	
WY	07--01	OP-4	Install Interv, E911, Avg Days		P	
WY	07--01	OP-5	New Service Install Quality, E911%		P	
WY	07--01	OP-5*	New Service Install Quality, E911%		P	
WY	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
WY	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
WY	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
WY	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
WY	07--01	MR-8	Trouble Rate, E911%		P	
WY	07--01	MR-8*	Trouble Rate, E911%		P	
WY	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A			8.54	.	
WY	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A			9.67	.	
WY	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.11	16238				N/A	0.09	16425				N/A	0.11	15147				N/A	0.09	14042			
WY	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	92.58%	15348				N/A	94.54%	15857				N/A	95.03%	14448				N/A	94.91%	13355			
WY	09--01	NP-1A	NXX Code Activation, All%		P	100%	1				N/A						N/A						N/A					
WY	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0%	1				N/A						N/A						N/A					
WY	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47	6559733			
WY	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	100%	71				Yes						N/A	100%	1				Yes					
WY	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100%	74				Yes						N/A	100%	1				Yes					
WY	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100%	74				N/A						N/A	100%	1				N/A					
WY	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			52.85%	246		N/A			51.77%	367		N/A			44.99%	369		N/A			60.53%	266	
WY	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.78%	447		N/A			100%	648		N/A			99.42%	684		N/A			99.42%	515	
WY	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%						N/A						N/A						N/A					
WY	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%						N/A						N/A						N/A					
WY	14--01	OP-3	Install Commit Met, Residence%	D	P	98.95%	95	96.89%	1092	-1.11	Yes	100%	69	96.57%	1254	-1.52	Yes	100%	13	96.32%	1142	-0.7	Yes	100%	5	95.96%	1113	-0.46
WY	14--01	OP-3	Install Commit Met, Residence%	ND	P	100%	250	99.70%	2966	-0.84	Yes	100%	181	99.83%	3544	-0.54	Yes	100%	22	99.64%	2808	-0.28	Yes	100%	9	99.80%	2947	-0.14
WY	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	4.19	95	4.68	1097	-1.11	Yes	3.67	69	5	1255	-1.77	Yes	3.54	13	6.36	1146	-0.33	Yes	3.4	5	4.77	1123	-0.66
WY	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.9	59	3.64	2620	-5.06	Yes	2.99	75	3.48	2880	-3.98	Yes	3	10	3.55	2215	-1.68	Yes	2.57	7	3.54	2371	-1.01
WY	14--01	OP-5	New Service Install Quality, Residence%		P	98.32%	298	90.37%	4432	-4.51	Yes	97.90%	143	89.63%	4377	-3.19	Yes	100%	25	88.34%	4012	-1.81	Yes	90%	20	88.34%	4101	-0.23
WY	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	97.90%	143	91.36%	4377	-2.74	Yes	100%	25	90.50%	4012	-1.61	Yes	95%	20	90.59%	4101	-0.67
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P			5.24	17		N/A			4.5	18		N/A			68.42	12		N/A			4	22	
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			4.22	9		N/A			2.67	6		N/A			8.75	8		N/A			17.33	6	
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	7	1	9.59	22	-0.26	Yes			11.88	26		N/A			41.48	33		N/A			8	23	
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			1	1		N/A						N/A			1.5	2		N/A					
WY	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS			205.97	181		N/A	1	1	204.77	172	-0.91	N/A			181.48	175		N/A			175.59	187	
WY	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS			120			N/A	0		115		-1.42	N/A			118			N/A			129		
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	100%	5	94.96%	1271	-0.51	Yes	100%	5	96.41%	1587	-0.43	Yes	100%	4	93.45%	1817	-0.53	Yes	100%	3	95.89%	1412	-0.36
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100%	3	96.31%	217	-0.34	Yes	100%	2	98.71%	309	-0.16	Yes			99.02%	306		N/A	100%	1	96.89%	225	-0.18
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100%	5	98.23%	1749	-0.3	Yes	100%	6	99.22%	2059	-0.22	Yes	100%	4	98.53%	2319	-0.24	Yes	100%	4	99.32%	1900	-0.17
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100%	3	99.74%	390	-0.09	Yes	100%	2	100%	547	.	Yes			99.47%	561		N/A	100%	2	99.29%	424	-0.12
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	5:07	5	11:30	1749	-1.11	Yes	4:50	6	10:56	2059	-1.4	Yes	2:35	4	12:09	2319	-1.62	Yes	2:29	4	11:10	1900	-1.6
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:17	3	6:36	390	-0.26	Yes	3:00	2	5:27	547	-0.52	Yes			7:17	561		N/A	2:29	2	5:56	424	-0.53
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	0%	5	14.96%	1811	-0.94	Yes	0%	6	13.22%	2118	-0.95	Yes	0%	4	13.26%	2361	-0.78	Yes	0%	4	14.80%	1946	-0.83
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	0%	3	9.23%	390	-0.55	Yes	0%	2	11.33%	547	-0.5	Yes			11.05%	561		N/A	0%	2	10.61%	424	-0.49
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	0%	6	13.17%	1929	-0.95	Yes	0%	4	13.23%	2161	-0.78	Yes	0%	3	15.03%	1777	-0.73
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0%	2	8.64%	243	-0.43	Yes			15.95%	232		N/A	0%	1	12.14%	173	-0.37
WY	14--01	MR-8	Trouble Rate, Residence%		P	0.84%	954	1.31%	167641	-1.28	Yes	1.41%	567	1.59%	167928	-0.33	Yes	0.82%	489	1.73%	168658	-1.55	Yes	1.16%	517	1.40%	168894	-0.47
WY	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.41%	567	1.29%	167928	0.25	Yes	0.82%	489	1.42%	168658	-1.12	Yes	0.77%	517	1.15%	168894	-0.81
WY	14--01	MR-9	Repair Appoint Met, Residence%	D	P	100%	5	98.67%	1811	-0.26	Yes	100%	6	98.77%	2118	-0.27	Yes	100%	4	97.16%	2361	-0.34	Yes	100%	4	99.02%	1946	-0.2
WY	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100%	3	98.72%	390	-0.2	Yes	100%	2	99.63%	547	-0.09	Yes			98.57%	561		N/A	100%	2	99.29%	424	-0.12
WY	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	42.86%	14	31.92%	3233	0.86	N/A	33.33%	12	31.08%	3867	0.19	N/A	55.56%	9	31.08%	4240	1.48	N/A	14.29%	7	29.92%	3382	-0.9
WY	14--02	OP-3	Install Commit Met, Business%	D	P	100%	6	96.09%	409	-0.49	Yes	100%	4	95.32%	385	-0.44	Yes	100%	2	97.82%	412	-0.21	Yes	100%	3	95.29%	382	-0.38
WY	14--02	OP-3	Install Commit Met, Business%	ND	P	100%	7	98.36%	61	-0.32	Yes	100%	13	100%	70	.	Yes	100%	13	97.10%	69	-0.57	Yes	100%	5	100%	79	.
WY	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3	6	4.61	411	-0.91	Yes	4.75	4	5.23	385	-0.14	Yes	15	2	4.71	415	1.84	No	3.67	3	5.05	394	-0.28
WY	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.17	6	4.07	30	-0.84	Yes	2.09	11	3.49	53	-1.2	Yes	2.63	8	2.89	44	-0.35	Yes	1.4	5	3.84	58	-1.45
WY	14--02	OP-5	New Service Install Quality, Business%		P	73.33%	15	89.01%	464	1.67	No	93.75%	16	85.32%	470	-0.94	Yes	100%	12	88.73%	479	-1.22	Yes	80%	10	84.96%	532	0.46
WY	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	93.75%	16	87.23%	470	-0.77	Yes	100%	12	90.81%	479	-1.09	Yes	90%	10	87.78%	532	-0.21
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			5	11		N/A			5	9		N/A			5.5	6		N/A			12.38	13	
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			26	1		N/A						N/A			23.5	2		N/A					
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			7.57	7		N/A			11.63	8		N/A			18.5	4		N/A			12.71	7	
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A					
WY	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			130.88	73		N/A			136.15	62		N/A			109.89	61		N/A			124.79	48	
WY	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			25			N/A			25			N/A			25			N/A			23		
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100%	4	94.89%	235	-0.46	Yes	100%	6	95.17%	290	-0.55	Yes	66.67%	3	95.22%	293	1.45	Yes	100%	5	92.92%	226	-0.61
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100%	1	100%	29	.	Yes	100%	1	100%	58	.	Yes	100%	2	96.83%	63	-0.25	Yes			97.56%	41	
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100%	5	98.94%	282	-0.23	Yes	100%	6	99.12%	342	-0.23	Yes	66.67%	3	98.84%	346	2.07	No	100%	6	98.03%	304	-0.34
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100%	3	100%	57	.	Yes	100%	1	100%	101	.	Yes	100%	2	99.19%	123	-0.13	Yes			100%	91	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			7.95	.		N/A	0				
WY	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			9.43	.		N/A	0				
WY	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.1	15655				N/A	0				
WY	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	95.45%	14986				N/A	0				
WY	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A	0				
WY	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A	0				
WY	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.25	7032415				N/A	0				
WY	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	N/A						N/A	0				
WY	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	N/A						N/A	0				
WY	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A						N/A	0				
WY	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	N/A			53.70%	311		N/A	0				
WY	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	N/A			99.69%	649		N/A	0				
WY	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	N/A						N/A	0				
WY	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	N/A						N/A	0				
WY	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	100%	1	97.71%	1135	-0.15	Yes	0				
WY	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100%	25	99.73%	2987	-0.26	Yes	0				
WY	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	Yes	3	1	5.56	1143	-0.15	Yes	0				
WY	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	Yes	2.5	20	3.46	2325	-4.7	Yes	0				
WY	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	100%	27	89.31%	3817	-1.79	Yes	0				
WY	14--01	OP-5*	New Service Install Quality, Residence%		P	Yes	100%	27	91.33%	3817	-1.6	Yes	0				
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	N/A			88.33	6		N/A	0				
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	N/A			1.67	6		N/A	0				
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	N/A			20.65	20		N/A	0				
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	N/A			8.5	2		N/A	0				
WY	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A			169.63	167		N/A	0				
WY	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	N/A			122			N/A	0				
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	100%	2	96.03%	1286	-0.29	Yes	0				
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes			98.84%	258		N/A	0				
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	Yes	100%	3	99.32%	1752	-0.14	Yes	0				
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes			99.81%	529		N/A	0				
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	2:49	3	10:51	1752	-1.39	Yes	0				
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	Yes			5:43	529		N/A	0				
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	33.33%	3	14.37%	1789	0.79	Yes	0				
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes			14.56%	529		N/A	0				
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	Yes	33.33%	3	14.40%	1653	0.79	Yes	0				
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	Yes			14.88%	215		N/A	0				
WY	14--01	MR-8	Trouble Rate, Residence%		P	Yes	0.56%	532	1.36%	169924	-1.59	Yes	0				
WY	14--01	MR-8*	Trouble Rate, Residence%		P	Yes	0.56%	532	1.10%	169924	-1.18	Yes	0				
WY	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	100%	3	99.05%	1789	-0.17	Yes	0				
WY	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	Yes			99.24%	529		N/A	0				
WY	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	N/A	66.67%	9	30.52%	3336	2.16	N/A	0				
WY	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	100%	3	94.73%	474	-0.41	Yes	0				
WY	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100%	8	99.07%	108	-0.26	Yes	0				
WY	14--02	OP-4	Install Interv, Business, Avg Days	D	P	Yes	3.67	3	6.22	481	-0.51	Yes	1	18	4.95	5.20	(0.25)
WY	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.25	8	3.21	61	-1.34	Yes	0				
WY	14--02	OP-5	New Service Install Quality, Business%		P	Yes	100%	11	88.25%	553	-1.2	Yes	1	64	89.06%	87.23%	1.83%
WY	14--02	OP-5*	New Service Install Quality, Business%		P	Yes	100%	11	90.78%	553	-1.05	Yes	0				
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	N/A			5.29	14		N/A	0				
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	N/A						N/A	0				
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			27	11		N/A	0				
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	N/A			3	1		N/A	0				
WY	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A			110.83	52		N/A	0				
WY	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	N/A			23			N/A	0				
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100%	1	94.85%	194	-0.23	Yes	0				
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	N/A			96.23%	53		N/A	0				
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100%	1	99.24%	262	-0.09	Yes	1	21	95.24%	98.83%	-3.59%
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	N/A			99.17%	120		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
WY	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
WY	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
WY	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
WY	09--01	NP-1A	NXX Code Activation, All%		P	
WY	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
WY	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
WY	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	
WY	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
WY	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
WY	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
WY	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	
WY	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	
WY	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	
WY	14--01	OP-3	Install Commit Met, Residence%	D	P	
WY	14--01	OP-3	Install Commit Met, Residence%	ND	P	
WY	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
WY	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
WY	14--01	OP-5	New Service Install Quality, Residence%		P	
WY	14--01	OP-5*	New Service Install Quality, Residence%		P	
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
WY	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
WY	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
WY	14--01	MR-8	Trouble Rate, Residence%		P	
WY	14--01	MR-8*	Trouble Rate, Residence%		P	
WY	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
WY	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
WY	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
WY	14--02	OP-3	Install Commit Met, Business%	D	P	
WY	14--02	OP-3	Install Commit Met, Business%	ND	P	
WY	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
WY	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
WY	14--02	OP-5	New Service Install Quality, Business%		P	
WY	14--02	OP-5*	New Service Install Quality, Business%		P	
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
WY	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
WY	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0.125	5	8:35	282	-1.15	Yes	7:06	6	8:19	342	-0.3	Yes	27:22:00	3	9:33	346	1.94	No	4:32	6	10:39	304	-1.23
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	6:32	3	3:26	57	1.02	Yes	1:45	1	3:06	101	-0.3	Yes	4:27	2	4:52	123	-0.07	Yes			3:18	91	
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0%	5	14.29%	287	-0.91	Yes	16.67%	6	15.61%	346	0.12	Yes	0%	3	13.28%	354	-0.67	Yes	0%	6	13.03%	307	-0.94
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0%	3	15.79%	57	-0.73	Yes	0%	1	12.87%	101	-0.38	Yes	0%	2	16.26%	123	-0.62	Yes			9.89%	91	
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	16.67%	6	16.23%	308	0.08	Yes	0%	3	11.47%	314	-0.62	Yes	0%	5	13.17%	281	-0.86
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0%	1	10.71%	56	-0.34	Yes	0%	1	25%	48	-0.57	Yes			13.89%	36	
WY	14--02	MR-8	Trouble Rate, Business%		P	0.75%	1061	0.58%	59675	0.76	Yes	0.65%	1075	0.75%	59431	-0.38	Yes	0.48%	1047	0.80%	59514	-1.17	Yes	0.55%	1087	0.67%	59438	-0.47
WY	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.65%	1075	0.61%	59431	0.16	Yes	0.38%	1047	0.61%	59514	-0.93	Yes	0.46%	1087	0.53%	59438	-0.33
WY	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100%	3	98.25%	57	-0.23	Yes	100%	1	98.02%	101	-0.14	Yes	50%	2	97.56%	123	1.9	No			98.90%	91	
WY	14--02	MR-9	Repair Appoint Met, Business%	D	P	100%	5	97.91%	287	-0.32	Yes	100%	6	99.13%	346	-0.23	Yes	100%	3	94.92%	354	-0.4	Yes	100%	6	97.39%	307	-0.4
WY	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	20%	10	36.41%	541	-1.07	N/A	53.33%	15	30.05%	639	1.84	N/A	50%	10	31.47%	696	1.19	N/A	25%	8	30.66%	574	-0.34
WY	14--03	OP-3	Install Commit Met, Centrex%	D	P	100%	3	100%	7	.	Yes	100%	4	100%	7	.	Yes	100%	8	100%	8	.	Yes	100%	12	85.71%	7	-0.86
WY	14--03	OP-3	Install Commit Met, Centrex%	ND	P	100%	4				N/A	100%	8				N/A	100%	2				N/A	100%	2	0%	1	.
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	5	3	3.29	7	1.81	No	5.5	4	2.71	7	2.88	No	5	8	2.88	8	3.72	No	4.67	12	5.57	7	-0.5
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	3.5	4				N/A	4.88	8				N/A	5	2				N/A	5	2	1	1	.
WY	14--03	OP-5	New Service Install Quality, Centrex%		P	100%	10	57.14%	7	-1.76	Yes	90.91%	11	37.50%	8	-2.37	Yes	91.67%	12	50%	8	-1.83	Yes	100%	11	75%	8	-1.24
WY	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A	90.91%	11	50%	8	-1.76	Yes	91.67%	12	62.50%	8	-1.32	Yes	100%	11	100%	8	.
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A						N/A					
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A			1	1	
WY	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A						N/A			11	1	
WY	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	10	1	263.5	4	-3.14	N/A			243.5	4		N/A			221.5	4		N/A			132.14	7	
WY	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	0		0		.	N/A			0			N/A			0			N/A			1		
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	100%	2	100%	11	.	Yes	100%	5	100%	24	.	Yes	100%	1	100%	15	.	Yes	100%	5	88.89%	9	-0.63
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100%	5		N/A			100%	6		N/A	100%	1	100%	5	.	Yes			100%	1	
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100%	2	100%	14	.	Yes	100%	5	100%	29	.	Yes	100%	2	100%	18	.	Yes	100%	5	100%	11	.
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100%	11		N/A			100%	13		N/A	100%	1	100%	13	.	Yes			100%	4	
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	2:06	2	5:17	14	-0.7	Yes	6:29	5	4:25	29	0.77	Yes	1:10	2	4:08	18	-0.84	Yes	10:08	5	12:26	11	-0.3
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			8:16	11		N/A			2:31	13		N/A	0:53	1	3:39	13	-0.72	Yes			2:59	4	
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	0%	2	14.29%	14	-0.54	Yes	20%	5	6.90%	29	0.76	Yes	0%	2	5.56%	18	-0.33	Yes	0%	5	0%	11	.
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			18.18%	11		N/A			0%	13		N/A	0%	1	7.69%	13	-0.28	Yes			0%	4	
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	20%	5	7.41%	27	0.71	Yes	0%	2	5.88%	17	-0.33	Yes	0%	5	0%	10	.
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0%	8		N/A	0%	1	11.11%	9	-0.34	Yes			0%	1	
WY	14--03	MR-8	Trouble Rate, Centrex%		P	0.42%	481	0.40%	6288	0.13	Yes	1.04%	481	0.66%	6321	0.95	Yes	0.63%	480	0.47%	6564	0.51	Yes	1.02%	492	0.23%	6580	2.54
WY	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	1.04%	481	0.55%	6321	1.27	Yes	0.63%	480	0.40%	6564	0.77	Yes	1.02%	492	0.17%	6580	2.9
WY	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	100%	2	100%	14	.	Yes	100%	5	100%	29	.	Yes	100%	2	100%	18	.	Yes	100%	5	100%	11	.
WY	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			90.91%	11		N/A			100%	13		N/A	100%	1	100%	13	.	Yes			100%	4	
WY	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	50%	4	28.57%	35	0.78	N/A	28.57%	7	6.67%	45	1.51	N/A	40%	5	29.55%	44	0.44	N/A	37.50%	8	28.57%	21	0.41
WY	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			83.33%	12		N/A			100%	12		N/A	100%	1	100%	9	.	Yes	100%	1	100%	12	.
WY	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			100%	9		N/A			100%	6		N/A	100%	1	100%	4	.	Yes	100%	11	100%	5	.
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			2	1		N/A			3.5	4		N/A	5	1	3.25	4	0.32	Yes	5.1	10	3	3	2.2
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			3.46	13		N/A			4.5	12		N/A	5	1	3.22	9	1.07	Yes	3	1	4.46	13	-0.36
WY	14--04	OP-5	New Service Install Quality, Centrex 21%		P			85%	20		N/A	100%	1	93.75%	16	-0.25	Yes	100%	7	50%	16	-2.21	Yes	100%	6	38.89%	18	-2.66
WY	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100%	1	93.75%	16	-0.25	Yes	100%	7	56.25%	16	-1.95	Yes	100%	6	38.89%	18	-2.66
WY	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			2.5	2		N/A						N/A						N/A					
WY	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A					
WY	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			102.29	7		N/A			72.38	8		N/A			72.33	6		N/A			192.33	3	
WY	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			3			N/A			3			N/A			2			N/A			0		
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100%	1	100%	12	.	Yes			94.12%	17		N/A	100%	2	84.62%	26	-0.58	Yes			100%	20	
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100%	8		N/A			100%	4		N/A			83.33%	6		N/A			100%	7	
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100%	1	100%	15	.	Yes			100%	21		N/A	100%	2	94.12%	34	-0.34	Yes			96.15%	26	
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100%	12		N/A			100%	10		N/A			100%	16		N/A			100%	13	
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	3:07	1	5:34	15	-0.43	Yes			5:55	21		N/A	3:31	2	13:40	34	-0.8	Yes			7:22	26	
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			5:49	12		N/A			4:19	10		N/A			4:13	16		N/A			1:23	13	
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0%	1	0%	16	.	Yes			0%	21		N/A	0%	2	8.82%	34	-0.43	Yes			3.85%	26	
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			0%	12		N/A			10%	10		N/A			25%	16		N/A			15.38%	13	
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			0%	18		N/A	0%	2	10.34%	29	-0.46	Yes			4.17%	24	
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			25%	4		N/A			33.33%	12		N/A			11.11%	9	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	3:16	1	8:49	262	-0.57	Yes	1	21	8:06	9:11	-1:05
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	N/A			3:05	120		N/A	0				
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	0%	1	11.74%	264	-0.36	Yes	0				
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	N/A			15%	120		N/A	0				
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	Yes	0%	1	10.55%	237	-0.34	Yes	0				
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	N/A			16.07%	56		N/A	0				
WY	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.09%	1119	0.65%	59275	-2.31	Yes	0				
WY	14--02	MR-8*	Trouble Rate, Business%		P	Yes	0.09%	1119	0.49%	59275	-1.91	Yes	0				
WY	14--02	MR-9	Repair Appoint Met, Business%	ND	P	N/A			97.50%	120		N/A	1	6	83.33%	97.97%	-14.63%
WY	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100%	1	96.59%	264	-0.19	Yes	0				
WY	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	N/A	0%	1	33.56%	578	-0.71	N/A	0				
WY	14--03	OP-3	Install Commit Met, Centrex%	D	P	Yes	100%	3	100%	7	.	Yes	0				
WY	14--03	OP-3	Install Commit Met, Centrex%	ND	P	N/A	100%	5				N/A	0				
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	Yes	5	3	4	7	0.4	Yes	3	30	4.93	3.67	1.27
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A	5	4				N/A	0				
WY	14--03	OP-5	New Service Install Quality, Centrex%		P	Yes	90%	10	60%	10	-1.37	Yes	0				
WY	14--03	OP-5*	New Service Install Quality, Centrex%		P	Yes	90%	10	60%	10	-1.37	Yes	0				
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	N/A						N/A	0				
WY	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A						N/A	0				
WY	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A	1	1	140.88	8	-1.69	N/A	0				
WY	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	N/A	0		1		-0.36	N/A	0				
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	Yes	100%	2	93.33%	15	-0.36	Yes	0				
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100%	3		N/A	0				
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	Yes	100%	2	100%	20	.	Yes	0				
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	N/A	100%	1	100%	10	.	Yes	0				
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	Yes	1:42	2	7:52	20	-1	Yes	0				
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A	0:01	1	3:20	10	-0.54	Yes	0				
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	Yes	0%	2	10%	20	-0.45	Yes	0				
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A	0%	1	0%	10	.	Yes	0				
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	Yes	0%	2	10.53%	19	-0.46	Yes	0				
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A			0%	5		N/A	0				
WY	14--03	MR-8	Trouble Rate, Centrex%		P	No	0.61%	493	0.45%	6631	0.53	Yes	1	2427	0.74%	0.44%	0.30%
WY	14--03	MR-8*	Trouble Rate, Centrex%		P	No	0.41%	493	0.36%	6631	0.22	Yes	1	1946	0.77%	0.37%	0.41%
WY	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	Yes	100%	2	100%	20	.	Yes	0				
WY	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A	100%	1	100%	10	.	Yes	0				
WY	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A	25%	4	31.82%	44	-0.28	N/A	0				
WY	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	Yes			83.33%	12		N/A	0				
WY	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	Yes			100%	6		N/A	0				
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	No			3.5	6		N/A	1	11	5.09	3.28	1.81
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	Yes			8.25	12		N/A	0				
WY	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	100%	1	52.63%	19	-0.92	Yes	0				
WY	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	Yes	100%	1	73.68%	19	-0.58	Yes	0				
WY	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			2	1		N/A	0				
WY	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A			9	1		N/A	0				
WY	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			172.33	3		N/A	0				
WY	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	N/A			0			N/A	0				
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	N/A			88.89%	18		N/A	0				
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A			100%	5		N/A	0				
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	N/A			95.83%	24		N/A	0				
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	N/A			100%	18		N/A	0				
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	N/A			10:13	24		N/A	0				
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	N/A			2:33	18		N/A	0				
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			12%	25		N/A	0				
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			11.11%	18		N/A	0				
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			12.50%	24		N/A	0				
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			0%	7		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
WY	14--02	MR-8	Trouble Rate, Business%		P	
WY	14--02	MR-8*	Trouble Rate, Business%		P	
WY	14--02	MR-9	Repair Appoint Met, Business%	ND	P	
WY	14--02	MR-9	Repair Appoint Met, Business%	D	P	
WY	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
WY	14--03	OP-3	Install Commit Met, Centrex%	D	P	
WY	14--03	OP-3	Install Commit Met, Centrex%	ND	P	
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
WY	14--03	OP-5	New Service Install Quality, Centrex%		P	
WY	14--03	OP-5*	New Service Install Quality, Centrex%		P	
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
WY	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
WY	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
WY	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS	
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
WY	14--03	MR-8	Trouble Rate, Centrex%		P	
WY	14--03	MR-8*	Trouble Rate, Centrex%		P	
WY	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	
WY	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	
WY	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
WY	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	
WY	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
WY	14--04	OP-5	New Service Install Quality, Centrex 21%		P	
WY	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	
WY	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
WY	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
WY	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
WY	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS	
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.40%	252	0.46%	6039	-0.15	Yes	0%	254	0.52%	5941	-1.13	Yes	0.79%	254	0.84%	5960	-0.09	Yes	0%	217	0.66%	5930	-1.18
WY	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0%	254	0.37%	5941	-0.95	Yes	0.79%	254	0.69%	5960	0.26	Yes	0%	217	0.56%	5930	-1.08
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100%	1	100%	16	.	Yes			100%	21		N/A	100%	2	100%	34	.	Yes			96.15%	26	
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			91.67%	12		N/A			100%	10		N/A			100%	16		N/A			100%	13	
WY	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0%	1	28.21%	39	-0.62	N/A	100%	2	27.91%	43	1.77	N/A	33.33%	3	28.57%	70	0.15	N/A			40%	65	
WY	14--05	OP-3	Install Commit Met, PBX%	D	P			100%	2		N/A			100%	1		N/A			100%	3		N/A	100%	1	100%	2	.
WY	14--05	OP-3	Install Commit Met, PBX%	ND	P						N/A						N/A			100%	4		N/A					
WY	14--05	OP-3	Install Commit Met, PBX%		P			100%	2		N/A			1.69%	59		N/A			100%	3		N/A			33.33%	3	
WY	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			20.5	2		N/A			6	1		N/A			4.33	3		N/A	3	1	12	4	-0.9
WY	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A						N/A			2	3		N/A					
WY	14--05	OP-4	Install Interv, PBX, Avg Days		P			14.5	4		N/A			50.28	68		N/A			39.8	25		N/A			30.56	9	
WY	14--05	OP-5	New Service Install Quality, PBX%		P			100%	38		N/A			98.04%	51		N/A	0%	1	86.96%	23	1.44	Yes	100%	1	83.33%	24	-0.44
WY	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A			100%	51		N/A	100%	1	86.96%	23	-0.38	Yes	100%	1	87.50%	24	-0.37
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A			12	1	
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A					
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			21	1		N/A			16.68	66		N/A			28.21	19		N/A			31.25	4	
WY	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A					
WY	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			194	6		N/A			188.71	7		N/A			255.43	7		N/A			279.83	6	
WY	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			4			N/A			5			N/A			1			N/A			0		
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	100%	1	87.50%	8	-0.36	Yes			100%	14		N/A	100%	1	100%	10	.	Yes			85.71%	7	
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			100%	6		N/A	100%	1	100%	19	.	Yes	100%	1	100%	13	.	Yes			100%	16	
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100%	1	87.50%	8	-0.36	Yes			100%	17		N/A	100%	1	100%	11	.	Yes			100%	8	
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P			100%	8		N/A	100%	1	100%	21	.	Yes	100%	2	100%	14	.	Yes			100%	19	
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	1:30	1	16:07	8	-0.67	Yes			3:14	17		N/A	3:42	1	6:19	11	-0.38	Yes			8:41	8	
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			7:12	8		N/A	0:19	1	1:51	21	-0.92	Yes	4:42	2	2:25	14	1.07	Yes			0:59	19	
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	0%	1	25%	8	-0.54	Yes			5.88%	17		N/A	0%	1	9.09%	11	-0.3	Yes			12.50%	8	
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P			25%	8		N/A	0%	1	9.52%	21	-0.32	Yes	0%	2	14.29%	14	-0.54	Yes			5.26%	19	
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			0%	9		N/A	0%	1	11.11%	9	-0.34	Yes			12.50%	8	
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			9.09%	11		N/A			20%	5		N/A			20%	5	
WY	14--05	MR-8	Trouble Rate, PBX%		P	0.31%	324	0.11%	15092	0.93	Yes	0.31%	324	0.25%	15200	0.28	Yes	0.99%	302	0.17%	15034	2.4	No	0%	280	0.18%	14988	-0.7
WY	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0%	324	0.13%	15200	-0.65	Yes	0.33%	302	0.09%	15034	1.06	Yes	0%	280	0.09%	14988	-0.49
WY	14--05	MR-9	Repair Appoint Met, PBX%	D	P	100%	1	100%	6	.	Yes			88.89%	9		N/A	100%	1	100%	6	.	Yes			100%	6	
WY	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			66.67%	3		N/A			100%	5		N/A	50%	2	66.67%	3	0.1	Yes			100%	4	
WY	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0%	1	44.83%	29	-0.89	N/A	0%	1	45.71%	70	-0.91	N/A	25%	4	30.56%	36	-0.23	N/A			34.15%	41	
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A					
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A					
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			77.78%	9		N/A			85.71%	7		N/A			100%	7		N/A			75%	12	
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A					
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A					
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			11.7	10		N/A			14	7		N/A			9.17	6		N/A			11.27	11	
WY	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			100%	9		N/A			100%	7		N/A			90%	10		N/A	100%	1	100%	9	.
WY	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100%	7		N/A			90%	10		N/A	100%	1	100%	9	.
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A					
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			11	3		N/A						N/A						N/A			7	3	
WY	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			31	1		N/A						N/A					
WY	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			339	4		N/A			258	5		N/A			203.5	6		N/A			197.17	6	
WY	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			1			N/A			2			N/A			1			N/A			1		
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100%	1		N/A			100%	6		N/A			100%	2		N/A			100%	3	
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100%	5		N/A			100%	4		N/A			100%	10		N/A			100%	4	
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100%	1		N/A			100%	6		N/A			100%	2		N/A			100%	3	
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100%	5		N/A			100%	5		N/A			100%	10		N/A			100%	4	
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:34	1		N/A			3:30	6		N/A			6:30	2		N/A			6:44	3	
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			2:07	5		N/A			1:23	5		N/A			1:02	10		N/A			1:30	4	
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			0%	1		N/A			16.67%	6		N/A			0%	2		N/A			33.33%	3	
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			40%	5		N/A			0%	5		N/A			40%	10		N/A			0%	4	
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			20%	5		N/A			0%	2		N/A			33.33%	3	
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			0%	1		N/A			0%	2		N/A			0%	2	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0%	216	0.72%	5935	-1.23	Yes	0				
WY	14--04	MR-8*	Trouble Rate, Centrex 21%		P	Yes	0%	216	0.52%	5935	-1.05	Yes	0				
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	N/A			100%	25		N/A	0				
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	N/A			100%	18		N/A	0				
WY	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A			34.85%	66		N/A	0				
WY	14--05	OP-3	Install Commit Met, PBX%	D	P	Yes			100%	3		N/A	0				
WY	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A			100%	1		N/A	0				
WY	14--05	OP-3	Install Commit Met, PBX%		P	N/A			100%	3		N/A	0				
WY	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	Yes			5	4		N/A	0				
WY	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			1	1		N/A	0				
WY	14--05	OP-4	Install Interv, PBX, Avg Days		P	N/A			36	27		N/A	0				
WY	14--05	OP-5	New Service Install Quality, PBX%		P	Yes	100%	1	96.43%	28	-0.19	Yes	0				
WY	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes	100%	1	96.43%	28	-0.19	Yes	0				
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	N/A						N/A	0				
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			16.89	19		N/A	0				
WY	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	N/A						N/A	0				
WY	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			271.5	6		N/A	0				
WY	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	N/A			0			N/A	0				
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A			94.12%	17		N/A	0				
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	N/A			100%	12		N/A	0				
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	N/A			95.45%	22		N/A	0				
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	N/A			100%	15		N/A	0				
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A			9:17	22		N/A	0				
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	N/A			1:44	15		N/A	0				
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	N/A			4.55%	22		N/A	0				
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	N/A			6.67%	15		N/A	0				
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A			0%	20		N/A	0				
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A			12.50%	8		N/A	0				
WY	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0%	302	0.25%	14970	-0.86	Yes	1	1532	0.33%	0.19%	0.13%
WY	14--05	MR-8*	Trouble Rate, PBX%		P	Yes	0%	302	0.19%	14970	-0.74	Yes	0				
WY	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A			94.44%	18		N/A	0				
WY	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	N/A			100%	3		N/A	0				
WY	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A			28.85%	52		N/A	0				
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100%	1		N/A	0				
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A	100%	1	80%	5	-0.46	Yes	0				
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			6	1		N/A	0				
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A						N/A	0				
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A	8	1	10.5	4	-0.41	Yes	0				
WY	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	Yes	100%	1	100%	8	.	Yes	0				
WY	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	Yes	100%	1	100%	8	.	Yes	0				
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A	0				
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			3	1		N/A	0				
WY	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A						N/A	0				
WY	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			181.5	6		N/A	0				
WY	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	N/A			0			N/A	0				
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	N/A			100%	1		N/A	0				
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	4		N/A	0				
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	N/A			100%	1		N/A	0				
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	N/A			100%	4		N/A	0				
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			0:56	1		N/A	0				
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A			0:40	4		N/A	0				
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			0%	1		N/A	0				
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			0%	4		N/A	0				
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A						N/A	0				
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A						N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	14--04	MR-8	Trouble Rate, Centrex 21%		P	
WY	14--04	MR-8*	Trouble Rate, Centrex 21%		P	
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
WY	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
WY	14--05	OP-3	Install Commit Met, PBX%	D	P	
WY	14--05	OP-3	Install Commit Met, PBX%	ND	P	
WY	14--05	OP-3	Install Commit Met, PBX%		P	
WY	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	
WY	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	
WY	14--05	OP-4	Install Interv, PBX, Avg Days		P	
WY	14--05	OP-5	New Service Install Quality, PBX%		P	
WY	14--05	OP-5*	New Service Install Quality, PBX%		P	
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
WY	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
WY	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
WY	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
WY	14--05	MR-8	Trouble Rate, PBX%		P	
WY	14--05	MR-8*	Trouble Rate, PBX%		P	
WY	14--05	MR-9	Repair Appoint Met, PBX%	D	P	
WY	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	
WY	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
WY	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
WY	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
WY	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
WY	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
WY	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS	
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0%	2	0.62%	967	-0.11	Yes	0%	2	1.13%	970	-0.15	Yes	0%	2	1.24%	966	-0.16	Yes	0%	2	0.73%	962	-0.12
WY	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0%	2	0.62%	970	-0.11	Yes	0%	2	0.41%	966	-0.09	Yes	0%	2	0.52%	962	-0.1
WY	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A			100%	1		N/A						N/A					
WY	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			14.29%	7		N/A			21.43%	14		N/A			36.84%	19		N/A			41.67%	12	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			93.33%	15		N/A			92.31%	13		N/A			80%	15		N/A			93.33%	15	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			98.80%	334		N/A			99.62%	264		N/A			99.66%	291		N/A			99.56%	225	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%		P			100%	1		N/A			0%	1		N/A						N/A			0%	1	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6.13	15		N/A			5.62	13		N/A			7.6	15		N/A			10	15	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.92	245		N/A			4.86	192		N/A			4.89	157		N/A			9.49	151	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			8	1		N/A						N/A						N/A			48	1	
WY	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			100%	314		N/A			100%	292		N/A			100%	274		N/A			100%	236	
WY	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100%	292		N/A			100%	274		N/A			100%	236	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			9	1		N/A			2	1		N/A			1.33	3		N/A			2	1	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			2.25	4		N/A			2	1		N/A			9	1		N/A			6	1	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A			3	1		N/A						N/A			35	1	
WY	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			70%	10		N/A			88.89%	18		N/A			80%	10		N/A			100%	5	
WY	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			80%	10		N/A			94.44%	18		N/A			90%	10		N/A			100%	5	
WY	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			18:36	10		N/A			7:17	18		N/A			26:42:00	10		N/A			12:10	5	
WY	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			40%	10		N/A			11.11%	18		N/A			30%	10		N/A			60%	5	
WY	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			6.25%	16		N/A			40%	5		N/A			50%	2	
WY	14--07	MR-8	Trouble Rate, Qwest DSL%		P			1.11%	898		N/A			1.93%	931		N/A			1.03%	974		N/A			0.50%	1000	
WY	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A			1.72%	931		N/A			0.51%	974		N/A			0.20%	1000	
WY	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			47.37%	19		N/A			41.94%	31		N/A			50%	20		N/A			54.55%	11	
WY	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100%	1		N/A						N/A						N/A					
WY	14--08	OP-3	Install Commit Met, ISDN Primary%		P			55.56%	9		N/A			66.67%	3		N/A			4.76%	21		N/A			75%	16	
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			0	1		N/A						N/A						N/A					
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			13.33	9		N/A			9.29	7		N/A			56.65	23		N/A			11.22	36	
WY	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			77.78%	9		N/A			100%	22		N/A			100%	37		N/A			100%	27	
WY	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			100%	22		N/A			100%	37		N/A			100%	27	
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A					
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			7.5	4		N/A			4	1		N/A			32.94	34		N/A			8.5	4	
WY	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	5	1	509	1	.	N/A			489	1		N/A			467	1		N/A			240.54	13	
WY	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	0		0		.	N/A			0			N/A			0			N/A			1		
WY	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			100%	3		N/A			0%	1		N/A			100%	1		N/A			100%	1	
WY	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:43	3		N/A			21:42	1		N/A			1:12	1		N/A			0:05	1	
WY	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			0%	3		N/A			0%	1		N/A			0%	1		N/A			0%	1	
WY	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0%	1		N/A						N/A					
WY	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0%	69	0.03%	10260	-0.14	Yes	0%	48	0.01%	10318	-0.07	Yes	0%	48	0.01%	10245	-0.07	Yes	0%	48	0.01%	10193	-0.07
WY	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0%	48	0.01%	10318	-0.07	Yes	0%	48	0%	10245	.	Yes	0%	48	0%	10193	.
WY	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			25%	4		N/A			66.67%	3		N/A			0%	1		N/A			0%	1	
WY	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A			0%	2	
WY	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A						N/A			100%	1		N/A			100%	2	
WY	14--09	OP-3	Install Commit Met, DS0%		P	100%	7	90%	10	-0.68	Yes			77.78%	9		N/A			88.89%	9		N/A			100%	5	
WY	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A			8.5	2	
WY	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A						N/A			0	1		N/A			4	1	
WY	14--09	OP-4	Install Interv, DS0, Avg Days		P	5.5	6	4.78	9	0.96	Yes			8.86	7		N/A			7.91	11		N/A			4.4	5	
WY	14--09	OP-5	New Service Install Quality, DS0%		P	100%	4	30%	10	-2.58	Yes			63.64%	11		N/A			63.64%	11		N/A			40%	10	
WY	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			90.91%	11		N/A			81.82%	11		N/A			80%	10	
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A			3.5	2	
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			19	1		N/A			10	2		N/A			13	2		N/A					
WY	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			224.67	3		N/A			125.8	5		N/A			184	3		N/A			122.5	4	
WY	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			2			N/A			4			N/A			0			N/A			0		
WY	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			79.41%	68		N/A			87.03%	185		N/A			91.51%	106		N/A			88.10%	84	
WY	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			2:40	68		N/A			2:16	185		N/A			0.08333	106		N/A			2:14	84	
WY	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			19.12%	68		N/A			16.76%	185		N/A			19.81%	106		N/A			21.43%	84	
WY	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			15.97%	119		N/A			17.86%	56		N/A			20.41%	49	
WY	14--09	MR-8	Trouble Rate, DS0%		P	0%	195	0.67%	10175	-1.13	Yes	0%	183	1.78%	10412	-1.8	Yes	0%	183	1.01%	10536	-1.35	Yes	0%	183	0.80%	10475	-1.21

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02										
State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	2	0.52%	963	-0.1	Yes	0				
WY	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	Yes	0%	2	0%	963	.	Yes	0				
WY	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	N/A						N/A	0				
WY	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			37.50%	8		N/A	0				
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			100%	9		N/A	0				
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A			100%	220		N/A	0				
WY	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			100%	2		N/A	0				
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			10.11	9		N/A	0				
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A			9.57	155		N/A	0				
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A			5	2		N/A	0				
WY	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	N/A			100%	236		N/A	0				
WY	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	N/A			100%	236		N/A	0				
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A	0				
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A						N/A	0				
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A	0				
WY	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			85.71%	14		N/A	0				
WY	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	N/A			92.86%	14		N/A	0				
WY	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			14:44	14		N/A	0				
WY	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			28.57%	14		N/A	0				
WY	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			33.33%	6		N/A	0				
WY	14--07	MR-8	Trouble Rate, Qwest DSL%		P	N/A			1.34%	1043		N/A	0				
WY	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	N/A			0.58%	1043		N/A	0				
WY	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			48.15%	27		N/A	0				
WY	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A						N/A	0				
WY	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			85.71%	7		N/A	0				
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			11.18	17		N/A	0				
WY	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			100%	24		N/A	0				
WY	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			100%	24		N/A	0				
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	N/A						N/A	0				
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			6	4		N/A	0				
WY	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			220.54	13		N/A	0				
WY	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	N/A			1			N/A	0				
WY	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A						N/A	0				
WY	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A						N/A	0				
WY	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A						N/A	0				
WY	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A						N/A	0				
WY	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0%	48	0%	9439	.	Yes	0				
WY	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	Yes	0%	48	0%	9439	.	Yes	0				
WY	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	N/A						N/A	0				
WY	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A						N/A	0				
WY	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A						N/A	0				
WY	14--09	OP-3	Install Commit Met, DS0%		P	N/A			100%	8		N/A	0				
WY	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A						N/A	0				
WY	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A						N/A	0				
WY	14--09	OP-4	Install Interv, DS0, Avg Days		P	N/A			4.73	11		N/A	0				
WY	14--09	OP-5	New Service Install Quality, DS0%		P	N/A			72.73%	11		N/A	0				
WY	14--09	OP-5*	New Service Install Quality, DS0%		P	N/A			90.91%	11		N/A	0				
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A						N/A	0				
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A						N/A	0				
WY	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			147	3		N/A	0				
WY	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	N/A			0			N/A	0				
WY	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	N/A			87.50%	104		N/A	0				
WY	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	N/A			2:06	104		N/A	0				
WY	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	N/A			11.54%	104		N/A	0				
WY	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A			10.45%	67		N/A	0				
WY	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0%	183	1.01%	10268	-1.36	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
WY	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
WY	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
WY	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%		P	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
WY	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	
WY	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
WY	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
WY	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
WY	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
WY	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
WY	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
WY	14--07	MR-8	Trouble Rate, Qwest DSL%		P	
WY	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	
WY	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
WY	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
WY	14--08	OP-3	Install Commit Met, ISDN Primary%		P	
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
WY	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	
WY	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
WY	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
WY	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	
WY	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
WY	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
WY	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
WY	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
WY	14--08	MR-8	Trouble Rate, ISDN Primary%		P	
WY	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	
WY	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
WY	14--09	OP-3	Install Commit Met, DS0%	D	P	
WY	14--09	OP-3	Install Commit Met, DS0%	ND	P	
WY	14--09	OP-3	Install Commit Met, DS0%		P	
WY	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	
WY	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	
WY	14--09	OP-4	Install Interv, DS0, Avg Days		P	
WY	14--09	OP-5	New Service Install Quality, DS0%		P	
WY	14--09	OP-5*	New Service Install Quality, DS0%		P	
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
WY	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
WY	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS	
WY	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
WY	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
WY	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	
WY	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	
WY	14--09	MR-8	Trouble Rate, DS0%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

						Sep-02						Aug-02						Jul-02						Jun-02				
State	Prod ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score
WY	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0%	183	1.14%	10412	-1.44	Yes	0%	183	0.53%	10536	-0.98	Yes	0%	183	0.47%	10475	-0.92
WY	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			21.84%	87		N/A			11.90%	210		N/A			18.46%	130		N/A			28.21%	117	
WY	14--10	OP-3	Install Commit Met, DS1%		P			66.67%	99		N/A			84.72%	72		N/A			75%	64		N/A			90.36%	83	
WY	14--10	OP-4	Install Interv, DS1, Avg Days		P			15.58	110		N/A			16.96	89		N/A			17.2	83		N/A			15.92	106	
WY	14--10	OP-5	New Service Install Quality, DS1%		P			95.19%	104		N/A			95.45%	88		N/A			91.58%	95		N/A			94.74%	95	
WY	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			97.73%	88		N/A			92.63%	95		N/A			94.74%	95	
WY	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			14.52	31		N/A			24.33	18		N/A			17.71	21		N/A			18.07	14	
WY	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			3	3		N/A			14	1		N/A			125	1		N/A					
WY	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			101.63	52		N/A			86.39	56		N/A			96.11	46		N/A			85.76	51	
WY	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			38			N/A			45			N/A			4			N/A			4		
WY	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100%	2	77.92%	77	-0.74	Yes	100%	4	78.45%	116	-1.03	Yes			89.33%	75		N/A			90%	60	
WY	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0:16	2	3:05	77	-1.11	Yes	0:25	4	3:25	116	-1.43	Yes			2:18	75		N/A			1:45	60	
WY	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	50%	2	18.18%	77	0.88	Yes	75%	4	21.55%	116	2.11	No			28%	75		N/A			35%	60	
WY	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	100%	2	22.73%	88	1.97	No			30.91%	55		N/A			33.33%	36	
WY	14--10	MR-8	Trouble Rate, DS1%		P	10.53%	19	1.95%	3942	1.91	No	21.05%	19	2.97%	3903	3.07	No	0%	18	1.95%	3849	-0.6	Yes	0%	19	1.57%	3810	-0.55
WY	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	10.53%	19	2.25%	3903	1.79	No	0%	18	1.43%	3849	-0.51	Yes	0%	19	0.94%	3810	-0.42
WY	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	33.33%	3	23%	100	0.37	N/A	20%	5	17.73%	141	0.15	N/A			26.47%	102		N/A			26.83%	82	
WY	14--11	OP-3	Install Commit Met, DS3%		P			83.33%	6		N/A			100%	4		N/A			50%	2		N/A			100%	3	
WY	14--11	OP-4	Install Interv, DS3, Avg Days		P			7.6	5		N/A			11	4		N/A			8.67	3		N/A			9.67	3	
WY	14--11	OP-5	New Service Install Quality, DS3%		P			100%	5		N/A			100%	4		N/A			100%	4		N/A			100%	3	
WY	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100%	4		N/A			100%	4		N/A			100%	3	
WY	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			8	1		N/A						N/A						N/A					
WY	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A						N/A			9	1		N/A					
WY	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			240	3		N/A			233.25	4		N/A			211.25	4		N/A			189.25	4	
WY	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			3			N/A			4			N/A			0			N/A			0		
WY	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P						N/A			50%	2		N/A			100%	1		N/A					
WY	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P						N/A			2:59	2		N/A			0:13	1		N/A					
WY	14--11	MR-7	Repair Repeat Report Rate, DS3%		P						N/A			0%	2		N/A			0%	1		N/A					
WY	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0%	2		N/A						N/A					
WY	14--11	MR-8	Trouble Rate, DS3%		P			0%	187		N/A			1.08%	185		N/A			0.56%	180		N/A			0%	178	
WY	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			1.08%	185		N/A			0%	180		N/A			0%	178	
WY	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS						N/A			0%	2		N/A			0%	1		N/A					
WY	14--12	OP-3	Install Commit Met, Frame Relay%		P			57.89%	19		N/A			55%	20		N/A			91.67%	24		N/A			78.57%	28	
WY	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A			4	1		N/A						N/A					
WY	14--12	OP-5	New Service Install Quality, Frame Relay%		P			85.71%	21		N/A			82.61%	23		N/A			66.67%	27		N/A			86.84%	38	
WY	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			86.96%	23		N/A			85.19%	27		N/A			97.37%	38	
WY	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			16	9		N/A			12.2	10		N/A			51.33	3		N/A			24.6	5	
WY	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P						N/A						N/A						N/A			20	1	
WY	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			76.75	12		N/A			61.33	15		N/A			83.45	11		N/A			130.67	9	
WY	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			9			N/A			10			N/A			1			N/A			0		
WY	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			75%	40		N/A			87.88%	66		N/A			93.18%	44		N/A			89.47%	38	
WY	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:43	40		N/A			2:17	66		N/A			1:32	44		N/A			1:40	38	
WY	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			12.50%	40		N/A			10.61%	66		N/A			22.73%	44		N/A			23.68%	38	
WY	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			10.53%	38		N/A			22.22%	27		N/A			26.32%	19	
WY	14--12	MR-8	Trouble Rate, Frame Relay%		P			2.41%	1658		N/A			3.90%	1693		N/A			2.69%	1636		N/A			2.33%	1629	
WY	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			2.24%	1693		N/A			1.65%	1636		N/A			1.17%	1629	
WY	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			9.09%	44		N/A			19.51%	82		N/A			13.73%	51		N/A			29.63%	54	
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NUMBER OF METRICS MET	2068	2539	2517	2461
NUMBER OF METRICS MISSED	145	179	239	213
PERCENT OF METRICS MET	93.45%	93.41%	91.33%	92.03%
5-MONTH PERCENT OF METRICS MET	92.74%			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

							May-02											
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Modified Z Score	Met Std	Months Missed	5-month CLEC Vol	5-month CLEC Avg	5-month Qwest Avg	Difference
WY	14--09	MR-8*	Trouble Rate, DS0%		P	Yes	0%	183	0.65%	10268	-1.09	Yes	0				
WY	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	N/A			22.96%	135		N/A	0				
WY	14--10	OP-3	Install Commit Met, DS1%		P	N/A			83.33%	60		N/A	0				
WY	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A			17.6	82		N/A	0				
WY	14--10	OP-5	New Service Install Quality, DS1%		P	N/A			89.02%	82		N/A	0				
WY	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A			95.12%	82		N/A	0				
WY	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	N/A			18	22		N/A	0				
WY	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A						N/A	0				
WY	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			94.82	50		N/A	0				
WY	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	N/A			4			N/A	0				
WY	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	N/A	100%	1	91.43%	70	-0.3	Yes	0				
WY	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	N/A	0:20	1	2:19	70	-0.32	Yes	0				
WY	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	N/A	100%	1	34.29%	70	0.94	Yes	1	7	71.43%	26.38%	45.05%
WY	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	N/A			38.64%	44		N/A	1	2	100.00%	29.60%	70.40%
WY	14--10	MR-8	Trouble Rate, DS1%		P	Yes	5.26%	19	1.86%	3764	0.93	Yes	2	94	7.45%	2.06%	5.38%
WY	14--10	MR-8*	Trouble Rate, DS1%		P	Yes	0%	19	1.17%	3764	-0.47	Yes	1	75	2.67%	1.45%	1.21%
WY	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	0%	1	25.53%	94	-0.58	N/A	0				
WY	14--11	OP-3	Install Commit Met, DS3%		P	N/A			0%	1		N/A	0				
WY	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			22.5	2		N/A	0				
WY	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100%	5		N/A	0				
WY	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100%	5		N/A	0				
WY	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			4	1		N/A	0				
WY	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A	0				
WY	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			169.25	4		N/A	0				
WY	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	N/A			0			N/A	0				
WY	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			50%	2		N/A	0				
WY	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			216:19:00	2		N/A	0				
WY	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			50%	2		N/A	0				
WY	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A						N/A	0				
WY	14--11	MR-8	Trouble Rate, DS3%		P	N/A			1.12%	178		N/A	0				
WY	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0%	178		N/A	0				
WY	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			50%	4		N/A	0				
WY	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			74.47%	47		N/A	0				
WY	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			6	3		N/A	0				
WY	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			94.12%	34		N/A	0				
WY	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			94.12%	34		N/A	0				
WY	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			17.18	11		N/A	0				
WY	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A						N/A	0				
WY	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			103.25	12		N/A	0				
WY	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	N/A			2			N/A	0				
WY	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			88.57%	35		N/A	0				
WY	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			1:58	35		N/A	0				
WY	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			20%	35		N/A	0				
WY	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			5%	20		N/A	0				
WY	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			2.15%	1627		N/A	0				
WY	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			1.23%	1627		N/A	0				
WY	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			39.66%	58		N/A	0				

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NUMBER OF METRICS MET				2492
NUMBER OF METRICS MISSED				169
PERCENT OF METRICS MET				93.65%
5-MONTH PERCENT OF METRICS MET				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002

State	Prod ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
WY	14--09	MR-8*	Trouble Rate, DS0%		P	
WY	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
WY	14--10	OP-3	Install Commit Met, DS1%		P	
WY	14--10	OP-4	Install Interv, DS1, Avg Days		P	
WY	14--10	OP-5	New Service Install Quality, DS1%		P	
WY	14--10	OP-5*	New Service Install Quality, DS1%		P	
WY	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
WY	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
WY	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
WY	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS	
WY	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
WY	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
WY	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	
WY	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
WY	14--10	MR-8	Trouble Rate, DS1%		P	
WY	14--10	MR-8*	Trouble Rate, DS1%		P	
WY	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
WY	14--11	OP-3	Install Commit Met, DS3%		P	
WY	14--11	OP-4	Install Interv, DS3, Avg Days		P	
WY	14--11	OP-5	New Service Install Quality, DS3%		P	
WY	14--11	OP-5*	New Service Install Quality, DS3%		P	
WY	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
WY	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
WY	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
WY	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS	
WY	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
WY	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
WY	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
WY	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
WY	14--11	MR-8	Trouble Rate, DS3%		P	
WY	14--11	MR-8*	Trouble Rate, DS3%		P	
WY	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
WY	14--12	OP-3	Install Commit Met, Frame Relay%		P	
WY	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
WY	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
WY	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
WY	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
WY	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
WY	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
WY	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS	
WY	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
WY	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
WY	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
WY	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
WY	14--12	MR-8	Trouble Rate, Frame Relay%		P	
WY	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
WY	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	

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NUMBER OF METRICS MET		
NUMBER OF METRICS MISSED		
PERCENT OF METRICS MET		
5-MONTH PERCENT OF METRICS MET		