STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	92.06%	63	73.81%	84	-2.49	Yes	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	95.00%
CO	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	12.51	81	25.54	109	-5.42	Yes	18.6	42	14.59	79	2	No	17.93	40	22.5	50	-1.26	Yes	18.76	29	24.76	33	-2.57	Yes	17.63
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	98.39%	62	94.68%	94	-1.01	Yes	100.00%	41	93.85%	65	-1.28	Yes	94.29%	35	100.00%	42	1.27	Yes	100.00%	27	90.91%	33	-1.22	Yes	92.59%
CO	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	41	95.38%	65	-1.1	Yes	94.29%	35	100.00%	42	1.27	Yes	100.00%	27	90.91%	33	-1.22	Yes	96.30%
CO	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	10	7	22.27	37	-1.94	Yes	13.5	2	13.2	5	-0.37	Yes	1	1	30.38	8	-1.03	Yes	10.5	2	30	1	.	N/A	17
CO	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A	
CO	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	4	2				N/A	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	2					N/A	1					N/A	1					N/A	-					N/A	
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	75.00%	20	94.29%	35	1.92	No	94.44%	18	94.12%	17	-0.04	Yes	93.33%	15	88.24%	17	-0.45	Yes	100.00%	27	85.71%	28	-1.51	Yes	90.00%
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	2:24	20	1:50	35	0.4	Yes	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
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	25.00%	20	20.00%	35	0.4	Yes	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	20.00%
CO	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0.00%	11	10.00%	10	-0.76	Yes	20.00%	10	7.14%	14	0.82	Yes	26.32%	19	15.00%	20	0.82	Yes	40.00%
CO	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	194697	0.03%	125443	-2.92	Yes	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%
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	190952	0.01%	123968	-0.7	Yes	0.01%	191073	0.01%	117439	-1.65	Yes	0.01%	193190	0.02%	112175	-1.6	Yes	0.00%
CO	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	42.86%	35	31.37%	51	1.07	N/A	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%
CO	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.01%	25606	0.01%	38786	2.22	Yes	0.01%	24694	0.00%	39266	273.59	Yes	0.02%	26302	0.00%	39554	.	Yes	0.00%	25078	0.00%	40226	.	Yes	0.00%
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.00%	14016	0.01%	111286	-7.44	Yes	0.00%	11376	0.00%	113998	-7.55	Yes	0.00%	12216	0.02%	116518	-7.53	Yes	0.00%	12384	0.01%	123934	-5.61	Yes	0.00%
CO	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.19%	26470	0.01%	38786	171.52	N/A	0.16%	26086	0.00%	39266	3835.97	N/A	0.03%	26422	0.00%	39554	.	N/A	0.01%	25366	0.00%	40226	.	N/A	0.00%
CO	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.71%	14472	0.01%	111286	562.7	N/A	7.34%	12888	0.00%	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%
CO	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A	62	1				Yes	77	2				Yes	70.5
CO	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	65.75	4				Yes						N/A						N/A	89	7				Yes	
CO	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	110.29	7				Yes	110.71	7				Yes	122	2				Yes	82	2				Yes	99.5
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	100.00%	4				Yes						N/A	100.00%	1				Yes	100.00%	9				Yes	100.00%
CO	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	100.00%	9				Yes	100.00%	7				Yes	100.00%	2				Yes	100.00%	3				Yes	100.00%
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	6.95	19				Yes	7	2				Yes	6	1				Yes	8	10				Yes	7.29
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100.00%	22				Yes	100.00%	4				Yes	100.00%	4				Yes	100.00%	10				Yes	100.00%
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.55	16894539	4.17	14907658	-408.35	Yes	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
CO	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100.00%	2223188				Yes	99.95%	2252675				Yes	99.93%	2441893				Yes	100.00%	3004213				Yes	100.00%
CO	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.64	13057297	4.17	14907658	-368.84	N/A	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
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.22	3837242	4.17	14907658	-285.02	N/A	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
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	16506				N/A	99.99%	16639				N/A	99.99%	16481				N/A	100.00%	16750				N/A	100.00%
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.68%	5921643.76	99.31%	122356614.1	-106.14	Yes	99.41%	6082142	99.42%	124189383	2.43	No	98.59%	6506452.76	99.46%	119125611.5	296.52	No	99.88%	7288962.55	99.06%	133976532.5	-223.57	Yes	99.74%
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	95.48%	18159	99.21%	371018	55.47	No	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%
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
CO	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
CO	02--01	OA-1	Order Accuracy, %		NS	99.78%	8238				N/A	99.48%	9185				N/A	99.65%	10345				N/A	99.32%	10426				N/A	
CO	02--01	PO-10	LSR Accountability, Product Aggr%		99%	99.99%	106810				Yes	100.00%	76079				Yes	100.00%	99240				Yes	100.00%	90991				Yes	100.00%
CO	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.08	9242	0.04	63238	15.05	N/A	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
CO	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
CO	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
CO	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
CO	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
CO	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
CO	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
CO	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
CO	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
CO	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
CO	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
CO	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
CO	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	20	85.71%	28	-0.91	Yes	92.31%	26	100.00%	28	1.19	Yes	0					
CO	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	24	21.03	32	-1.61	Yes	15.97	29	15.69	29	0.08	Yes	1	245	16.09	21.10	(5.01)	
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	27	90.32%	31	-0.29	Yes	100.00%	43	93.10%	29	-1.13	Yes	0					
CO	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	27	90.32%	31	-0.77	Yes	100.00%	43	93.10%	29	-1.13	Yes	0					
CO	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	1	8.5	4	0.24	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	-					N/A	0					
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	10	63.16%	19	-1.42	Yes	84.62%	13	100.00%	16	1.31	Yes	1	103	90.3%	87.9%	2.4%	
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	10	4:33	19	-0.75	Yes	1:49	13	1:21	16	1.45	Yes	0					
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	10	15.79%	19	0.21	Yes	30.77%	13	6.25%	16	1.6	Yes	0					
CO	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	5	14.29%	14	1.05	Yes	28.57%	7	7.69%	13	1.09	Yes	0					
CO	01--01	MR-8	Trouble Rate, LIS Trunk%		P	193166	0.02%	111846	-2.41	Yes	0.01%	196171	0.01%	112206	-1.71	Yes	0					
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	193166	0.01%	111846	-2.36	Yes	0.00%	196171	0.01%	112206	-1.99	Yes	0					
CO	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	16	24.00%	25	0.88	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%	26182	0.00%	40154	51.36	Yes	0.00%	26302	0.00%	38834	-21.39	Yes	0					
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	11544	0.01%	124630	-4.81	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	26182	0.00%	40154	51.36	N/A	0.01%	26494	0.00%	38834	727.94	N/A	0					
CO	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	12096	0.01%	124630	1280.66	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	2				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	2				Yes	108	1				Yes	0					
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	2				Yes	100.00%	7				Yes	0					
CO	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	3				Yes	100.00%	1				Yes	0					
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	7				Yes	9.2	5				Yes	0					
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	7				Yes	100.00%	19				Yes	0					
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	12488269	6.32	13293479	-365.52	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%	1964436				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	10209608	6.32	13293479	-341.18	N/A						N/A	0					
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	2278661	6.32	13293479	-213.8	N/A						N/A	0					
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	15587				N/A	100.00%	16721				N/A	0					
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	7056030.51	99.01%	126728172.5	-190.01	Yes	99.67%	6813601.93	97.85%	126021980.9	-318.91	Yes	2	39,668,834	99.5%	99.0%	0.5%	
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	26076	99.25%	379997	26.17	No	97.85%	20965	98.86%	395239	13.49	No	6	138,193	97.1%	99.2%	-2.1%	
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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%		99%	80035				Yes	100.00%	91474				Yes	0					
CO	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	11335	0.07	63718	5.01	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	100.00%	5				Yes	0					
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
CO	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
CO	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				N/A	2.37	2867				N/A	0					
CO	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	470				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	470				N/A	19.92	540				N/A	0					
CO	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
CO	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
CO	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
CO	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
CO	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
CO	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
CO	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
CO	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
CO	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
CO	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
CO	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
CO	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
CO	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
CO	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
CO	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
CO	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
CO	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
CO	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
CO	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
CO	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
CO	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
CO	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
CO	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
CO	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
CO	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
CO	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
CO	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
CO	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
CO	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
CO	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
CO	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
CO	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
CO	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
CO	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
CO	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
CO	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
CO	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
CO	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
CO	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
CO	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	76.23%	4018				N/A						N/A						N/A						N/A	
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	70.21%	2964				N/A						N/A						N/A						N/A	
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	56.44%	4947				N/A						N/A						N/A						N/A	
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	62.31%	8471				N/A						N/A						N/A						N/A	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60/50%	53.60%	875				No	50.18%	833				No	51.59%	1130				No	47.21%	985				No	46.62%
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80/70%	48.42%	2121				No	41.68%	691				No	21.89%	370				No	26.35%	444				No	24.42%
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80/70%	78.40%	2593				No	76.95%	3570				No	77.65%	5082				No	73.92%	5118				No	72.28%
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65/50%	64.89%	1632				No	64.80%	1443				No	62.67%	1302				No	59.11%	1680				No	57.49%
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80/70%	66.94%	6350				No	58.90%	6374				No	60.15%	7170				No	63.24%	5792				No	64.34%
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80/70%	72.28%	1425				No	77.39%	1349				No	78.22%	1368				No	74.05%	1368				No	75.71%
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60/50%	57.05%	4072				No	54.92%	3079				No	59.56%	3506				No	43.48%	3802				No	52.63%
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65/50%	76.73%	1332				Yes	66.45%	605				Yes	61.89%	677				No	60.86%	925				No	48.58%
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	91.11%	2284				N/A						N/A						N/A						N/A	
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	97.24%	3148				N/A						N/A						N/A						N/A	
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	91.99%	3035				N/A						N/A						N/A						N/A	
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	97.29%	5425				N/A						N/A						N/A						N/A	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90/80%	97.44%	1054				Yes	94.74%	304				Yes	89.01%	91				No	90.00%	130				Yes	85.59%
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90/80%	97.13%	2091				Yes	96.76%	2839				Yes	96.55%	4086				Yes	95.43%	3964				Yes	94.47%
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		70/60%	93.06%	504				Yes	92.27%	453				Yes	89.01%	655				Yes	90.29%	515				Yes	86.09%
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75/60%	88.47%	1197				Yes	89.73%	1042				Yes	86.62%	942				Yes	85.38%	1163				Yes	88.64%
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90/80%	97.45%	1057				Yes	97.12%	1075				Yes	97.63%	1096				Yes	95.84%	1058				Yes	97.62%
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		70/60%	91.78%	2531				Yes	93.32%	1812				Yes	94.61%	2207				Yes	88.54%	1867				Yes	89.80%
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90/80%	97.25%	4371				Yes	96.06%	3908				Yes	93.88%	4594				Yes	96.55%	3794				Yes	98.06%
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75/60%	94.02%	1087				Yes	92.84%	433				Yes	90.89%	461				Yes	87.69%	642				Yes	85.12%
CO	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:11:00	305				Yes	6:49:00	224				Yes	3:27:00	386				Yes	2:34:00	336				Yes	5:00:00
CO	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
CO	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:44:00	937				Yes	3:15:00	653				Yes	3:05:00	744				Yes	2:22:00	748				Yes	4:25:00
CO	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
CO	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	10:07:00	415				Yes	0:10:00	110				No	10:40:00	76				Yes	11:13:00	99				Yes	14:25:00
CO	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
CO	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
CO	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
CO	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
CO	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
CO	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
CO	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
CO	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
CO	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
CO	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
CO	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
CO	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
CO	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
CO	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
CO	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
CO	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
CO	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
CO	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
CO	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
CO	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60/50%	916				No	52.72%	1047				Yes	5	5,786	50.4%			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80/70%	389				No	29.24%	407				No	6	4,422	39.1%			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80/70%	5270				Yes	77.89%	6065				Yes	4	27,698	76.0%			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65/50%	1710				Yes	45.60%	1818				No	5	9,585	58.6%			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80/70%	5336				No	68.68%	5534				No	6	36,556	63.5%			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80/70%	1194				Yes	77.30%	1185				Yes	4	7,889	75.8%			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60/50%	3996				Yes	68.85%	4176				Yes	4	22,631	56.3%			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65/50%	1130				No	59.65%	902				Yes	3	5,571	62.7%			
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
CO	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90/80%	111				Yes	88.15%	135				Yes	1	1,825	94.6%			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90/80%	4031				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%	496				Yes	86.12%	641				Yes	0					
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75/60%	1109				Yes	91.20%	909				Yes	0					
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90/80%	926				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%	2342				Yes	94.92%	3029				Yes	0					
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90/80%	3501				Yes	98.57%	3856				Yes	0					
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75/60%	645				Yes	81.64%	659				Yes	0					
CO	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	885				Yes	2:40:00	730				Yes	0					
CO	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
CO	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1223				Yes	2:57:00	1318				Yes	0					
CO	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
CO	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	128				Yes	14:44:00	111				Yes	1	939.0	13:03			
CO	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
CO	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
CO	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
CO	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	25.62%	1620				N/A	17.86%	616				N/A	12.06%	630				N/A	10.96%	903				N/A	11.84%
CO	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	99.33%	2996				Yes	99.97%	3639				Yes	99.96%	4712				Yes	99.94%	4721				Yes	98.95%
CO	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	99.55%	444				Yes	100.00%	395				Yes	100.00%	563				Yes	99.78%	448				Yes	100.00%
CO	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	98.17%	984				Yes	99.63%	271				Yes	100.00%	76				Yes	97.12%	104				Yes	100.00%
CO	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	96.71%	2038				Yes	100.00%	1439				Yes	99.93%	1469				Yes	99.87%	1566				Yes	98.61%
CO	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	99.68%	2211				Yes	99.74%	1554				Yes	100.00%	1974				Yes	99.80%	1521				Yes	99.69%
CO	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	99.50%	4019				Yes	100.00%	3587				Yes	100.00%	4062				Yes	100.00%	3459				Yes	99.97%
CO	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	97.26%	1204				Yes	97.68%	1336				Yes	97.11%	1663				Yes	98.09%	2200				Yes	98.48%
CO	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	95.72%	421				Yes	98.61%	432				Yes	99.08%	541				Yes	99.40%	504				Yes	99.59%
CO	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	99.90%	996				Yes	100.00%	350				Yes	98.74%	239				Yes	99.63%	272				Yes	100.00%
CO	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.88%	1655				Yes	99.84%	1218				Yes	99.74%	1558				Yes	99.95%	1996				Yes	97.90%
CO	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	98.56%	2769				Yes	98.58%	2178				Yes	99.24%	2097				Yes	99.06%	2779				Yes	98.97%
CO	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	99.95%	2022				Yes	99.96%	2342				Yes	100.00%	2625				Yes	100.00%	1856				Yes	99.94%
CO	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	98.44%	704				Yes	98.68%	380				Yes	99.25%	401				Yes	98.38%	493				Yes	99.12%
CO	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100.00%	23				Yes	100.00%	29				Yes	100.00%	52				Yes	100.00%	61				Yes	100.00%
CO	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	98.83%	256				Yes	98.51%	67				Yes	100.00%	59				Yes	100.00%	213				Yes	98.36%
CO	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	98.04%	102				Yes	100.00%	34				Yes	100.00%	57				Yes	100.00%	54				Yes	100.00%
CO	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:20:00	5997				Yes	0:50:00	6060				Yes	0:52:00	7344				Yes	1:00:00	7637				Yes	0:25:00
CO	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:36:00	12587				Yes	1:16:00	10678				Yes	1:25:00	11187				Yes	0:45:00	9985				Yes	0:33:00
CO	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.10%	6771	99.47%	405019	4.15	No	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%
CO	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			99.47%	405019		N/A			98.45%	356987		N/A			98.44%	419572		N/A			98.09%	390798		N/A	
CO	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2.89	9	5.88	960	1.41	Yes	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
CO	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.65	141	5.88	960	1.7	No	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
CO	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P			17	1		N/A	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	3.83	6	5.88	960	0.42	Yes	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
CO	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	25.00%	4	21.58%	783	-0.17	Yes	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%
CO	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	36.36%	22	21.58%	783	-1.66	Yes	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%
CO	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	0.00%	4	0.00%	15	.	Yes	0.00%	1	0.00%	3	.	Yes	0.00%	1	25.00%	4	0.07	Yes			33.33%	3		N/A	
CO	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	28.57%	7	21.58%	783	-0.45	Yes	8.33%	12	19.61%	867	0.93	Yes	0.00%	4	24.23%	1007	0.99	Yes	12.50%	8	22.80%	943	0.6	Yes	0.00%
CO	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101		Yes	80.32%
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.94%	1548	99.54%	28491	-2.25	Yes	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%
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	95.63%	160	96.74%	19336	0.8	Yes	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%
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.24	317	3.72	22184	-12.04	Yes	3.21	53	3.78	21784	-1.08	Yes	2.68	65	3.53	27085	-4.18	Yes	3.8	89	3.66	21465	1.16	Yes	2.25
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.11	159	5.64	19427	-2.94	Yes	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
CO	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	95.23%	1425	85.32%	46625	-10.41	Yes	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%
CO	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	95.83%	1174	88.27%	51784	-7.96	Yes	94.73%	1365	86.76%	54159	-8.58	Yes	95.01%	1823	86.21%	48857	-10.69	Yes	96.03%
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	4	1	8.52	134	-0.13	Yes	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
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	2	6	6.45	427	-0.67	Yes	1.5	4	5.03	499	-0.8	Yes	10.5	2	4.61	413	1.39	Yes			4.26	397		N/A	2.17
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			26.55	11		N/A			7	8		N/A	2	1	4	10	-0.84	Yes	13	1	6.09	11	1.1	Yes	
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	1.5	2	11.27	276	-0.63	Yes	6	3	12.59	323	-0.49	Yes			11.8	457		N/A	11	1	12.89	407	-0.12	Yes	
CO	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	35.67	6	113.85	1529	-1.25	N/A	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
CO	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	1		398		-0.52	N/A	-		418		-1.16	N/A	1		534		-1.28	N/A	-		595		-2.2	N/A	1
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	49	98.91%	3393	-0.73	Yes	97.14%	35	96.42%	3738	-0.23	Yes	100.00%	59	97.99%	4232	-1.09	Yes	95.24%	63	96.40%	5192	0.54	Yes	90.91%
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	99.33%	150	94.71%	19028	-2.52	Yes	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%
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	130	99.85%	6668	-0.44	Yes	100.00%	105	99.55%	6869	-0.68	Yes	100.00%	155	99.80%	8011	-0.55	Yes	100.00%	168	99.16%	9340	-1.18	Yes	100.00%
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	181	98.92%	24179	-1.4	Yes	98.83%	171	97.76%	27513	-0.94	Yes	100.00%	203	98.69%	28931	-1.64	Yes	98.75%	240	97.90%	30569	-0.92	Yes	99.43%
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	2:35	130	4:43	6668	-3.46	Yes	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
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	7:46	181	12:43	24179	-5.53	Yes	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
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	14.62%	130	13.57%	6671	0.37	Yes	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%
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	14.44%	187	14.31%	25004	0.07	Yes	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%
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	12.90%	62	14.99%	3228	-0.46	Yes	20.88%	91	15.18%	3748	1.45	Yes	12.90%	93	16.52%	4612	-0.93	Yes	17.07%
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	12.42%	161	14.33%	26523	-0.69	Yes	10.31%	194	13.58%	27906	-1.32	Yes	15.28%	216	15.03%	29613	0.12	Yes	14.29%
CO	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.18%	26857	1.45%	2180068	-3.71	Yes	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%
CO	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.84%	26411	1.36%	2191706	-7.16	Yes	1.06%	26778	1.44%	2202383	-5.1	Yes	1.17%	26352	1.55%	2211433	-4.9	Yes	0.98%
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	93.58%	187	96.88%	25004	2.31	No	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%
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	97.69%	130	99.24%	6671	1.66	No	100.00%	105	98.62%	6869	-1.2	Yes	100.00%	155	98.81%	8012	-1.35	Yes	98.81%	168	98.22%	9341	-0.57	Yes	96.21%
CO	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	36.09%	496	30.11%	45319	2.84	N/A	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%
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	97.85%	93	70.00%	10	-1.83	Yes	96.20%	79	100.00%	1	-0.13	Yes	99.21%	126	83.33%	6	-1.02	Yes	98.90%	91	87.50%	8	-0.93	Yes	97.56%
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	95.78%	166	89.58%	48	-1.24	Yes	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%
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	4.53	92	5.78	9	-0.35	Yes	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
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	4.62	166	5.35	48	-0.59	Yes	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
CO	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	85.96%	228	91.67%	48	1.05	Yes	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%
CO	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	89.77%	264	81.08%	37	-1.26	Yes	91.22%	319	68.42%	38	-2.86	Yes	87.46%	319	92.31%	39	0.84	Yes	88.43%
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	27	2	11	3	0.65	Yes	1.67	3				N/A	2	1	1	1	.	N/A	1	1	1	1	.	N/A	2
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	5.33	6	8.67	3	-0.41	Yes			20.58	12		N/A	2.25	4	31.67	3	-18.5	Yes	2.14	7	20.6	10	-1	Yes	15.78

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
CO	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
CO	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	1081				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%	4746				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%	415				Yes	100.00%	528				Yes	0					
CO	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	83				Yes	100.00%	111				Yes	0					
CO	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	1437				Yes	100.00%	1445				Yes	0					
CO	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	1933				Yes	100.00%	2695				Yes	0					
CO	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	3227				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%	2361				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%	483				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%	225				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%	2806				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%	2526				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%	1731				Yes	99.94%	1596				Yes	0					
CO	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	678				Yes	99.37%	630				Yes	0					
CO	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	56				Yes	100.00%	31				Yes	0					
CO	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	122				Yes	100.00%	99				Yes	0					
CO	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	79				Yes	100.00%	65				Yes	0					
CO	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	7629				Yes	0:41:00	8419				Yes	0					
CO	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	10975				Yes	1:06:00	10806				Yes	0					
CO	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	9682	97.47%	355969	-4.7	Yes	99.00%	8731	97.46%	391517	-9.06	Yes	3	49,045	98.5%	98.2%	0.2%	
CO	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P		97.47%	355969		N/A			97.46%	391517		N/A	0					
CO	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	14	6.08	934	1.81	No	3.38	8	6.47	1044	1.03	Yes	2	69	3.04	5.98	(2.93)	
CO	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	46	6.08	934	0.97	Yes	5.54	39	6.47	1044	0.54	Yes	1	473	4.82	5.98	(1.16)	
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	1	6.08	934	0.52	Yes	4.5	2	6.47	1044	-0.05	Yes	1	15	3.80	5.98	(2.18)	
CO	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	14	20.32%	1058	-0.1	Yes	10.00%	10	23.71%	1101	0.97	Yes	0					
CO	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	135	20.32%	1058	5.58	No	6.14%	163	23.71%	1101	5.61	No	3	472	8.1%	22.1%	-14.1%	
CO	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		0.00%	4		N/A	0.00%	4	0.00%	8	.	Yes	0					
CO	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	10	20.32%	1058	1.67	No	50.00%	4	23.71%	1101	-1.23	Yes	1	45	13.3%	22.1%	-8.8%	
CO	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	1964	99.34%	28843	-1.86	Yes	100.00%	1562	99.56%	29950	-2.57	Yes	0					
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	161	95.63%	18589	-0.4	Yes	97.04%	135	95.38%	20147	-0.91	Yes	0					
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	237	3.55	20089	-14.15	Yes	2.3	278	3.52	20892	-7.38	Yes	0					
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	161	5.94	18809	-2.94	Yes	4.56	136	6.2	20286	-2.28	Yes	0					
CO	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	1912	84.22%	48960	-12.84	Yes	93.00%	1457	83.85%	47083	-9.34	Yes	0					
CO	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	1912	86.69%	48960	-11.79	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	ND	P	6	4.4	171	1.06	Yes			6.84	127		N/A	0					
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	6	3.78	468	-0.64	Yes	1	3	7.06	444	-0.38	Yes	0					
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		6.41	17		N/A			38.73	11		N/A	0					
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		12.04	372		N/A	8	1	14.22	511	-0.28	Yes	0					
CO	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	8	104.06	1706	-0.66	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		589		-1.31	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	55	96.70%	4873	2.02	No	96.36%	55	96.94%	4743	0.32	Yes	1	316	96.5%	97.1%	-0.6%	
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	140	92.34%	21305	-3.08	Yes	95.86%	169	93.00%	20370	-1.45	Yes	0					
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	132	99.45%	9123	-0.85	Yes	100.00%	176	99.63%	9602	-0.81	Yes	0					
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	174	98.14%	27221	-1.25	Yes	97.04%	203	98.23%	26671	1.22	Yes	0					
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	132	6:17	9123	-1.86	Yes	2:13	176	5:33	9602	-5.26	Yes	0					
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	174	14:51	27221	-7.41	Yes	9:10	203	14:19	26671	-5.64	Yes	0					
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	132	14.40%	9125	2.33	No	20.45%	176	13.70%	9602	2.45	No	3	866	17.8%	14.2%	3.5%	
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	180	15.54%	27952	-0.41	Yes	18.54%	205	13.86%	27357	1.87	No	1	1,201	14.2%	14.6%	-0.4%	
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	82	14.91%	4655	0.56	Yes	22.12%	113	14.73%	4514	2.08	No	1	441	17.7%	15.3%	2.4%	
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	168	15.35%	26397	-0.38	Yes	18.42%	190	13.67%	25887	1.84	No	1	929	14.2%	14.4%	-0.2%	
CO	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	25446	1.67%	2221697	-5.48	Yes	1.60%	23751	1.65%	2234958	-0.6	Yes	0					
CO	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	25446	1.40%	2221697	-5.61	Yes	1.28%	23751	1.36%	2234958	-1.12	Yes	0					
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	180	95.86%	27952	2.22	No	94.63%	205	96.08%	27357	1.05	Yes	5	1,201	91.8%	95.8%	-4.0%	
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	132	98.49%	9125	1.84	No	95.45%	176	98.79%	9602	3.11	No	3	866	97.9%	98.7%	-0.7%	
CO	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	440	28.39%	51776	0.33	N/A	29.57%	541	28.74%	51867	0.43	N/A	0					
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	123	100.00%	11	0.24	Yes	96.80%	125	80.00%	5	-0.92	Yes	0					
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	207	91.30%	23	-0.62	Yes	90.78%	217	90.00%	20	-0.11	Yes	0					
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	120	1	11	3.72	No	4.57	116	3.2	5	3.72	No	3	625	4.46	2.85	1.60	
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	208	6.25	28	-0.38	Yes	6.11	218	3.24	21	1.85	No	1	1,129	5.54	9.10	(3.56)	
CO	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	337	72.73%	33	-1.49	Yes	81.50%	346	70.37%	27	-1.22	Yes	0					
CO	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	337	72.73%	33	-1.93	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	ND	P	3				N/A	3.25	4	1	1	.	N/A	0					
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	9	3	3	0.14	Yes	3.28	18	3.5	2	-0.42	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	3	1	24	2	-0.71	Yes	5	1				N/A	9.67	3	34	2	.	N/A	11.5	4				N/A	6
CO	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	187.43	14	221.4	5	-0.32	N/A	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
CO	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	1		-		0.24	N/A	3		2		0.29	N/A	4		1		0.94	N/A	3		3		-1.08	N/A	5
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	41	######	23	.	Yes	100.00%	40	95.24%	21	-0.83	Yes	97.73%	44	100.00%	10	0.09	Yes	98.15%	54	100.00%	15	0.16	Yes	100.00%
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	100.00%	173	94.00%	50	-1.57	Yes	99.42%	173	88.10%	42	-2.03	Yes	100.00%	215	97.96%	49	-0.91	Yes	98.06%	258	100.00%	39	0.75	Yes	98.51%
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	100	######	35	.	Yes	100.00%	100	100.00%	33	.	Yes	100.00%	122	100.00%	22	.	Yes	99.25%	133	100.00%	27	0.06	Yes	100.00%
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	99.52%	208	96.43%	56	-1.11	Yes	99.56%	228	98.08%	52	-0.7	Yes	100.00%	254	100.00%	55	.	Yes	99.67%	302	100.00%	48	-0.01	Yes	99.27%
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	1:38	100	2:40	35	-1.16	Yes	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
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	7:01	208	11:19	56	-1.5	Yes	6:03	228	8:49	52	-1.52	Yes	5:41	254	6:31	55	-0.79	Yes	7:00	302	7:35	48	-0.53	Yes	6:38
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	14.29%	210	10.53%	57	0.71	Yes	17.09%	234	14.55%	55	0.42	Yes	14.94%	261	9.09%	55	1.13	Yes	16.83%	309	8.00%	50	1.65	No	16.67%
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	19.00%	100	20.00%	35	-0.13	Yes	14.00%	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%
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	16.13%	62	16.00%	25	-0.05	Yes	15.71%	70	23.08%	13	-0.58	Yes	17.28%	81	0.00%	11	1.57	Yes	11.67%
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	17.27%	220	14.29%	49	0.47	Yes	13.52%	244	10.87%	46	0.44	Yes	16.32%	288	8.33%	48	1.44	Yes	15.35%
CO	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	1.01%	30703	0.48%	19008	8.21	No	1.00%	33390	0.47%	18843	8.58	No	1.13%	34042	0.41%	18836	12.36	No	1.23%	35900	0.40%	19098	14.59	No	1.02%
CO	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.84%	33390	0.39%	18843	7.93	No	0.92%	34042	0.31%	18836	12	No	1.03%	35900	0.31%	19098	14.46	No	0.82%
CO	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	35.15%	478	25.81%	124	1.99	N/A	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%
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	12	97.78%	135	-0.5	Yes	100.00%	20	96.93%	228	-0.76	Yes	100.00%	16	99.36%	312	-0.31	Yes	98.91%	275	96.95%	164	-1.15	Yes	100.00%
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100.00%	4	91.53%	307	-0.6	Yes	92.86%	14	92.62%	325	-0.03	Yes	87.50%	8	86.93%	375	-0.05	Yes	100.00%	19	91.90%	321	-1.26	Yes	88.89%
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			2.84	104		N/A			8.32	176		N/A	3	3	3.75	176	-0.75	Yes	3.22	78	3.29	121	-0.22	Yes	4.15
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	10.5	4	6.14	308	1.2	Yes	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
CO	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	60.00%	25	65.73%	499	0.59	Yes	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%
CO	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	90.00%	30	79.42%	622	-1.4	Yes	99.38%	160	75.00%	588	-6.31	Yes	96.24%	213	72.68%	549	-6.55	Yes	93.46%
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			3.67	3		N/A			3	7		N/A			8.5	2		N/A	12.33	3	3.8	5	2.03	No	
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			5.22	18		N/A	1	1	5.5	18	-0.83	Yes	2.5	2	3.71	34	-0.41	Yes			2.61	18		N/A	6
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			14	8		N/A			9.6	5		N/A			11.07	15		N/A			16.63	8		N/A	2
CO	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			134.66	67		N/A	12	1	127.41	69	-0.99	N/A			124.33	73		N/A			112.11	74		N/A	10
CO	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			7			N/A	-		8		-0.36	N/A			11			N/A			13			N/A	-
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100.00%	7	######	155	.	Yes	100.00%	10	99.24%	131	-0.27	Yes	100.00%	6	98.16%	163	-0.33	Yes	100.00%	3	98.44%	192	-0.22	Yes	100.00%
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	23	95.78%	569	-0.99	Yes	91.30%	23	92.85%	615	0.33	Yes	100.00%	11	95.22%	607	-0.74	Yes	100.00%	21	93.78%	595	-1.16	Yes	100.00%
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	13	######	325	.	Yes	100.00%	21	99.66%	297	-0.26	Yes	100.00%	19	100.00%	367	.	Yes	100.00%	20	99.53%	422	-0.3	Yes	100.00%
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	27	98.82%	677	-0.56	Yes	96.77%	31	96.64%	745	-0.04	Yes	100.00%	18	98.27%	751	-0.56	Yes	100.00%	21	98.12%	746	-0.63	Yes	100.00%
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	3:18	13	2:47	325	0.53	Yes	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
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	3:42	27	8:28	677	-2.1	Yes	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
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	11.11%	27	12.41%	693	-0.2	Yes	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%
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	7.69%	13	14.15%	325	-0.66	Yes	28.57%	21	12.12%	297	1.94	No	10.53%	19	14.17%	367	-0.44	Yes	10.00%	20	18.01%	422	-0.91	Yes	20.00%
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	46.43%	28	12.34%	713	4.3	No	5.88%	17	14.78%	697	-1.02	Yes	33.33%	21	15.62%	698	1.99	No	15.38%
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	16.67%	6	13.37%	172	0.25	Yes	0.00%	10	14.07%	199	-1.25	Yes	0.00%	10	19.40%	232	-1.52	Yes	25.00%
CO	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1.02%	3914	0.72%	140523	2.17	No	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%
CO	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.81%	4200	0.63%	140662	1.46	Yes	0.64%	4246	0.63%	141287	0.01	Yes	0.73%	4261	0.65%	142422	0.6	Yes	0.51%
CO	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	34.43%	61	31.63%	1489	0.47	N/A	34.18%	79	29.74%	1523	0.84	N/A	33.33%	57	30.36%	1624	0.49	N/A	39.71%	68	32.09%	1745	1.3	N/A	26.83%
CO	02--05	OP-3	Install Commit Met, EELs%		90%	87.11%	256				No	88.82%	152				No	82.90%	193				No	80.15%	136				No	87.34%
CO	02--05	OP-4	Install Interv, EELs, Avg Days		NS	6.26	232				N/A	6.69	134				N/A	7.48	188				N/A	8.24	181				N/A	7.73
CO	02--05	OP-5	New Service Install Quality, EELs%		NS	90.52%	211				N/A	80.65%	186				N/A	87.19%	203				N/A	86.81%	144				N/A	90.11%
CO	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	84.41%	186				N/A	90.64%	203				N/A	90.97%	144				N/A	94.51%
CO	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	12	8				N/A	8.15	13				N/A	5.52	33				N/A	8.28	36				N/A	5.5
CO	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	6.69	26				N/A	7.2	5				N/A	6.86	7				N/A	9.5	2				N/A	2
CO	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	11.5	6				N/A	9.63	8				N/A	13.13	16				N/A	10.37	27				N/A	10.18
CO	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	6					N/A	7					N/A	15					N/A	5					N/A	4
CO	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	86.25%	80				N/A	80.23%	86				N/A	87.95%	83				N/A	94.44%	36				N/A	91.18%
CO	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2:18	80				N/A	2:41	86				N/A	2:17	83				N/A	1:38	36				N/A	1:40
CO	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	41.25%	80				N/A	46.51%	86				N/A	48.19%	83				N/A	27.78%	36				N/A	38.24%
CO	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	46.38%	69				N/A	49.21%	63				N/A	29.17%	24				N/A	63.16%
CO	02--05	MR-8	Trouble Rate, EELs%		NS	6.68%	1198				N/A	8.84%	973				N/A	9.99%	831				N/A	5.77%	624				N/A	9.88%
CO	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	7.09%	973				N/A	7.58%	831				N/A	3.85%	624				N/A	5.52%
CO	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%						N/A						N/A						N/A						N/A	
CO	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	
CO	04--01	OP-3	Install Commit Met, UBL Analog%		90%	99.05%	3681	96.74%	19336	-7.24	Yes	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	99.00%
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						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						N/A	
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.29	1790	5.64	19427	-2.13	Yes	4.93	1614	5.67	17809	-4.33	Yes	4.79	2317	5.89	21473	-7.64	Yes	4.71	2465	5.85	19726	-8.34	Yes	4.71
CO	04--01	OP-5	New Service Install Quality, UBL Analog%		P	95.72%	3199	63.24%	18620	-35.2	Yes	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%
CO	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	97.72%	3864	69.07%	19641	-35.23	Yes	97.55%	4488	65.18%	20600	-41.24	Yes	96.86%	4138	65.05%	19268	-38.94	Yes	97.42%
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	5.1	21	6.45	427	-0.37	Yes	5.6	43	5.03	499	0.62	Yes	8.44	48	4.61	413	1.94	No	7.95	41	4.26	397	2.37	No	4.97
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	1				N/A	1	2				N/A	0					
CO	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	45	88.13	16	2.65	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		3		-0.67	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%	ND	P	52	90.00%	10	-0.97	Yes	100.00%	59	100.00%	20	.	Yes	0					
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	202	85.42%	48	-2.31	Yes	99.25%	265	95.56%	45	-1.11	Yes	0					
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	110	100.00%	29	.	Yes	100.00%	161	100.00%	35	.	Yes	0					
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	274	92.42%	66	-1.89	Yes	99.10%	332	98.15%	54	-0.48	Yes	0					
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	110	4:53	29	-1.43	Yes	2:26	161	2:21	35	-0.03	Yes	0					
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	274	13:21	66	-2.86	Yes	5:30	332	9:33	54	-2.42	Yes	0					
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	282	13.64%	66	0.57	Yes	13.53%	340	8.77%	57	0.98	Yes	1	1,636	15.5%	10.9%	4.6%	
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	110	13.79%	29	-0.15	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	60	17.65%	17	-0.57	Yes	19.05%	84	4.35%	23	1.77	No	1	357	16.2%	12.4%	3.9%	
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	254	15.00%	60	0.03	Yes	13.44%	320	9.80%	51	0.68	Yes	0					
CO	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	38474	0.50%	18957	8.26	No	1.27%	39298	0.48%	19295	13.18	No	6	211,807	1.1%	0.5%	0.7%	
CO	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	38474	0.41%	18957	7.26	No	1.03%	39298	0.38%	19295	11.86	No	5	181,104	0.9%	0.4%	0.6%	
CO	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	597	29.63%	135	1.04	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%	ND	P	113	99.66%	293	-0.53	Yes	97.18%	71	97.84%	185	0.3	Yes	0					
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	18	92.86%	308	0.63	Yes	100.00%	12	90.99%	333	-1.07	Yes	0					
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	110	3.41	204	4.23	No	4.87	63	3.46	107	1.35	Yes	1	254	4.03	4.37	(0.34)	
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	18	8.3	318	-0.95	Yes	5	12	8.63	339	-1.14	Yes	0					
CO	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	107	63.73%	568	-5.5	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	107	69.72%	568	-4.9	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		4	1		N/A			10.25	4		N/A	1	3	12.33	5.14	7.19	
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	1	4.33	12	0.83	Yes			5.7	23		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-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	1	12.42	12	-1.31	Yes			13.88	8		N/A	0					
CO	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	3	102.2	75	-1.54	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		16		-0.88	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%	ND	P	9	93.55%	217	-0.77	Yes	100.00%	5	99.43%	175	-0.17	Yes	0					
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	13	94.01%	534	-0.9	Yes	100.00%	15	96.16%	521	-0.76	Yes	0					
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	15	98.99%	396	-0.38	Yes	100.00%	8	100.00%	375	.	Yes	0					
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	15	98.43%	702	-0.48	Yes	100.00%	18	98.71%	699	-0.48	Yes	0					
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	15	4:25	396	-0.3	Yes	1:30	8	2:50	375	-0.76	Yes	0					
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	15	10:16	702	-1.65	Yes	3:02	18	9:11	699	-2.44	Yes	0					
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	15	15.21%	723	-0.2	Yes	11.11%	18	11.87%	716	-0.1	Yes	2	131	21.4%	13.8%	7.6%	
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	15	12.12%	396	0.88	Yes	12.50%	8	17.07%	375	-0.34	Yes	1	96	15.6%	14.8%	0.9%	
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	13	14.80%	669	0.11	Yes	13.33%	15	11.43%	665	0.28	Yes	2	94	26.6%	13.8%	12.8%	
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	8	12.66%	229	0.94	Yes	0.00%	2	16.99%	206	-0.64	Yes	0					
CO	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	4150	0.78%	143092	-0.43	Yes	0.69%	3763	0.76%	143365	-0.49	Yes	2	24,534	0.9%	0.8%	0.2%	
CO	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	4150	0.63%	143092	-0.98	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	41	30.06%	1600	-0.45	N/A	42.22%	45	30.60%	1572	1.63	N/A	0					
CO	02--05	OP-3	Install Commit Met, EELs%		90%	79				No	79.45%	73				No	6	889	84.8%			
CO	02--05	OP-4	Install Interv, EELs, Avg Days		NS	89				N/A	7.87	75				N/A	0					
CO	02--05	OP-5	New Service Install Quality, EELs%		NS	91				N/A	86.08%	79				N/A	0					
CO	02--05	OP-5*	New Service Install Quality, EELs%		NS	91				N/A	91.14%	79				N/A	0					
CO	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	12				N/A	7.67	18				N/A	0					
CO	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	1				N/A	21	1				N/A	0					
CO	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	17				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	34				N/A	100.00%	22				N/A	0					
CO	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	34				N/A	1:23	22				N/A	0					
CO	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	34				N/A	27.27%	22				N/A	0					
CO	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	19				N/A	31.25%	16				N/A	0					
CO	02--05	MR-8	Trouble Rate, EELs%		NS	344				N/A	8.70%	253				N/A	0					
CO	02--05	MR-8*	Trouble Rate, EELs%		NS	344				N/A	6.32%	253				N/A	0					
CO	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%					N/A	0.00%	1				No	1	1	0.0%			
CO	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%		95.63%	18589		N/A			95.38%	20147		N/A	0					
CO	04--01	OP-3	Install Commit Met, UBL Analog%		90%	4315	95.63%	18589	-9.77	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		5.94	18809		N/A			6.2	20286		N/A	0					
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	2825	5.94	18809	-9.81	Yes	5.04	1480	6.2	20286	-5.14	Yes	0					
CO	04--01	OP-5	New Service Install Quality, UBL Analog%		P	4262	60.48%	19549	-43.02	Yes	95.55%	3906	61.20%	19591	-40.23	Yes	0					
CO	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	4262	66.66%	19549	-38.59	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	35	3.78	468	1.11	Yes	6.38	50	7.06	444	-0.17	Yes	2	238	6.60	5.20	1.41	
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-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		3.78	468		N/A			7.06	444		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						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						N/A	
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	11.8	15	11.27	276	0.42	Yes	10	3	12.59	323	-0.19	Yes			11.8	457		N/A	13.5	4	12.89	407	0.49	Yes	1
CO	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	19.9	10	109.39	668	-2.38	N/A	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
CO	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	9		229		3.53	N/A	19		261		5.29	N/A	8		307		-0.23	N/A	2		380		-3.88	N/A	3
CO	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	611	95.34%	22421	-5.39	Yes	99.85%	647	92.51%	25471	-7	Yes	100.00%	681	94.42%	27521	-6.27	Yes	100.00%	625	92.84%	29848	-6.87	Yes	100.00%
CO	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	692	99.12%	30847	-2.45	Yes	100.00%	739	98.12%	34382	-3.72	Yes	100.00%	728	98.93%	36942	-2.78	Yes	100.00%	675	98.19%	39909	-3.49	Yes	100.00%
CO	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:35	692	11:00	30847	-18.85	Yes	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
CO	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	13.73%	692	14.16%	31675	-0.32	Yes	11.64%	739	14.44%	35374	-2.15	Yes	9.75%	728	14.00%	37929	-3.27	Yes	10.22%	675	15.24%	40743	-3.6	Yes	16.01%
CO	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	10.45%	488	14.40%	29751	-2.47	Yes	9.32%	472	13.77%	31654	-2.78	Yes	9.28%	431	15.23%	34225	-3.42	Yes	14.49%
CO	04--01	MR-8	Trouble Rate, UBL Analog%		P	1.27%	54406	1.45%	2180068	-3.49	Yes	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%
CO	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.92%	53020	1.36%	2191706	-8.59	Yes	0.91%	52039	1.44%	2202383	-10.04	Yes	0.87%	49622	1.55%	2211433	-12.12	Yes	0.91%
CO	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	15.71%	821	30.11%	45319	-8.91	N/A	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%
CO	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100.00%	172	95.21%	585	-2.58	Yes	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%
CO	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.24	165	14.23	565	-9.91	Yes	3.33	196	12.82	545	-7.64	Yes	3.75	150	9.56	307	-7.93	Yes	3.86	133	14.37	394	-8.25	Yes	3.75
CO	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	95.94%	197	89.06%	585	-2.68	Yes	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%
CO	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	96.34%	191	96.90%	451	0.37	Yes	100.00%	165	94.58%	369	-2.56	Yes	98.68%	152	90.08%	383	-3	Yes	98.31%
CO	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			18.48	21		N/A	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
CO	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			18.64	11		N/A			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	17.25	12	201.12	77	-3.02	N/A	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
CO	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	10		16		4.16	N/A	11		17		3.93	N/A	5		16		3.42	N/A	-		11		-0.63	N/A	-
CO	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	45	99.82%	544	-0.28	Yes	100.00%	40	99.24%	527	-0.53	Yes	100.00%	29	98.84%	601	-0.57	Yes	100.00%	37	100.00%	527	.	Yes	100.00%
CO	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	57	######	554	.	Yes	100.00%	46	100.00%	541	.	Yes	100.00%	33	100.00%	608	.	Yes	100.00%	40	100.00%	538	.	Yes	100.00%
CO	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:17	57	2:14	554	0.2	Yes	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
CO	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	24.56%	57	18.77%	554	1.04	Yes	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%
CO	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	8.82%	34	28.87%	291	-2.44	Yes	8.00%	25	28.14%	334	-2.16	Yes	14.29%	35	23.53%	306	-1.22	Yes	9.68%
CO	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	1.03%	5508	1.59%	34904	-3.05	Yes	0.82%	5619	1.52%	35683	-3.98	Yes	0.58%	5669	1.69%	35903	-6.03	Yes	0.70%	5679	1.49%	36058	-4.55	Yes	0.68%
CO	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.61%	5619	0.82%	35683	-1.63	Yes	0.44%	5669	0.93%	35903	-3.57	Yes	0.62%	5679	0.85%	36058	-1.77	Yes	0.54%
CO	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	10.94%	64	24.01%	729	-2.35	N/A	8.00%	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%
CO	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100.00%	5	88.85%	1552	-0.79	Yes	100.00%	2	91.73%	1270	-0.42	Yes	100.00%	26	86.11%	1195	-2.03	Yes	100.00%	1	89.74%	1101	-0.34	Yes	100.00%
CO	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	3.8	5	13.63	1623	-1.74	Yes	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
CO	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	50.00%	4	86.48%	1516	1.66	No	92.86%	14	88.68%	1351	-0.49	Yes	85.71%	14	89.49%	1323	0.49	Yes	100.00%	8	88.60%	1237	-1.01	Yes	81.25%
CO	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	100.00%	14	92.97%	1351	-1.02	Yes	92.86%	14	92.97%	1323	0.1	Yes	100.00%	8	92.32%	1237	-0.81	Yes	87.50%
CO	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			21.54	109		N/A			14.5	116		N/A			16.11	179		N/A			16.63	186		N/A	
CO	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			14.88	112		N/A			15.33	15		N/A			15.67	21		N/A			30.54	13		N/A	
CO	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			90.9	135		N/A			72.42	186		N/A	8	1	73.55	179	-0.58	N/A			77.89	167		N/A	
CO	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			67			N/A			96			N/A	-		88		-0.98	N/A			33			N/A	
CO	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	50.00%	2	87.65%	1441	1.16	Yes	100.00%	3	83.19%	1374	-0.78	Yes	100.00%	3	89.68%	1511	-0.59	Yes			90.69%	1514		N/A	100.00%
CO	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	2:35	2	2:02	1441	0.6	Yes	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
CO	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	0.00%	2	27.13%	1441	-0.86	Yes	0.00%	3	26.06%	1374	-1.03	Yes	0.00%	3	28.86%	1511	-1.1	Yes			28.73%	1514		N/A	20.00%
CO	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A	0.00%	1	27.18%	916	-0.61	Yes	0.00%	2	29.06%	998	-0.9	Yes			30.38%	971		N/A	0.00%
CO	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	2.63%	76	2.67%	53918	-0.02	Yes	3.85%	78	2.56%	53688	0.74	Yes	3.85%	78	2.84%	53139	0.58	Yes	0.00%	54	2.87%	52837	-1.26	Yes	8.93%
CO	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	1.28%	78	1.71%	53688	-0.29	Yes	2.56%	78	1.88%	53139	0.5	Yes	0.00%	54	1.84%	52837	-1	Yes	3.57%
CO	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	33.33%	3	15.04%	1696	0.76	N/A	0.00%	3	14.71%	1611	-0.72	N/A	25.00%	4	15.26%	1783	0.52	N/A			16.08%	1804		N/A	28.57%
CO	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	92.47%	93	88.85%	1552	-1.08	Yes	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%
CO	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8.29	109	13.63	1623	-4.28	Yes	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
CO	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	93.50%	123	86.48%	1516	-2.19	Yes	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%
CO	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	93.89%	131	92.97%	1351	-0.4	Yes	89.84%	128	92.97%	1323	1.27	Yes	85.71%	112	92.32%	1237	2.26	No	92.86%
CO	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	9	1	21.54	109	-0.54	Yes	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
CO	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	5	6	14.88	112	-1.29	Yes	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
CO	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	11	11	90.9	135	-1.96	N/A	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
CO	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	11		67		3.51	N/A	2		96		1.13	N/A	1		88		0.68	N/A	1		33		0.05	N/A	1
CO	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	88.89%	63	87.65%	1441	-0.29	Yes	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	75.00%
CO	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:06	63	2:02	1441	0.26	Yes	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
CO	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	38.10%	63	27.13%	1441	1.86	No	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%
CO	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	39.13%	46	27.18%	916	1.72	No	21.28%	47	29.06%	998	-1.15	Yes	28.30%	53	30.38%	971	-0.32	Yes	46.51%
CO	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	5.22%	1207	2.67%	53918	5.43	No	5.48%	1113	2.56%	53688	6.11	No	6.74%	1038	2.84%	53139	7.49	No	6.60%	940	2.87%	52837	6.8	No	6.76%
CO	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	4.13%	1113	1.71%	53688	6.19	No	4.53%	1038	1.88%	53139	6.23	No	5.64%	940	1.84%	52837	8.6	No	5.19%
CO	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	14.86%	74	15.04%	1696	-0.04	N/A	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%
CO	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	98.03%	152	95.21%	585	-1.45	Yes	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%
CO	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3.95	150	14.23	565	-8.93	Yes	4.03	121	12.82	545	-5.86	Yes	4.2	110	9.56	307	-6.55	Yes	4.06	124	14.37	394	-7.87	Yes	4.41
CO	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	92.57%	148	89.06%	585	-1.22	Yes	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%
CO	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	96.12%	129	96.90%	451	0.45	Yes	95.52%	134	94.58%	369	-0.41	Yes	94.53%	128	90.08%	383	-1.46	Yes	93.18%
CO	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	2.5	2	18.48	21	-0.9	Yes	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
CO	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	5	1	18.64	11	-0.57	Yes	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
CO	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0.5	2	201.12	77	-1.43	N/A	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
CO	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	2		16		2.04	N/A	2		17		2.06	N/A			16			N/A	-		11		-0.32	N/A	1

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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	D	P		12.04	372		N/A			14.22	511		N/A	0					
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	8	12.04	372	-2.23	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	8	81.88	866	-1.8	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		395		-0.46	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	579	93.15%	26178	-6.46	Yes	100.00%	569	93.75%	25113	-6.09	Yes	0					
CO	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	612	98.47%	36344	-3.06	Yes	100.00%	579	98.60%	36273	-2.85	Yes	0					
CO	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	612	12:42	36344	-17.89	Yes	2:14	579	12:00	36273	-18.58	Yes	0					
CO	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	612	15.26%	37077	0.51	Yes	13.47%	579	13.82%	36959	-0.24	Yes	0					
CO	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	428	15.28%	31052	-0.45	Yes	10.61%	358	13.83%	30401	-1.75	Yes	0					
CO	04--01	MR-8	Trouble Rate, UBL Analog%		P	47290	1.67%	2221697	-6.29	Yes	1.30%	44610	1.65%	2234958	-5.83	Yes	0					
CO	04--01	MR-8*	Trouble Rate, UBL Analog%		P	47290	1.40%	2221697	-9.03	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	754	28.39%	51776	-5.78	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%	138	89.60%	346	-3.15	Yes	97.91%	191	93.24%	414	-2.13	Yes	0					
CO	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	131	9.63	336	-7.26	Yes	3.66	126	12.04	393	-7.61	Yes	0					
CO	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	177	84.91%	391	-3.96	Yes	97.03%	202	90.14%	436	-2.72	Yes	0					
CO	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	177	91.56%	391	-2.68	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	1	10.4	40	-0.89	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	10	143.56	121	-1.61	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		13		-1.05	N/A	-		13		-0.76	N/A	0					
CO	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	38	100.00%	470	.	Yes	100.00%	22	100.00%	473	.	Yes	0					
CO	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	39	100.00%	476	.	Yes	100.00%	23	100.00%	476	.	Yes	0					
CO	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	39	1:51	476	1.81	No	3:16	23	2:04	476	1.6	Yes	2	238.0	2:38	2:25	0:13	
CO	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	39	22.69%	476	-2.15	Yes	0.00%	23	23.53%	476	-2.6	Yes	0					
CO	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	31	27.97%	261	-2.15	Yes	0.00%	20	25.29%	257	-2.51	Yes	0					
CO	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	5741	1.31%	36384	-3.91	Yes	0.39%	5896	1.30%	36691	-5.71	Yes	0					
CO	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	5741	0.72%	36384	-1.48	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	42	25.04%	635	-2.59	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	15	85.46%	942	-1.59	Yes	94.12%	17	89.35%	845	-0.63	Yes	0					
CO	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	8	15.82	1142	-1.92	Yes	4	10	14.1	1010	-2.35	Yes	0					
CO	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	16	89.03%	1094	0.95	Yes	94.44%	18	88.83%	1047	-0.75	Yes	1	74	87.8%	88.4%	-0.6%	
CO	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	16	93.97%	1094	0.99	Yes	100.00%	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		22.39	187		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		15	9		N/A			43.75	4		N/A	0					
CO	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		75.77	175		N/A			66.89	203		N/A	0					
CO	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		38			N/A			44			N/A	0					
CO	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	5	89.93%	1311	-0.75	Yes	100.00%	1	85.29%	1305	-0.42	Yes	0					
CO	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	5	1:57	1311	-0.7	Yes	1:50	1	2:10	1305	-0.1	Yes	0					
CO	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	5	34.48%	1311	-0.68	Yes	0.00%	1	29.35%	1305	-0.64	Yes	0					
CO	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	2	36.56%	837	-1.07	Yes			30.07%	868		N/A	0					
CO	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	56	2.47%	53107	2.45	No	2.08%	48	2.48%	52654	-0.18	Yes	1	390	3.6%	2.6%	0.9%	
CO	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	56	1.58%	53107	1.08	Yes	0.00%	48	1.65%	52654	-0.9	Yes	0					
CO	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	7	17.08%	1581	0.77	N/A	0.00%	1	16.72%	1567	-0.45	N/A	0					
CO	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	72	85.46%	942	-0.8	Yes	91.46%	82	89.35%	845	-0.59	Yes	0					
CO	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	96	15.82	1142	-3.74	Yes	7.95	83	14.1	1010	-3.98	Yes	0					
CO	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	112	89.03%	1094	-0.37	Yes	90.15%	132	88.83%	1047	-0.46	Yes	1	738	88.2%	88.4%	-0.2%	
CO	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	112	93.97%	1094	0.49	Yes	91.67%	132	92.74%	1047	0.47	Yes	1	615	90.9%	93.0%	-2.1%	
CO	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	11	22.39	187	-1.35	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	1	15	9	-1.63	Yes			43.75	4		N/A	0					
CO	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	4	75.77	175	-1.33	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		38		0.17	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	56	89.93%	1311	3.12	No	72.73%	55	85.29%	1305	2.36	No	2	367	82.6%	87.8%	-5.3%	
CO	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	56	1:57	1311	3.72	No	3:06	55	2:10	1305	1.63	Yes	2	367.0	2:44	2:07	0:37	
CO	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	56	34.48%	1311	1.54	Yes	41.82%	55	29.35%	1305	1.93	No	3	367	35.4%	29.0%	6.4%	
CO	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	43	36.56%	837	1.3	Yes	44.19%	43	30.07%	868	1.9	No	2	232	35.3%	30.5%	4.8%	
CO	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	828	2.47%	53107	7.9	No	7.35%	748	2.48%	52654	8.51	No	6	5,874	6.2%	2.6%	3.6%	
CO	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	828	1.58%	53107	8.29	No	5.75%	748	1.65%	52654	8.74	No	5	4,667	5.0%	1.7%	3.2%	
CO	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	61	17.08%	1581	-1.81	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	101	89.60%	346	-1.29	Yes	95.68%	139	93.24%	414	-0.99	Yes	0					
CO	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	99	9.63	336	-5.8	Yes	3.93	132	12.04	393	-7.5	Yes	0					
CO	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	132	84.91%	391	-2.09	Yes	94.04%	151	90.14%	436	-1.39	Yes	0					
CO	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	132	91.56%	391	-0.58	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	6	10.4	40	-0.38	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	1				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	5	143.56	121	-1.9	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		13		0.59	N/A	3		13		2.26	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	37	99.82%	544	-0.25	Yes	100.00%	45	99.24%	527	-0.56	Yes	98.39%	62	98.84%	601	0.33	Yes	100.00%	57	100.00%	527	.	Yes	98.65%
CO	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	61	######	554	.	Yes	100.00%	55	100.00%	541	.	Yes	100.00%	75	100.00%	608	.	Yes	100.00%	59	100.00%	538	.	Yes	100.00%
CO	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	3:01	61	2:14	554	1.53	Yes	2:40	55	2:56	541	-0.46	Yes	3:54	75	3:01	608	1.49	Yes	3:00	59	2:14	538	2.1	No	3:17
CO	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	26.23%	61	18.77%	554	1.36	Yes	14.55%	55	23.29%	541	-1.46	Yes	24.00%	75	25.99%	608	-0.37	Yes	11.86%	59	20.82%	538	-1.61	Yes	20.00%
CO	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	9.76%	41	28.87%	291	-2.53	Yes	20.69%	58	28.14%	334	-1.17	Yes	11.54%	52	23.53%	306	-1.88	Yes	23.33%
CO	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.82%	3345	1.59%	34904	1.05	Yes	1.64%	3356	1.52%	35683	0.56	Yes	2.26%	3312	1.69%	35903	2.44	No	1.78%	3311	1.49%	36058	1.32	Yes	2.29%
CO	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	1.22%	3356	0.82%	35683	2.5	No	1.75%	3312	0.93%	35903	4.71	No	1.57%	3311	0.85%	36058	4.33	No	1.83%
CO	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	11.59%	69	24.01%	729	-2.31	N/A	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%
CO	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			96.66%	1377		N/A			95.70%	1466		N/A			96.39%	1828		N/A	100.00%	17	93.47%	2283	-1.09	Yes	100.00%
CO	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.34	1381		N/A			5.28	1466		N/A			5.29	1832		N/A	3.75	16	6.52	2287	-2.79	Yes	4.06
CO	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			98.46%	1424		N/A			99.15%	1649		N/A	100.00%	9	99.37%	2060	-0.24	Yes	100.00%	19	99.05%	2001	-0.42	Yes	100.00%
CO	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			99.27%	1649		N/A	100.00%	9	99.61%	2060	-0.19	Yes	100.00%	19	99.45%	2001	-0.32	Yes	100.00%
CO	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			4.36	47		N/A			3.51	55		N/A			4.77	65		N/A			4.47	139		N/A	
CO	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			2	1		N/A			9	1		N/A			5	2		N/A			9.29	7		N/A	
CO	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			88.74%	533		N/A			87.93%	613		N/A			94.10%	915		N/A			95.30%	744		N/A	
CO	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			95.33%	535		N/A			95.61%	615		N/A			98.58%	917		N/A			98.39%	747		N/A	
CO	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			12:00	535		N/A			9:33	615		N/A			6:43	917		N/A			7:14	747		N/A	
CO	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			38.13%	535		N/A			40.00%	615		N/A			39.69%	917		N/A			29.85%	747		N/A	
CO	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			40.67%	300		N/A			41.30%	494		N/A			29.97%	377		N/A	
CO	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			2.09%	25581		N/A			2.32%	26467		N/A			3.36%	27319		N/A			2.63%	28409		N/A	
CO	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.13%	26467		N/A			1.81%	27319		N/A			1.33%	28409		N/A	
CO	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			49.81%	1066		N/A			50.64%	1246		N/A			46.50%	1714		N/A			45.87%	1380		N/A	
CO	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			81.36%	59		N/A			81.71%	82		N/A			77.03%	74		N/A			91.23%	57		N/A	
CO	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			18.43	69		N/A			19.19	96		N/A			23.81	98		N/A			14.1	79		N/A	
CO	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			92.86%	84		N/A			100.00%	98		N/A			92.22%	90		N/A			100.00%	77		N/A	
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	98		N/A			97.78%	90		N/A			100.00%	77		N/A	
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			18.56	9		N/A			22.1	21		N/A			27.26	27		N/A			25.73	11		N/A	
CO	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			31.75	8		N/A						N/A						N/A						N/A	
CO	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			40.09	23		N/A			57.04	24		N/A			59.62	26		N/A			47.14	37		N/A	
CO	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			16			N/A			13			N/A			16			N/A			6			N/A	
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			90.48%	42		N/A			88.46%	26		N/A			95.35%	43		N/A			88.24%	34		N/A	
CO	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			6:46	42		N/A			2:53	26		N/A			1:31	43		N/A			1:47	34		N/A	
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			28.57%	42		N/A			19.23%	26		N/A			23.26%	43		N/A			11.76%	34		N/A	
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			23.53%	17		N/A			28.57%	28		N/A			13.64%	22		N/A	
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			1.03%	4071		N/A			0.64%	4043		N/A			1.07%	4022		N/A			0.85%	4002		N/A	
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.42%	4043		N/A			0.70%	4022		N/A			0.55%	4002		N/A	
CO	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			25.00%	56		N/A			29.73%	37		N/A			23.21%	56		N/A			32.00%	50		N/A	
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00:00	0:03:00	1081				Yes	0:03:00	947				Yes	0:03:00	1132				Yes	0:03:00	1038				Yes	0:03:00
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00:00						N/A						N/A	0:05:00	1				Yes						N/A	
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	99.74%	387				Yes	99.50%	397				Yes	98.83%	426				Yes	99.78%	459				Yes	99.51%
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	94				Yes	97.62%	126				Yes	97.40%	231				Yes	97.20%	214				Yes	96.35%
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	387				N/A	0.00%	397				N/A	0.47%	426				N/A	0.22%	459				N/A	0.25%
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	94				N/A	1.59%	126				N/A	0.00%	231				N/A	0.00%	214				N/A	0.00%
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	94.80%	346				Yes	60.48%	291				No	95.06%	243				Yes	89.37%	207				No	91.76%
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	8.13	335				Yes	8.3	286				Yes	7.68	238				Yes	5.3	206				Yes	5.05
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	98.86%	528	99.54%	28491	2.26	Yes	96.97%	297	99.42%	27464	3.94	Yes	99.03%	310	99.61%	36778	1.43	Yes	99.43%	350	99.57%	30314	0.47	Yes	98.76%
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			96.74%	19336		N/A			95.74%	17728		N/A			96.02%	21432		N/A			96.02%	19679		N/A	
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3.03	502	3.72	22184	-7	Yes	3.23	277	3.78	21784	-2.34	Yes	3.01	302	3.53	27085	-5.43	Yes	3.02	323	3.66	21465	-2.63	Yes	3.07
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.64	19427		N/A			5.67	17809		N/A			5.89	21473		N/A			5.85	19726		N/A	
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	88.78%	713	85.32%	46625	-2.59	Yes	92.35%	549	86.19%	51784	-4.16	Yes	95.09%	530	84.40%	54159	-6.75	Yes	95.10%	510	83.82%	48857	-6.88	Yes	94.81%
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	95.99%	549	88.27%	51784	-5.59	Yes	96.42%	530	86.76%	54159	-6.53	Yes	97.84%	510	86.21%	48857	-7.58	Yes	96.68%
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	4	4	8.52	134	-0.26	N/A	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
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			6.45	427		N/A			5.03	499		N/A			4.61	413		N/A	2.43	7	4.26	397	-0.73	N/A	1
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	6.27	22	26.55	11	-1.22	N/A	7.57	113	7	8	0.42	N/A	5.22	9	4	10	0.85	N/A	5.57	7	6.09	11	-0.25	N/A	7.11
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			11.27	276		N/A	8.4	5	12.59	323	-0.4	N/A	5	3	11.8	457	-0.72	N/A	7.75	4	12.89	407	-0.63	N/A	14
CO	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	9.4	10				N/A	4.13	95				N/A	3.57	63				N/A	12.17	29				N/A	24.89
CO	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	9					N/A	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%	ND	P	92.00%	100	98.91%	3393	4.19	No	84.00%	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%
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	79.55%	44	94.71%	19028	3.49	No	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%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	99.01%	101	99.85%	6668	1.41	Yes	90.20%	51	99.55%	6869	4.61	No	96.43%	28	99.80%	8011	1.91	No	100.00%	32	99.16%	9340	-0.52	Yes	100.00%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	97.73%	44	98.92%	24179	0.73	Yes	92.86%	28	97.76%	27513	1.43	Yes	100.00%	21	98.69%	28931	-0.53	Yes	73.08%	26	97.90%	30569	4.94	No	96.30%
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	6:52	101	4:43	6668	3.05	No	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
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	15:08	44	12:43	24179	1.44	Yes	18:55	28	14:54	27513	1.51	Yes	11:43	21	13:57	28931	-0.83	Yes	3:32	26	14:37	30569	3.09	No	19:46
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	P	23.76%	101	37.73%	379	-2.57	Yes	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	Yes	33.33%
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	P	34.78%	46	39.10%	156	-0.53	Yes	35.48%	31	41.56%	154	-0.63	Yes	19.05%	21	48.86%	219	-2.61	Yes	57.69%	26	35.61%	205	2.13	No	39.29%
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	28.00%	25	38.20%	233	-1	Yes	33.33%	15	38.18%	385	-0.38	Yes	40.00%	15	28.21%	273	0.96	Yes	25.00%
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	38.46%	26	49.25%	67	-0.93	Yes	19.05%	21	52.29%	109	-2.79	Yes	55.00%	20	34.62%	104	1.68	No	31.82%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	74	100.00%	470	1.57	Yes	100.00%	43	100.00%	473	.	Yes	0					
CO	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	75	100.00%	476	.	Yes	100.00%	45	100.00%	476	.	Yes	0					
CO	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	75	1:51	476	2.88	No	2:37	45	2:04	476	1.08	Yes	2	370.0	3:08	2:25	0:43	
CO	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	75	22.69%	476	-0.52	Yes	22.22%	45	23.53%	476	-0.2	Yes	0					
CO	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	60	27.97%	261	-0.72	Yes	23.53%	34	25.29%	257	-0.22	Yes	0					
CO	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	3275	1.31%	36384	4.72	No	1.37%	3277	1.30%	36691	0.37	Yes	2	19,876	1.9%	1.5%	0.4%	
CO	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	3275	0.72%	36384	7.24	No	1.04%	3277	0.70%	36691	2.22	No	5	16,531	1.5%	0.8%	0.7%	
CO	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	76	25.04%	635	-4.51	N/A	10.00%	50	21.97%	610	-1.96	N/A	0					
CO	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	20	98.25%	1715	-0.59	Yes	100.00%	33	97.15%	1823	-0.98	Yes	0					
CO	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	16	9.65	1715	-6.39	Yes	4.47	30	10.03	1825	-7.56	Yes	0					
CO	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	27	99.15%	1770	-0.48	Yes	100.00%	28	98.82%	1869	-0.57	Yes	0					
CO	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	27	99.32%	1770	-0.43	Yes	100.00%	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		7.62	29		N/A			7.17	48		N/A	0					
CO	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P		10	1		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		95.51%	490		N/A			94.63%	615		N/A	0					
CO	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		98.57%	491		N/A			98.21%	616		N/A	0					
CO	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		9:05	491		N/A			7:33	616		N/A	0					
CO	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		36.46%	491		N/A			33.12%	616		N/A	0					
CO	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		40.78%	282		N/A			31.72%	413		N/A	0					
CO	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P		1.67%	29435		N/A			2.02%	30454		N/A	0					
CO	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P		0.96%	29435		N/A			1.36%	30454		N/A	0					
CO	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		43.04%	862		N/A			39.67%	1021		N/A	0					
CO	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		90.32%	31		N/A			77.19%	57		N/A	0					
CO	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		18.13	72		N/A			24.13	97		N/A	0					
CO	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		98.84%	86		N/A			100.00%	90		N/A	0					
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	86		N/A			100.00%	90		N/A	0					
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		24.14	7		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		73.97	30		N/A			63.35	26		N/A	0					
CO	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS		7			N/A			4			N/A	0					
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		95.45%	22		N/A			89.66%	29		N/A	0					
CO	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		2:00	22		N/A			2:16	29		N/A	0					
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		18.18%	22		N/A			34.48%	29		N/A	0					
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		18.18%	11		N/A			15.38%	13		N/A	0					
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		0.55%	3975		N/A			0.73%	3984		N/A	0					
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.28%	3975		N/A			0.33%	3984		N/A	0					
CO	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		29.03%	31		N/A			27.50%	40		N/A	0					
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00:00	996				Yes	0:03:00	1356				Yes	0					
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00:00					N/A						N/A	0					
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	405				Yes	99.48%	576				Yes	0					
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	219				Yes	98.14%	269				Yes	0					
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	405				N/A	0.17%	576				N/A	0					
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	219				N/A	0.00%	269				N/A	0					
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	182				Yes	93.48%	184				Yes	2	1,453	86.6%			
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	177				Yes	4.73	171				Yes	0					
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	323	99.34%	28843	1.21	Yes	99.04%	312	99.56%	29950	1.25	Yes	0					
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		95.63%	18589		N/A			95.38%	20147		N/A	0					
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	298	3.55	20089	-5.83	Yes	2.98	275	3.52	20892	-3.25	Yes	0					
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		5.94	18809		N/A			6.2	20286		N/A	0					
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	482	84.22%	48960	-6.35	Yes	96.41%	473	83.85%	47083	-7.38	Yes	0					
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	482	86.69%	48960	-6.43	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	ND	NS	4	4.4	171	-0.46	N/A	2.67	3	6.84	127	-0.25	N/A	0					
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	4	3.78	468	-0.9	N/A	2.75	4	7.06	444	-0.31	N/A	0					
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	9	6.41	17	0.31	N/A	8.67	6	38.73	11	-0.6	N/A	0					
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	1	12.04	372	0.57	N/A	2	1	14.22	511	-0.54	N/A	0					
CO	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	9				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%	ND	P	8	96.70%	4873	3.14	No	0.00%	2	96.94%	4743	3.33	No	4	206	88.3%	97.1%	-8.8%	
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	9	92.34%	21305	0.44	Yes	66.67%	6	93.00%	20370	1.84	No	4	121	76.0%	92.9%	-16.9%	
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	30	99.45%	9123	-0.41	Yes	100.00%	33	99.63%	9602	-0.35	Yes	2	275	97.5%	99.6%	-2.1%	
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	27	98.14%	27221	0.69	Yes	95.45%	22	98.23%	26671	0.87	Yes	1	168	92.9%	98.3%	-5.4%	
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	30	6:17	9123	1.67	No	7:24	33	5:33	9602	1.22	Yes	3	275.0	9:09	6:05	3:04	
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	27	14:51	27221	1.83	No	16:04	22	14:19	26671	0.82	Yes	2	168.0	18:07	14:15	3:51	
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	P	30	30.48%	315	0.33	Yes	36.36%	33	30.04%	446	0.76	Yes	0					
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	P	28	47.16%	176	-0.78	Yes	36.36%	22	41.18%	170	-0.43	Yes	1	174	37.4%	42.4%	-5.1%	
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	12	33.33%	189	-0.59	Yes	11.11%	9	28.92%	325	-1.16	Yes	0					
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	22	55.91%	93	-2.05	Yes	42.11%	19	42.05%	88	-0.01	Yes	1	108	37.0%	46.6%	-9.6%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	04--10	MR-8	Trouble Rate, Line Sharing%		P	2.49%	5895	1.45%	2180068	6.67	No	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%
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.93%	5456	1.36%	2191706	-2.69	Yes	0.70%	5138	1.44%	2202383	-4.43	Yes	0.72%	4894	1.55%	2211433	-4.71	Yes	0.73%
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	NS						N/A						N/A						N/A						N/A	
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	NS						N/A						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						N/A	
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	D	NS						N/A						N/A						N/A						N/A	
CO	04--11	OP-5	New Service Install Quality, Sub-Loop Unbundling%		NS						N/A						N/A						N/A						N/A	100.00%
CO	04--11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS						N/A						N/A						N/A						N/A	100.00%
CO	04--11	OP-6A	Delayed Days for Non-Facility Reasons, Sub-Loop Unbundling, Avg Days	D	NS						N/A						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						N/A	
CO	04--11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loop Unbundling%		NS						N/A						N/A						N/A						N/A	
CO	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	0.00%	4				N/A	0.00%	3				N/A	0.00%	3				N/A	0.00%	3				N/A	0.00%
CO	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0.00%	3				N/A	0.00%	3				N/A	0.00%	3				N/A	0.00%
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P	5.13%	39	88.85%	1552	7.94	No	100.00%	3	91.73%	1270	-0.52	Yes	100.00%	4	86.11%	1195	-0.8	Yes	100.00%	3	89.74%	1101	-0.58	Yes	
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	19.63	40	13.63	1623	2.37	No	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	
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	95.45%	22	86.48%	1516	-1.22	Yes	100.00%	4	88.68%	1351	-0.71	Yes	100.00%	4	89.49%	1323	-0.68	Yes	50.00%	2	88.60%	1237	1.21	Yes	100.00%
CO	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	4	92.97%	1351	-0.55	Yes	100.00%	4	92.97%	1323	-0.55	Yes	100.00%	2	92.32%	1237	-0.41	Yes	100.00%
CO	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	24	1	21.54	109	0.32	Yes			14.5	116		N/A			16.11	179		N/A			16.63	186		N/A	
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	13.81	36	14.88	112	-0.3	Yes			15.33	15		N/A			15.67	21		N/A			30.54	13		N/A	
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	366	1	90.9	135	1.64	N/A	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
CO	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	-		67		-0.99	N/A	-		96		-1.03	N/A	-		88		-0.98	N/A	-		33		-0.7	N/A	-
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	100.00%	2	87.65%	1441	-0.53	Yes	100.00%	3	83.19%	1374	-0.78	Yes			89.68%	1511		N/A	100.00%	2	90.69%	1514	-0.45	Yes	
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1:41	2	2:02	1441	-0.22	Yes	1:01	3	2:34	1374	-0.77	Yes			2:04	1511		N/A	0:05	2	1:58	1514	-1.24	Yes	
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0.00%	2	27.13%	1441	-0.86	Yes	0.00%	3	26.06%	1374	-1.03	Yes			28.86%	1511		N/A	0.00%	2	28.73%	1514	-0.9	Yes	
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A	0.00%	1	27.18%	916	-0.61	Yes			29.06%	998		N/A			30.38%	971		N/A	
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	1.75%	114	2.67%	53918	-0.61	Yes	2.86%	105	2.56%	53688	0.27	Yes	0.00%	102	2.84%	53139	-1.73	Yes	2.02%	99	2.87%	52837	-0.5	Yes	0.00%
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.95%	105	1.71%	53688	-0.6	Yes	0.00%	102	1.88%	53139	-1.4	Yes	0.00%	99	1.84%	52837	-1.36	Yes	0.00%
CO	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0.00%	2	15.04%	1696	-0.59	N/A	50.00%	6	14.71%	1611	1.97	N/A			15.26%	1783		N/A	50.00%	4	16.08%	1804	1.49	N/A	
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	55.56%	9	81.36%	59	1.59	Yes	100.00%	5	81.71%	82	-1.03	Yes	100.00%	1	77.03%	74	-0.54	Yes	0.00%	2	91.23%	57	2.62	No	
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	12	13	18.43	69	-1.05	Yes	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
CO	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	9	92.86%	84	-0.79	Yes	66.67%	3	100.00%	98	2.28	No	100.00%	2	92.22%	90	-0.41	Yes	100.00%	3	100.00%	77	.	Yes	100.00%
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	66.67%	3	100.00%	98	2.28	No	100.00%	2	97.78%	90	-0.21	Yes	100.00%	3	100.00%	77	.	Yes	100.00%
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			18.56	9		N/A			22.1	21		N/A			27.26	27		N/A	11.5	2	25.73	11	-0.68	Yes	
CO	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	13.75	4	31.75	8	-0.9	Yes						N/A						N/A						N/A	
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	28	1	40.09	23	-0.21	N/A	5	1	57.04	24	-0.78	N/A			59.62	26		N/A			47.14	37		N/A	
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS	1		16		0.33	N/A	-		13		-1.07	N/A			16			N/A			6			N/A	
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100.00%	4	90.48%	42	-0.62	Yes	100.00%	2	88.46%	26	-0.49	Yes	100.00%	1	95.35%	43	-0.22	Yes	0.00%	1	88.24%	34	1.52	Yes	50.00%
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	1:23	4	6:46	42	-0.43	Yes	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
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	50.00%	4	28.57%	42	0.79	Yes	0.00%	2	19.23%	26	-0.66	Yes	0.00%	1	23.26%	43	-0.54	Yes	0.00%	1	11.76%	34	-0.36	Yes	0.00%
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	0.00%	1	23.53%	17	-0.54	Yes	0.00%	1	28.57%	28	-0.62	Yes	0.00%	1	13.64%	22	-0.39	Yes	0.00%
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	1.78%	225	1.03%	4071	1.03	Yes	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%
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.46%	217	0.42%	4043	0.16	Yes	0.45%	223	0.70%	4022	-0.43	Yes	0.45%	222	0.55%	4002	-0.19	Yes	0.92%
CO	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	20.00%	5	25.00%	56	-0.25	N/A	0.00%	2	29.73%	37	-0.9	N/A	0.00%	1	23.21%	56	-0.54	N/A	66.67%	3	32.00%	50	1.07	N/A	33.33%
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:58	214124				N/A	1:52	157025				N/A	2:45	197154				N/A	4:02	196854				N/A	5:15
CO	07--01	OP-3	Install Commit Met, E911%		P						N/A			100.00%	1		N/A						N/A			0.00%	1		N/A	
CO	07--01	OP-4	Install Interv, E911, Avg Days		P	24	1	91	1	.	N/A	22	4	24	2	-0.13	Yes						N/A			18	1		N/A	
CO	07--01	OP-5	New Service Install Quality, E911%		P	100.00%	3	######	2	.	Yes	100.00%	3	100.00%	2	.	Yes	100.00%	1	100.00%	3	.	Yes	100.00%	4	100.00%	3	.	Yes	100.00%
CO	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100.00%	3	100.00%	2	.	Yes	100.00%	1	100.00%	3	.	Yes	100.00%	4	100.00%	3	.	Yes	100.00%
CO	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A			10	1		N/A	
CO	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS			223.5	6		N/A			200.5	6		N/A						N/A						N/A	
CO	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS			-			N/A			-			N/A						N/A						N/A	
CO	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P			######	1		N/A			100.00%	6		N/A			40.00%	5		N/A	100.00%	2	66.67%	3	-0.77	Yes	100.00%
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			3:05	1		N/A			1:44	6		N/A			3:50	5		N/A	0:02	2	5:13	3	-1.01	Yes	1:02
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P			0.00%	1		N/A			33.33%	6		N/A			0.00%	5		N/A	0.00%	2	0.00%	3	.	Yes	0.00%
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A			0.00%	4		N/A			0.00%	3		N/A			0.00%	3		N/A	0.00%
CO	07--01	MR-8	Trouble Rate, E911%		P	0.00%	674	0.05%	1839	-0.52	Yes	0.00%	672	0.33%	1829	-1.27	Yes	0.00%	665	0.27%	1821	-1.16	Yes	0.30%	664	0.17%	1807	0.73	Yes	0.15%
CO	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	672	0.22%	1829	-1.04	Yes	0.00%	665	0.16%	1821	-0.9	Yes	0.00%	664	0.17%	1807	-0.9	Yes	0.15%
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			66.67%	3		N/A			0.00%	6		N/A			16.67%	6		N/A	33.33%	3	40.00%	5	-0.19	N/A	0.00%
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.66	1		N/A			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A	
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.52	1		N/A			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A	
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.16	371838				N/A	0.11	164964				N/A	0.09	197043				N/A	0.11	194342				N/A	0.09
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	98.07%	366324				N/A	92.04%	163172				N/A	94.19%	195172				N/A	94.57%	192525				N/A	94.21%
CO	09--01	NP-1A	NXX Code Activation, All%		P			######	1		N/A	100.00%	1				N/A						N/A	100.00%	2				N/A	
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS			0.00%	1		N/A	0.00%	1				N/A						N/A	0.00%	2				N/A	
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
CO	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.80%	990				Yes	98.47%	916				Yes	99.32%	1031				Yes	100.00%	899				Yes	99.89%
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.67%	10398				Yes	99.49%	7867				Yes	99.61%	10700				Yes	99.75%	9890				Yes	99.33%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	04--10	MR-8	Trouble Rate, Line Sharing%		P	4630	1.67%	2221697	-2.21	Yes	1.28%	4305	1.65%	2234958	-1.93	Yes	1	30,318	1.5%	1.7%	-0.2%	
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P	4630	1.40%	2221697	-3.84	Yes	0.65%	4305	1.36%	2234958	-4.02	Yes	0					
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	NS					N/A						N/A	0					
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	NS					N/A	100.00%	13				N/A	0					
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	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-5	New Service Install Quality, Sub-Loop Unbundling%		NS	7				N/A	100.00%	8				N/A	0					
CO	04--11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS	7				N/A	100.00%	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	-					N/A	0					
CO	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	3				N/A	0.00%	5				N/A	0					
CO	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	3				N/A	0.00%	5				N/A	0					
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P		85.46%	942		N/A			89.35%	845		N/A	1	49	24.5%	88.6%	-64.2%	
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		15.82	1142		N/A	10	1	14.1	1010	-0.3	Yes	1	52	16.95	14.20	2.75	
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	1	89.03%	1094	-0.35	Yes	100.00%	1	88.83%	1047	-0.35	Yes	0					
CO	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	1	93.97%	1094	-0.25	Yes	100.00%	1	92.74%	1047	-0.28	Yes	0					
CO	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		22.39	187		N/A			23.06	125		N/A	0					
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		15	9		N/A			43.75	4		N/A	0					
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	2	75.77	175	1.53	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		38		-0.74	N/A	-		44		-0.74	N/A	0					
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P		89.93%	1311		N/A	100.00%	2	85.29%	1305	-0.59	Yes	0					
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P		1:57	1311		N/A	0:27	2	2:10	1305	-0.7	Yes	0					
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P		34.48%	1311		N/A	0.00%	2	29.35%	1305	-0.91	Yes	0					
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P		36.56%	837		N/A	0.00%	1	30.07%	868	-0.66	Yes	0					
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	94	2.47%	53107	-1.54	Yes	2.13%	94	2.48%	52654	-0.22	Yes	0					
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	94	1.58%	53107	-1.23	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		17.08%	1581		N/A	0.00%	2	16.72%	1567	-0.63	N/A	0					
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		90.32%	31		N/A	100.00%	2	77.19%	57	-0.76	Yes	1	19	68.4%	82.2%	-13.8%	
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	2	18.13	72	-0.56	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	4	98.84%	86	-0.21	Yes	100.00%	4	100.00%	90	.	Yes	1	25	96.0%	97.3%	-1.3%	
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	4	100.00%	86	.	Yes	100.00%	4	100.00%	90	.	Yes	1	16	93.8%	99.5%	-5.8%	
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		24.14	7		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		73.97	30		N/A			63.35	26		N/A	0					
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS		7			N/A			4			N/A	0					
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	2	95.45%	22	1.44	Yes	100.00%	1	89.66%	29	-0.33	Yes	0					
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	2	2:00	22	1.32	Yes	3:22	1	2:16	29	1.18	Yes	1	11.0	2:21	3:02	-0:41	
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	2	18.18%	22	-0.64	Yes	100.00%	1	34.48%	29	0.92	Yes	0					
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	2	18.18%	11	-0.61	Yes	100.00%	1	15.38%	13	1.3	Yes	0					
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	218	0.55%	3975	0.7	Yes	0.47%	215	0.73%	3984	-0.44	Yes	0					
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	218	0.28%	3975	1.4	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	3	29.03%	31	0.1	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	200369				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	7	100.00%	3	.	Yes	100.00%	3	100.00%	3	.	Yes	0					
CO	07--01	OP-5*	New Service Install Quality, E911%		P	7	100.00%	3	.	Yes	100.00%	3	100.00%	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	1	100.00%	3	.	Yes			100.00%	2		N/A	0					
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	1	1:08	3	-0.05	Yes			0:50	2		N/A	0					
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P	1	33.33%	3	-0.61	Yes			0.00%	2		N/A	0					
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	1	50.00%	2	-0.82	Yes			0.00%	2		N/A	0					
CO	07--01	MR-8	Trouble Rate, E911%		P	662	0.17%	1793	-0.09	Yes	0.00%	654	0.11%	1782	-0.73	Yes	0					
CO	07--01	MR-8*	Trouble Rate, E911%		P	662	0.11%	1793	0.26	Yes	0.00%	654	0.11%	1782	-0.73	Yes	0					
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	1	0.00%	3	.	N/A			50.00%	4		N/A	0					
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		8.54	.		N/A			7.95	.		N/A	0					
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.26	.		N/A			9.42	.		N/A	0					
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	171326				N/A	0.1	181383				N/A	0					
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	169472				N/A	95.05%	179425				N/A	0					
CO	09--01	NP-1A	NXX Code Activation, All%		P		100.00%	1		N/A						N/A	0					
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS		0.00%	1		N/A						N/A	0					
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	6559733				N/A	1.25	7032415				N/A	0					
CO	11--01	OP-8B	LNP Timeliness, LNP%		95%	935				Yes	99.33%	1341				Yes	0					
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	8791				Yes	99.31%	8496				Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	11611				Yes	100.00%	8913				Yes	100.00%	12036				Yes	99.99%	11527				Yes	99.96%
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	11611				N/A	100.00%	8913				N/A	100.00%	12036				N/A	100.00%	11527				N/A	100.00%
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			62.30%	3393		N/A			52.97%	3738		N/A			52.39%	4232		N/A			48.71%	5192		N/A	50.00%
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.85%	6668		N/A	100.00%	2	99.55%	6869	-0.1	Yes	100.00%	1	99.80%	8011	-0.04	Yes	100.00%	2	99.16%	9340	-0.13	Yes	66.67%
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100.00%	152482.0113				Yes	100.00%	159930.0199				Yes	100.00%	162112.3701				Yes	100.00%	149737.4596				Yes	100.00%
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100.00%	152482.0113				Yes	100.00%	159930.0199				Yes	100.00%	162112.3701				Yes	100.00%	149737.4596				Yes	100.00%
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	1193	99.61%	27297	-2.11	Yes	99.81%	1620	99.47%	26606	-1.86	Yes	99.87%	2289	99.65%	35869	-1.7	Yes	99.95%	1966	99.59%	29309	-2.4	Yes	99.66%
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	98.67%	226	97.11%	15136	-1.39	Yes	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%
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	1.5	298	3.73	21489	-17.93	Yes	1.76	1060	3.76	21228	-35.89	Yes	1.7	1776	3.53	26487	-48.01	Yes	1.76	1435	3.62	20795	-24.76	Yes	1.83
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.3	228	5.53	15197	-5.48	Yes	3	466	5.6	13981	-9.69	Yes	2.88	480	5.92	17318	-10.49	Yes	3.29	464	5.89	15849	-9.05	Yes	3.48
CO	14--01	OP-5	New Service Install Quality, Residence%		P	96.58%	1754	85.43%	41565	-12.97	Yes	94.56%	2428	86.24%	46906	-11.61	Yes	92.50%	2600	84.54%	49183	-10.94	Yes	93.30%	2641	83.92%	43990	-12.74	Yes	92.83%
CO	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	95.18%	2428	88.31%	46906	-10.28	Yes	93.19%	2600	86.80%	49183	-9.39	Yes	94.21%	2641	86.26%	43990	-11.53	Yes	93.66%
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			8.08	110		N/A	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
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	3.67	3	6.11	273	-0.23	Yes	3	7	4.16	297	-0.55	Yes	2.33	3	3.8	257	-0.47	Yes	2.5	6	3.94	272	-0.57	Yes	10
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			16.56	9		N/A			7	8		N/A			3.89	9		N/A			6.09	11		N/A	1.5
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	5.5	2	10.76	215	-0.34	Yes	12	1	10.92	248	0.57	Yes	5	4	11.52	391	-0.86	Yes	9.14	7	12.14	319	-0.5	Yes	5.2
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	260.13	8	116.21	1101	2.29	N/A	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
CO	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	-		279		-1.64	N/A	1		278		-2.16	N/A	2		354		-2.31	N/A	2		429		-2.13	N/A	6
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	31	98.82%	2883	-0.6	Yes	100.00%	42	96.27%	3245	-1.27	Yes	100.00%	41	98.09%	3718	-0.89	Yes	100.00%	56	96.31%	4582	-1.46	Yes	100.00%
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	98.55%	207	94.47%	16553	-2.55	Yes	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%
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	65	99.88%	5604	-0.28	Yes	100.00%	85	99.52%	5830	-0.64	Yes	100.00%	92	99.78%	6911	-0.44	Yes	100.00%	119	99.20%	8025	-0.97	Yes	100.00%
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	235	98.91%	21216	-1.6	Yes	99.37%	318	97.71%	24495	-1.96	Yes	100.00%	380	98.68%	25798	-2.24	Yes	100.00%	380	97.84%	27378	-2.88	Yes	99.75%
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	1:53	65	5:01	5604	-3.57	Yes	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
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	6:09	235	13:10	21216	-8.94	Yes	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
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	13.85%	65	13.89%	5607	-0.01	Yes	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%
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	10.37%	241	14.58%	21982	-1.84	Yes	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%
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	8.57%	35	15.54%	2684	-1.13	Yes	12.00%	50	15.27%	3136	-0.64	Yes	21.31%	61	16.69%	3864	0.96	Yes	2.82%
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	12.14%	313	14.36%	23666	-1.11	Yes	9.51%	368	13.66%	24985	-2.3	Yes	9.65%	373	15.10%	26577	-2.92	Yes	8.73%
CO	14--01	MR-8	Trouble Rate, Residence%		P	1.06%	28783	1.61%	1708650	-7.36	Yes	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%
CO	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.18%	29475	1.53%	1719127	-4.88	Yes	1.47%	28376	1.63%	1728046	-2.04	Yes	1.52%	28474	1.75%	1736403	-2.92	Yes	1.67%
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	65	99.52%	5607	-0.56	Yes	97.65%	85	98.73%	5830	0.86	Yes	100.00%	92	98.94%	6912	-0.98	Yes	99.16%	119	98.48%	8026	-0.6	Yes	99.32%
CO	14--01	MR-9	Repair Appoint Met, Residence%	D	P	99.17%	241	97.36%	21982	-1.75	Yes	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%
CO	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	33.62%	461	29.70%	39243	1.82	N/A	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%
CO	14--02	OP-3	Install Commit Met, Business%	ND	P	95.65%	23	97.82%	1194	0.67	Yes	100.00%	40	98.02%	858	-0.88	Yes	100.00%	48	97.91%	909	-0.99	Yes	100.00%	59	98.91%	1005	-0.79	Yes	100.00%
CO	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	7	95.38%	4200	-0.58	Yes	100.00%	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	100.00%
CO	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	1.93	15	3.35	695	-1.73	Yes	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
CO	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3.14	7	6	4230	-0.96	Yes	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
CO	14--02	OP-5	New Service Install Quality, Business%		P	90.70%	43	84.45%	5060	-1.13	Yes	93.44%	61	85.67%	4878	-1.72	Yes	89.04%	73	83.00%	4976	-1.36	Yes	86.67%	90	82.93%	4867	-0.93	Yes	92.31%
CO	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	93.44%	61	87.90%	4878	-1.32	Yes	90.41%	73	86.37%	4976	-1	Yes	87.78%	90	85.84%	4867	-0.52	Yes	94.02%
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	18	1	10.54	24	0.53	Yes			46.74	19		N/A			8.17	18		N/A			55.62	13		N/A	
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			7.05	154		N/A			6.29	202		N/A	6	1	5.94	156	0.86	Yes	1	2	4.98	125	-0.73	Yes	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			71.5	2		N/A						N/A			5	1		N/A						N/A	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			13.07	61		N/A			18.12	75		N/A			13.47	66		N/A	5	1	15.6	88	-0.56	Yes	
CO	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			107.79	428		N/A			110.81	518		N/A			112.18	555		N/A			105.92	528		N/A	10.5
CO	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			119			N/A			140			N/A			180			N/A			166			N/A	1
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	2	99.41%	510	-0.11	Yes	100.00%	6	97.36%	493	-0.4	Yes			97.28%	514		N/A	100.00%	3	97.05%	610	-0.3	Yes	100.00%
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	26	96.28%	2475	-1	Yes	100.00%	18	93.52%	2546	-1.11	Yes	100.00%	23	95.18%	2575	-1.07	Yes	94.12%	34	93.88%	2662	-0.06	Yes	100.00%
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	6	99.72%	1064	-0.13	Yes	100.00%	9	99.71%	1039	-0.16	Yes	100.00%	7	99.91%	1100	-0.08	Yes	100.00%	12	98.94%	1315	-0.36	Yes	100.00%
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	30	98.99%	2963	-0.55	Yes	100.00%	24	98.18%	3018	-0.66	Yes	100.00%	27	98.72%	3133	-0.59	Yes	100.00%	40	98.40%	3191	-0.8	Yes	100.00%
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1:05	6	3:10	1064	-0.78	Yes	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
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	5:32	30	9:34	2963	-1.83	Yes	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
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	6	11.84%	1064	-0.9	Yes	11.11%	9	12.90%	1039	-0.16	Yes	28.57%	7	14.09%	1100	1	Yes	0.00%	12	14.45%	1315	-1.42	Yes	10.53%
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	30	12.41%	3022	-2.05	Yes	16.67%	24	14.00%	3107	0.41	Yes	7.14%	28	13.38%	3214	-0.97	Yes	9.76%	41	14.94%	3273	-0.93	Yes	14.81%
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0.00%	4	12.32%	544	-0.75	Yes	0.00%	2	14.71%	612	-0.59	Yes	0.00%	7	15.64%	748	-1.13	Yes	0.00%
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	13.04%	23	14.07%	2857	-0.14	Yes	7.41%	27	12.87%	2921	-0.84	Yes	10.26%	39	14.39%	3036	-0.73	Yes	14.81%
CO	14--02	MR-8	Trouble Rate, Business%		P	0.73%	4912	0.87%	471418	-1.01	Yes	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%
CO	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.53%	5060	0.72%	472579	-1.56	Yes	0.55%	5230	0.74%	474337	-1.59	Yes	0.85%	5407	0.80%	475030	0.45	Yes	0.67%
CO	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	6	97.74%	1064	-0.37	Yes	100.00%	9	97.98%	1039	-0.43	Yes	100.00%	7	98.00%	1100	-0.38	Yes	100.00%	12	96.65%	1315	-0.64	Yes	100.00%
CO	14--02	MR-9	Repair Appoint Met, Business%	D	P	96.67%	30	93.45%	3022	-0.71	Yes	100.00%	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%
CO	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	35.71%	56	32.75%	6076	0.48	N/A	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%
CO	14--03	OP-3	Install Commit Met, Centrex%	ND	P			70.00%	10		N/A			100.00%	1		N/A			83.33%	6		N/A			87.50%	8		N/A	
CO	14--03	OP-3	Install Commit Met, Centrex%	D	P			89.58%	48		N/A			67.57%	37		N/A			86.21%	29		N/A			66.67%	30		N/A	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			5.78	9		N/A			1	1		N/A			4.5	6		N/A			0.88	8		N/A	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			5.35	48		N/A			17.05	37		N/A			9.3	30		N/A			11.77	31		N/A	
CO	14--03	OP-5	New Service Install Quality, Centrex%		P			91.67%	48		N/A			70.27%	37		N/A			44.74%	38		N/A			89.74%	39		N/A	
CO	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			81.08%	37		N/A			68.42%	38		N/A			92.31%	39		N/A	
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P			11	3		N/A						N/A			1	1		N/A			1	1		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	9933				Yes	99.97%	9955				Yes	0					
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	9933				N/A	100.00%	9955				N/A	0					
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	2	53.29%	4873	0.08	N/A			56.61%	4743		N/A	0					
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	3	99.45%	9123	2.4	Yes			99.63%	9602		N/A	0					
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	162524.6887				Yes	100.00%	281932.1198				Yes	0					
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	162524.6887				Yes	100.00%	281932.1198				Yes	0					
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	2385	99.39%	27850	-1.65	Yes	99.97%	3422	99.60%	28840	-3.26	Yes	0					
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	465	96.01%	14836	-2.7	Yes	98.44%	257	96.10%	15963	-1.92	Yes	0					
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	1695	3.55	19457	-50.73	Yes	1.84	1429	3.5	20160	-44.43	Yes	0					
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	465	6	14956	-8.75	Yes	3.04	257	6.16	16044	-6.26	Yes	0					
CO	14--01	OP-5	New Service Install Quality, Residence%		P	3265	84.33%	43857	-12.9	Yes	96.80%	3153	84.21%	41801	-18.69	Yes	0					
CO	14--01	OP-5*	New Service Install Quality, Residence%		P	3265	86.75%	43857	-11.24	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	ND	P	6	4.16	153	-0.61	Yes	1	2	4.1	109	-0.55	Yes	1	15	6.80	5.68	1.12	
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	2	2.8	315	2.33	No	2.75	4	6.24	273	-0.26	Yes	1	25	3.40	4.47	(1.07)	
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	2	6.75	16	-0.61	Yes			9.44	9		N/A	0					
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	5	11.46	291	-1.13	Yes			14.5	363		N/A	0					
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	37	103.84	1210	-1.85	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		428		-2.4	N/A	1		425		-2.95	N/A	0					
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	70	96.89%	4217	-1.49	Yes	100.00%	41	96.66%	4076	-1.18	Yes	0					
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	348	92.06%	18950	-5.23	Yes	99.20%	250	92.72%	17861	-3.92	Yes	0					
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	146	99.46%	7822	-0.88	Yes	100.00%	98	99.58%	8128	-0.64	Yes	0					
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	406	98.05%	24251	-2.46	Yes	99.36%	311	98.20%	23444	-1.52	Yes	0					
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	146	6:35	7822	-1.84	Yes	3:25	98	5:57	8128	-2.91	Yes	0					
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	406	15:19	24251	-10.82	Yes	7:43	311	14:50	23444	-9.55	Yes	0					
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	146	14.48%	7824	-2.36	Yes	9.18%	98	13.58%	8128	-1.26	Yes	0					
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	416	15.52%	24897	-3.43	Yes	12.58%	318	13.94%	24049	-0.7	Yes	0					
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	71	15.32%	3897	-2.9	Yes	9.62%	52	14.43%	3667	-0.98	Yes	0					
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	401	15.29%	23565	-3.62	Yes	12.70%	307	13.72%	22793	-0.52	Yes	0					
CO	14--01	MR-8	Trouble Rate, Residence%		P	28304	1.88%	1745154	1.36	Yes	1.57%	26493	1.83%	1756352	-3.15	Yes	0					
CO	14--01	MR-8*	Trouble Rate, Residence%		P	28304	1.57%	1745154	1.26	Yes	1.36%	26493	1.51%	1756352	-2.01	Yes	0					
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	146	98.84%	7824	-0.53	Yes	98.98%	98	98.92%	8128	-0.06	Yes	0					
CO	14--01	MR-9	Repair Appoint Met, Residence%	D	P	416	96.46%	24897	-3.61	Yes	99.37%	318	96.64%	24049	-2.68	Yes	0					
CO	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	817	27.93%	45403	2.07	N/A	31.47%	607	28.60%	45063	1.55	N/A	0					
CO	14--02	OP-3	Install Commit Met, Business%	ND	P	77	98.09%	993	-1.18	Yes	98.37%	123	98.47%	1110	0.14	Yes	0					
CO	14--02	OP-3	Install Commit Met, Business%	D	P	21	94.11%	3753	-1.14	Yes	91.67%	12	92.61%	4184	0.21	Yes	0					
CO	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	60	3.58	632	-4.8	Yes	1.79	96	3.9	732	-1.53	Yes	0					
CO	14--02	OP-4	Install Interv, Business, Avg Days	D	P	21	5.7	3853	-1.76	Yes	4.33	12	6.35	4242	-0.71	Yes	0					
CO	14--02	OP-5	New Service Install Quality, Business%		P	117	83.31%	5104	-2.58	Yes	92.25%	129	81.07%	5282	-3.2	Yes	0					
CO	14--02	OP-5*	New Service Install Quality, Business%		P	117	86.19%	5104	-2.43	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	ND	P		6.5	18		N/A	1.5	2	23.44	18	-0.41	Yes	0					
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		5.78	153		N/A			8.36	171		N/A	0					
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P		1	1		N/A			170.5	2		N/A	0					
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		14.12	81		N/A	7	1	13.51	148	-0.49	Yes	0					
CO	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	2	104.6	496	-1	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		161		0.44	N/A	-		152		-0.65	N/A	0					
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	4	95.43%	656	-0.44	Yes	100.00%	8	98.65%	667	-0.33	Yes	0					
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	22	94.52%	2355	-1.12	Yes	100.00%	21	95.06%	2509	-1.04	Yes	0					
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	19	99.39%	1301	-0.34	Yes	100.00%	20	99.86%	1474	-0.16	Yes	0					
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	27	98.89%	2970	-0.55	Yes	100.00%	31	98.45%	3227	-0.7	Yes	0					
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	19	4:31	1301	-1.25	Yes	2:45	20	3:19	1474	-0.4	Yes	0					
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	27	11:01	2970	-2.64	Yes	6:27	31	10:31	3227	-1.92	Yes	0					
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	19	13.91%	1301	-0.42	Yes	5.00%	20	14.31%	1474	-1.18	Yes	0					
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	27	15.74%	3055	-0.13	Yes	19.35%	31	13.27%	3308	0.98	Yes	0					
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	10	12.80%	758	-1.2	Yes	0.00%	9	16.06%	847	-1.31	Yes	0					
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	27	15.82%	2832	-0.14	Yes	17.86%	28	13.32%	3094	0.72	Yes	0					
CO	14--02	MR-8	Trouble Rate, Business%		P	5521	0.91%	476543	-0.63	Yes	0.89%	5711	1.00%	478606	-0.8	Yes	0					
CO	14--02	MR-8*	Trouble Rate, Business%		P	5521	0.75%	476543	-0.71	Yes	0.65%	5711	0.82%	478606	-1.46	Yes	0					
CO	14--02	MR-9	Repair Appoint Met, Business%	ND	P	19	96.39%	1301	-0.84	Yes	100.00%	20	98.10%	1474	-0.62	Yes	0					
CO	14--02	MR-9	Repair Appoint Met, Business%	D	P	27	90.97%	3055	-0.96	Yes	100.00%	31	91.99%	3308	-1.64	Yes	0					
CO	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	67	31.65%	6373	-0.05	N/A	32.89%	76	29.72%	6804	0.61	N/A	0					
CO	14--03	OP-3	Install Commit Met, Centrex%	ND	P		100.00%	11		N/A			80.00%	5		N/A	0					
CO	14--03	OP-3	Install Commit Met, Centrex%	D	P		91.30%	23		N/A			90.00%	20		N/A	0					
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P		1	11		N/A			3.2	5		N/A	0					
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P		6.25	28		N/A			3.24	21		N/A	0					
CO	14--03	OP-5	New Service Install Quality, Centrex%		P		72.73%	33		N/A			70.37%	27		N/A	0					
CO	14--03	OP-5*	New Service Install Quality, Centrex%		P		72.73%	33		N/A			74.07%	27		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					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			8.67	3		N/A			20.58	12		N/A			31.67	3		N/A			20.6	10		N/A	
CO	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			24	2		N/A						N/A			34	2		N/A						N/A	
CO	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			221.4	5		N/A			127.53	15		N/A			140.43	14		N/A			111.85	13		N/A	
CO	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			-			N/A			2			N/A			1			N/A			3			N/A	
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			######	23		N/A			95.24%	21		N/A			100.00%	10		N/A			100.00%	15		N/A	
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	100.00%	7	94.00%	50	-0.63	Yes	50.00%	2	88.10%	42	1.12	Yes	100.00%	1	97.96%	49	-0.14	Yes	100.00%	1	100.00%	39	.	Yes	100.00%
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	100.00%	2	######	35	.	Yes			100.00%	33		N/A			100.00%	22		N/A			100.00%	27		N/A	100.00%
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100.00%	10	96.43%	56	-0.56	Yes	100.00%	2	98.08%	52	-0.19	Yes	100.00%	2	100.00%	55	.	Yes	100.00%	2	100.00%	48	.	Yes	100.00%
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	4:59	2	2:40	35	0.98	Yes			6:42	33		N/A			1:56	22		N/A			4:07	27		N/A	12:28
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	6:47	10	11:19	56	-0.69	Yes	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
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	0.00%	2	20.00%	35	-0.69	Yes			12.12%	33		N/A			22.73%	22		N/A			11.11%	27		N/A	0.00%
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	20.00%	10	10.53%	57	0.79	Yes	0.00%	2	14.55%	55	-0.57	Yes	0.00%	2	9.09%	55	-0.44	Yes	0.00%	2	8.00%	50	-0.41	Yes	0.00%
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			16.00%	25		N/A			23.08%	13		N/A			0.00%	11		N/A	0.00%
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	0.00%	2	14.29%	49	-0.57	Yes	0.00%	2	10.87%	46	-0.48	Yes	0.00%	2	8.33%	48	-0.42	Yes	0.00%
CO	14--03	MR-8	Trouble Rate, Centrex%		P	0.99%	1209	0.48%	19008	2.47	No	0.51%	391	0.47%	18843	0.21	Yes	0.50%	397	0.41%	18836	0.36	Yes	0.49%	410	0.40%	19098	0.34	Yes	0.61%
CO	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.51%	391	0.39%	18843	0.43	Yes	0.50%	397	0.31%	18836	0.69	Yes	0.49%	410	0.31%	19098	0.67	Yes	0.61%
CO	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	100.00%	2	96.55%	29	-0.26	Yes			80.00%	25		N/A			94.44%	18		N/A			95.65%	23		N/A	100.00%
CO	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	100.00%	10	72.92%	48	-1.75	Yes	50.00%	2	84.00%	50	0.95	Yes	100.00%	2	81.63%	49	-0.66	Yes	100.00%	2	79.55%	44	-0.7	Yes	100.00%
CO	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	29.41%	17	25.81%	124	0.32	N/A	0.00%	2	28.46%	123	-0.88	N/A	0.00%	2	35.83%	120	-1.05	N/A	33.33%	3	31.86%	113	0.05	N/A	25.00%
CO	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			97.78%	135		N/A	100.00%	2	96.93%	228	-0.25	Yes	100.00%	35	99.36%	312	-0.45	Yes	100.00%	8	96.95%	164	-0.49	Yes	100.00%
CO	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			91.53%	307		N/A	100.00%	3	92.62%	325	-0.49	Yes	100.00%	3	86.93%	375	-0.67	Yes	100.00%	2	91.90%	321	-0.42	Yes	100.00%
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			2.84	104		N/A			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
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			6.14	308		N/A	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
CO	14--04	OP-5	New Service Install Quality, Centrex 21%		P	66.67%	3	65.73%	499	-0.03	Yes	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%
CO	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	95.45%	22	79.42%	622	-1.83	Yes	83.33%	24	75.00%	588	-0.92	Yes	83.33%	18	72.68%	549	-1	Yes	92.86%
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			3.67	3		N/A			3	7		N/A			8.5	2		N/A			3.8	5		N/A	
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			5.22	18		N/A			5.5	18		N/A			3.71	34		N/A			2.61	18		N/A	
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			14	8		N/A			9.6	5		N/A			11.07	15		N/A			16.63	8		N/A	
CO	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			134.66	67		N/A			127.41	69		N/A			124.33	73		N/A			112.11	74		N/A	
CO	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			7			N/A			8			N/A			11			N/A			13			N/A	
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			######	155		N/A	100.00%	3	99.24%	131	-0.15	Yes	100.00%	2	98.16%	163	-0.19	Yes			98.44%	192		N/A	
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	3	95.78%	569	-0.36	Yes	100.00%	4	92.85%	615	-0.55	Yes			95.22%	607		N/A	100.00%	6	93.78%	595	-0.63	Yes	100.00%
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100.00%	1	######	325	.	Yes	100.00%	6	99.66%	297	-0.14	Yes	100.00%	6	100.00%	367	.	Yes	100.00%	4	99.53%	422	-0.14	Yes	100.00%
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	4	98.82%	677	-0.22	Yes	100.00%	6	96.64%	745	-0.45	Yes	100.00%	2	98.27%	751	-0.19	Yes	100.00%	6	98.12%	746	-0.34	Yes	100.00%
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0:41	1	2:47	325	-0.47	Yes	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
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	6:12	4	8:28	677	-0.39	Yes	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
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0.00%	1	14.15%	325	-0.41	Yes	33.33%	6	12.12%	297	1.33	Yes	50.00%	6	14.17%	367	2.02	No	0.00%	4	18.01%	422	-0.93	Yes	33.33%
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	5	12.41%	693	-0.84	Yes	50.00%	6	12.29%	773	2.18	No	0.00%	2	14.79%	764	-0.59	Yes	16.67%	6	15.86%	763	0.12	Yes	20.00%
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			13.37%	172		N/A	50.00%	6	14.07%	199	2.01	No	0.00%	1	19.40%	232	-0.49	Yes	33.33%
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	50.00%	6	12.34%	713	2.18	No	0.00%	2	14.78%	697	-0.59	Yes	16.67%	6	15.62%	698	0.13	Yes	20.00%
CO	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.82%	732	0.72%	140523	0.3	Yes	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%
CO	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.62%	962	0.63%	140662	-0.02	Yes	1.04%	766	0.63%	141287	1.43	Yes	0.92%	762	0.65%	142422	0.91	Yes	1.06%
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100.00%	1	97.23%	325	-0.17	Yes	100.00%	6	94.95%	297	-0.56	Yes	83.33%	6	95.91%	367	1.15	Yes	75.00%	4	97.87%	422	1.7	No	100.00%
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	5	87.88%	693	-0.83	Yes	100.00%	6	86.03%	773	-0.98	Yes	100.00%	2	88.87%	764	-0.5	Yes	100.00%	6	91.09%	763	-0.76	Yes	100.00%
CO	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	40.00%	10	31.63%	1489	0.56	N/A	33.33%	18	29.74%	1523	0.35	N/A	20.00%	10	30.36%	1624	-0.71	N/A	9.09%	11	32.09%	1745	-1.63	N/A	20.00%
CO	14--05	OP-3	Install Commit Met, PBX%	ND	P	100.00%	1	91.67%	12	-0.29	Yes	100.00%	1	100.00%	9	.	Yes			100.00%	7		N/A			100.00%	4		N/A	100.00%
CO	14--05	OP-3	Install Commit Met, PBX%	D	P			95.83%	24		N/A			96.67%	30		N/A			75.86%	29		N/A			88.24%	34		N/A	
CO	14--05	OP-3	Install Commit Met, PBX%		P			67.35%	49		N/A			74.36%	39		N/A	100.00%	1	78.33%	60	-0.52	Yes			77.78%	18		N/A	0.00%
CO	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			2.1	10		N/A			1.75	8		N/A			1.86	7		N/A			1.25	4		N/A	3
CO	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			6.21	24		N/A			5.2	30		N/A			9.73	30		N/A			6.17	35		N/A	9
CO	14--05	OP-4	Install Interv, PBX, Avg Days		P			14.83	70		N/A			18.31	65		N/A	11.67	3	14.64	107	-0.44	Yes			18.86	72		N/A	2
CO	14--05	OP-5	New Service Install Quality, PBX%		P	0.00%	1	80.70%	114	1.3	Yes	50.00%	2	80.00%	140	0.83	Yes	100.00%	2	88.41%	138	-0.51	Yes	100.00%	2	86.33%	139	-0.56	Yes	100.00%
CO	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	50.00%	2	87.14%	140	1.12	Yes	100.00%	2	90.58%	138	-0.45	Yes	100.00%	2	90.65%	139	-0.45	Yes	100.00%
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P			3	1		N/A						N/A						N/A						N/A	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			2	1		N/A			1	1		N/A			3.2	5		N/A			2	5		N/A	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			15.43	21		N/A			29.97	32		N/A	10	1	15.78	32	-0.39	Yes			20.77	31		N/A	1
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			8	2		N/A						N/A	
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			2.6	5		N/A			37	1		N/A						N/A						N/A	
CO	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			132.86	22		N/A			111.5	26		N/A			90.59	29		N/A			69.69	35		N/A	
CO	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			4			N/A			6			N/A			9			N/A			2			N/A	
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	7	######	184	.	Yes	100.00%	3	99.43%	176	-0.13	Yes	100.00%	5	99.04%	208	-0.22	Yes	100.00%	4	99.57%	230	-0.13	Yes	100.00%
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			######	121		N/A	100.00%	2	97.83%	92	-0.21	Yes			95.74%	94		N/A			92.24%	116		N/A	100.00%
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	8	######	206	.	Yes	100.00%	3	99.48%	191	-0.12	Yes	100.00%	7	99.56%	225	-0.17	Yes	100.00%	5	100.00%	248	.	Yes	100.00%
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			######	130		N/A	100.00%	2	99.00%	100	-0.14	Yes			98.08%	104		N/A			95.45%	132		N/A	100.00%
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:44	8	1:33	206	-0.89	Yes	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
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			6:39	130		N/A	8:15	2	6:25	100	0.36	Yes			9:39	104		N/A			11:49	132		N/A	3:06

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		3	3		N/A			3.5	2		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		88.13	16		N/A			128.06	16		N/A	0					
CO	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS		3			N/A			1			N/A	0					
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		90.00%	10		N/A			100.00%	20		N/A	0					
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	2	85.42%	48	-0.57	Yes	100.00%	1	95.56%	45	-0.21	Yes	0					
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	1	100.00%	29	.	Yes			100.00%	35		N/A	0					
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	2	92.42%	66	-0.4	Yes	100.00%	1	98.15%	54	-0.14	Yes	0					
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	1	4:53	29	1.24	Yes			2:21	35		N/A	0					
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	2	13:21	66	-0.82	Yes	2:25	1	9:33	54	-0.62	Yes	0					
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	1	13.79%	29	-0.39	Yes			8.57%	35		N/A	0					
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	2	13.64%	66	-0.55	Yes	0.00%	1	8.77%	57	-0.31	Yes	0					
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	1	17.65%	17	-0.45	Yes			4.35%	23		N/A	0					
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	2	15.00%	60	-0.58	Yes	0.00%	1	9.80%	51	-0.33	Yes	0					
CO	14--03	MR-8	Trouble Rate, Centrex%		P	490	0.50%	18957	0.4	Yes	0.20%	488	0.48%	19295	-0.86	Yes	1	3,385	0.6%	0.5%	0.2%	
CO	14--03	MR-8*	Trouble Rate, Centrex%		P	490	0.41%	18957	0.73	Yes	0.20%	488	0.38%	19295	-0.63	Yes	0					
CO	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	1	92.59%	27	-0.28	Yes			91.43%	35		N/A	0					
CO	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	2	74.24%	66	-0.82	Yes	100.00%	1	64.00%	50	-0.74	Yes	0					
CO	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	4	29.63%	135	-0.2	N/A	66.67%	3	34.75%	141	1	N/A	0					
CO	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	21	99.66%	293	-0.26	Yes	100.00%	28	97.84%	185	-0.73	Yes	0					
CO	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	5	92.86%	308	-0.62	Yes	100.00%	2	90.99%	333	-0.44	Yes	0					
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	21	3.41	204	3.09	No	4.75	24	3.46	107	1	Yes	1	55	4.40	4.37	0.03	
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	5	8.3	318	0.37	Yes	12	2	8.63	339	0.65	Yes	0					
CO	14--04	OP-5	New Service Install Quality, Centrex 21%		P	28	63.73%	568	-3.13	Yes	89.47%	19	62.29%	525	-2.4	Yes	0					
CO	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	28	69.72%	568	-2.6	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	ND	P		4	1		N/A			10.25	4		N/A	0					
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		4.33	12		N/A			5.7	23		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-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		12.42	12		N/A			13.88	8		N/A	0					
CO	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		102.2	75		N/A			93.42	77		N/A	0					
CO	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		16			N/A			11			N/A	0					
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		93.55%	217		N/A	100.00%	2	99.43%	175	-0.11	Yes	0					
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	4	94.01%	534	-0.5	Yes	100.00%	1	96.16%	521	-0.2	Yes	0					
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	3	98.99%	396	-0.17	Yes	100.00%	7	100.00%	375	.	Yes	0					
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	5	98.43%	702	-0.28	Yes	100.00%	2	98.71%	699	-0.16	Yes	0					
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	3	4:25	396	-0.58	Yes	3:56	7	2:50	375	0.74	Yes	0					
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	5	10:16	702	-1.37	Yes	9:57	2	9:11	699	0.13	Yes	0					
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	3	12.12%	396	0.9	Yes	14.29%	7	17.07%	375	-0.19	Yes	1	27	25.9%	14.8%	11.2%	
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	5	15.21%	723	0.33	Yes	50.00%	2	11.87%	716	1.18	Yes	1	26	23.1%	13.8%	9.3%	
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	3	12.66%	229	0.87	Yes	33.33%	3	16.99%	206	0.65	Yes	1	13	38.5%	15.4%	23.0%	
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	5	14.80%	669	0.35	Yes	50.00%	2	11.43%	665	1.21	Yes	1	21	28.6%	13.8%	14.8%	
CO	14--04	MR-8	Trouble Rate, Centrex 21%		P	755	0.78%	143092	0.86	Yes	0.91%	986	0.76%	143365	0.55	Yes	1	4,963	1.1%	0.8%	0.3%	
CO	14--04	MR-8*	Trouble Rate, Centrex 21%		P	755	0.63%	143092	1.5	Yes	0.51%	986	0.61%	143365	-0.4	Yes	0					
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	3	95.71%	396	-0.37	Yes	100.00%	7	95.73%	375	-0.55	Yes	1	27	92.6%	96.3%	-3.7%	
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	5	89.07%	723	-0.78	Yes	100.00%	2	90.22%	716	-0.46	Yes	0					
CO	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	10	30.06%	1600	-0.69	N/A	30.77%	13	30.60%	1572	0.04	N/A	0					
CO	14--05	OP-3	Install Commit Met, PBX%	ND	P	1	100.00%	7	.	Yes			90.91%	11		N/A	0					
CO	14--05	OP-3	Install Commit Met, PBX%	D	P		85.29%	34		N/A			85.71%	28		N/A	0					
CO	14--05	OP-3	Install Commit Met, PBX%		P	1	85.25%	61	1.44	Yes	0.00%	1	75.86%	29	1.14	Yes	0					
CO	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	1	2	6	-0.01	Yes			4.33	9		N/A	0					
CO	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	1	5.47	36	1.13	Yes			10.54	28		N/A	0					
CO	14--05	OP-4	Install Interv, PBX, Avg Days		P	1	16.36	107	-0.89	Yes	14.5	2	19.11	71	-0.36	Yes	0					
CO	14--05	OP-5	New Service Install Quality, PBX%		P	3	85.11%	141	-0.72	Yes	100.00%	3	75.63%	119	-0.97	Yes	0					
CO	14--05	OP-5*	New Service Install Quality, PBX%		P	3	87.94%	141	-0.63	Yes	100.00%	3	84.87%	119	-0.72	Yes	0					
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P		24	1		N/A			15	1		N/A	0					
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P		6.25	4		N/A			3.5	4		N/A	0					
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	1	23.56	27	-0.83	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		30	1		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		97.17	24		N/A			85.58	26		N/A	0					
CO	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		1			N/A			4			N/A	0					
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	8	99.44%	180	-0.21	Yes	100.00%	3	100.00%	200	.	Yes	0					
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	4	96.84%	95	-0.35	Yes	100.00%	1	98.73%	79	-0.11	Yes	0					
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	8	100.00%	197	.	Yes	100.00%	3	100.00%	225	.	Yes	0					
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	4	96.30%	108	-0.39	Yes	100.00%	1	98.97%	97	-0.1	Yes	0					
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	8	2:02	197	0.53	Yes	1:00	3	1:16	225	-0.18	Yes	0					
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	4	8:37	108	-0.81	Yes	5:59	1	7:48	97	-0.19	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	25.00%	8	12.62%	206	0.94	Yes	33.33%	3	13.61%	191	0.81	Yes	14.29%	7	17.33%	225	-0.21	Yes	20.00%	5	22.18%	248	-0.12	Yes	37.50%
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			8.27%	133		N/A	0.00%	2	9.71%	103	-0.46	Yes			16.19%	105		N/A			13.97%	136		N/A	0.00%
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	2	14.41%	111	-0.58	Yes	16.67%	6	18.64%	118	-0.12	Yes	0.00%	2	22.31%	121	-0.75	Yes	40.00%
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A	0.00%	1	10.47%	86	-0.34	Yes			18.07%	83		N/A			11.86%	118		N/A	0.00%
CO	14--05	MR-8	Trouble Rate, PBX%		P	0.22%	3689	0.28%	121395	-0.71	Yes	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%
CO	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.08%	3739	0.16%	122437	-1.21	Yes	0.16%	3768	0.16%	125894	-0.01	Yes	0.05%	3737	0.19%	126830	-1.87	Yes	0.23%
CO	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	100.00%	1	######	34	.	Yes			100.00%	39		N/A	100.00%	4	93.94%	33	-0.48	Yes	100.00%	1	100.00%	33	.	Yes	100.00%
CO	14--05	MR-9	Repair Appoint Met, PBX%	D	P			88.41%	69		N/A	100.00%	1	84.21%	57	-0.43	Yes			87.88%	66		N/A			74.71%	87		N/A	100.00%
CO	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	11.11%	9	32.20%	500	-1.34	N/A	28.57%	7	25.94%	397	0.18	N/A	0.00%	7	28.88%	464	-1.67	N/A	50.00%	10	28.89%	540	1.37	N/A	14.29%
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P			######	1		N/A						N/A	100.00%	7	100.00%	1	.	Yes			100.00%	5		N/A	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			88.89%	9		N/A			80.00%	10		N/A			81.82%	11		N/A			90.91%	11		N/A	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	100.00%	3	95.30%	575	-0.38	Yes	100.00%	2	89.61%	539	-0.48	Yes			91.12%	304		N/A			89.87%	375		N/A	100.00%
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P			0	1		N/A						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	D	P			3.33	9		N/A			3.3	10		N/A			3.45	11		N/A			2.64	11		N/A	
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	12.67	3	14.43	555	-0.24	Yes	3.5	2	13	535	-0.89	Yes			9.82	295		N/A			14.86	379		N/A	4
CO	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	66.67%	3	89.06%	585	0.98	Yes	100.00%	5	92.02%	451	-0.65	Yes	100.00%	4	89.97%	369	-0.66	Yes	100.00%	1	84.07%	383	-0.43	Yes	100.00%
CO	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100.00%	5	96.90%	451	-0.4	Yes	100.00%	4	94.58%	369	-0.48	Yes	100.00%	1	90.08%	383	-0.33	Yes	100.00%
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P			1	1		N/A			2	2		N/A			2.5	2		N/A			1	1		N/A	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			19.35	20		N/A			15.62	58		N/A			12	28		N/A			10.65	43		N/A	
CO	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			18.64	11		N/A			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			201.12	77		N/A			197.57	84		N/A			192.45	103		N/A			164.88	117		N/A	
CO	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			16			N/A			17			N/A			16			N/A			11			N/A	
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	100.00%	1	######	334	.	Yes			99.32%	293		N/A			99.70%	336		N/A			100.00%	272		N/A	
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			99.52%	210		N/A			99.15%	234		N/A			97.74%	265		N/A			100.00%	255		N/A	
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	100.00%	1	######	343	.	Yes			100.00%	305		N/A			100.00%	343		N/A			100.00%	279		N/A	
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	211		N/A			100.00%	236		N/A			100.00%	265		N/A			100.00%	259		N/A	
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	2:58	1	1:18	343	1.43	Yes			1:51	305		N/A			1:41	343		N/A			1:17	279		N/A	
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:45	211		N/A			4:19	236		N/A			4:46	265		N/A			3:16	259		N/A	
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	0.00%	1	19.53%	343	-0.49	Yes			21.97%	305		N/A			23.62%	343		N/A			20.07%	279		N/A	
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			17.54%	211		N/A			25.00%	236		N/A			29.06%	265		N/A			21.62%	259		N/A	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			31.13%	106		N/A			27.27%	121		N/A			25.96%	104		N/A	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			27.57%	185		N/A			28.64%	213		N/A			22.28%	202		N/A	
CO	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	1.67%	60	1.59%	34904	0.16	Yes	0.00%	81	1.52%	35683	-1.12	Yes	0.00%	78	1.69%	35903	-1.16	Yes	0.00%	79	1.49%	36058	-1.09	Yes	0.00%
CO	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	81	0.82%	35683	-0.82	Yes	0.00%	78	0.93%	35903	-0.85	Yes	0.00%	79	0.85%	36058	-0.82	Yes	0.00%
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			######	10		N/A			100.00%	14		N/A			100.00%	6		N/A			100.00%	12		N/A	
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			66.67%	3		N/A			80.00%	5		N/A			100.00%	4		N/A			66.67%	6		N/A	
CO	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	50.00%	2	24.01%	729	0.7	N/A			26.59%	737		N/A			25.67%	818		N/A			25.69%	724		N/A	
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100.00%	18	99.33%	4355	-0.35	Yes	96.77%	31	98.95%	5240	0.99	Yes	100.00%	52	99.64%	5323	-0.43	Yes	100.00%	53	99.33%	6442	-0.59	Yes	100.00%
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	0.00%	1	96.78%	1365	2.15	No	100.00%	3	95.76%	1463	-0.36	Yes	100.00%	1	96.38%	1824	-0.19	Yes	100.00%	3	93.47%	2282	-0.46	Yes	100.00%
CO	14--07	OP-3	Install Commit Met, Qwest DSL%		P			93.62%	47		N/A	100.00%	1	92.00%	25	-0.29	Yes			92.59%	27		N/A			91.18%	34		N/A	100.00%
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	5	13	4.88	3372	1.22	Yes	5.25	24	4.85	4015	2.23	No	4.89	46	4.89	4188	0.19	Yes	3.9	41	4.87	3656	-9.71	Yes	6.25
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	7	1	5.34	1369	1.54	Yes	5.67	3	5.28	1463	1.08	Yes	8	1	5.29	1828	1.94	No	5	3	6.52	2286	-0.66	Yes	7
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.66	44		N/A	3	1	5.25	24	-0.44	Yes			5.28	25		N/A			3.9	31		N/A	5
CO	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100.00%	27	99.65%	6254	-0.31	Yes	100.00%	44	99.80%	6958	-0.3	Yes	100.00%	55	99.84%	7971	-0.3	Yes	95.56%	45	99.75%	7658	2.77	No	100.00%
CO	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	44	99.83%	6958	-0.27	Yes	100.00%	55	99.90%	7971	-0.23	Yes	97.78%	45	99.86%	7658	1.84	No	100.00%
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			5.79	29		N/A	2	1	8.53	32	-0.32	Yes			5.45	20		N/A			3.92	24		N/A	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	2	1	4.47	45	-0.25	Yes			3.48	54		N/A			4.77	65		N/A			4.47	139		N/A	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			2.33	3		N/A			5	2		N/A			1.5	2		N/A			4.67	3		N/A	
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P			2	1		N/A			9	1		N/A			5	2		N/A			9.29	7		N/A	
CO	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			88.74%	533		N/A			87.93%	613		N/A			94.10%	915		N/A	100.00%	3	95.30%	744	-0.38	Yes	
CO	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			95.33%	535		N/A			95.61%	615		N/A			98.58%	917		N/A	100.00%	3	98.39%	747	-0.22	Yes	
CO	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			12:00	535		N/A			9:33	615		N/A			6:43	917		N/A	3:00	3	7:14	747	-0.62	Yes	
CO	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			38.13%	535		N/A			40.00%	615		N/A			39.69%	917		N/A	33.33%	3	29.85%	747	0.15	Yes	
CO	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			40.67%	300		N/A			41.30%	494		N/A	0.00%	1	29.97%	377	-0.65	Yes	
CO	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	19	2.09%	25581	-0.64	Yes	0.00%	19	2.32%	26467	-0.67	Yes	0.00%	19	3.36%	27319	-0.81	Yes	16.67%	18	2.63%	28409	2.52	No	0.00%
CO	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	19	1.13%	26467	-0.47	Yes	0.00%	19	1.81%	27319	-0.59	Yes	5.56%	18	1.33%	28409	1.18	Yes	0.00%
CO	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			49.81%	1066		N/A			50.64%	1246		N/A			46.50%	1714		N/A	0.00%	3	45.87%	1380	-1.59	N/A	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P			######	1		N/A			100.00%	1		N/A			100.00%	5		N/A			100.00%	3		N/A	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A			0.00%	1		N/A			100.00%	1		N/A						N/A	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%		P			82.24%	259		N/A			63.54%	96		N/A	100.00%	1	65.29%	170	-0.73	Yes			55.95%	84		N/A	100.00%
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			5	1		N/A			0	1		N/A			3.4	5		N/A			24	3		N/A	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A			5	1		N/A			7	1		N/A						N/A	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			15.06	304		N/A			24.16	179		N/A	6	1	33.61	268	-0.5	Yes			20.33	222		N/A	8
CO	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			96.54%	260		N/A	100.00%	1	96.63%	267	-0.19	Yes	100.00%	1	97.80%	318	-0.15	Yes	100.00%	1	97.83%	368	-0.15	Yes	100.00%
CO	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100.00%	1	98.13%	267	-0.14	Yes	100.00%	1	99.37%	318	-0.08	Yes	100.00%	1	99.18%	368	-0.09	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	8	18.78%	197	1.21	Yes	0.00%	3	16.44%	225	-0.76	Yes	0					
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	4	11.71%	111	-0.72	Yes	0.00%	1	13.27%	98	-0.39	Yes	0					
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	5	23.30%	103	0.79	Yes	0.00%	1	14.17%	120	-0.4	Yes	0					
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	4	11.00%	100	-0.69	Yes	0.00%	1	14.46%	83	-0.41	Yes	0					
CO	14--05	MR-8	Trouble Rate, PBX%		P	3834	0.24%	127960	0.9	Yes	0.10%	3907	0.25%	127767	-1.84	Yes	0					
CO	14--05	MR-8*	Trouble Rate, PBX%		P	3834	0.16%	127960	1.17	Yes	0.05%	3907	0.16%	127767	-1.66	Yes	0					
CO	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	1	95.35%	43	-0.22	Yes			97.87%	47		N/A	0					
CO	14--05	MR-9	Repair Appoint Met, PBX%	D	P	1	80.70%	57	-0.48	Yes	0.00%	1	78.79%	66	1.24	Yes	0					
CO	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	14	27.53%	425	-1.09	N/A	0.00%	4	29.78%	460	-1.3	N/A	0					
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		33.33%	3		N/A			100.00%	7		N/A	0					
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		94.44%	36		N/A			100.00%	23		N/A	0					
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	1	89.58%	307	-0.34	Yes	100.00%	1	92.71%	384	-0.28	Yes	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	D	P		6.44	36		N/A			4.57	23		N/A	0					
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	1	10.02	300	-0.78	Yes	5	1	12.51	370	-0.7	Yes	0					
CO	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	1	84.91%	391	-0.42	Yes	100.00%	1	90.14%	436	-0.33	Yes	0					
CO	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	1	91.56%	391	-0.3	Yes	100.00%	1	95.18%	436	-0.22	Yes	0					
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P		15.5	2		N/A						N/A	0					
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P		12.5	2		N/A						N/A	0					
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		10	36		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		143.56	121		N/A			137.13	120		N/A	0					
CO	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS		13			N/A			13			N/A	0					
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	291		N/A	100.00%	1	100.00%	276	.	Yes	0					
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		100.00%	179		N/A	100.00%	2	100.00%	197	.	Yes	0					
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	297		N/A	100.00%	1	100.00%	277	.	Yes	0					
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	179		N/A	100.00%	2	100.00%	199	.	Yes	0					
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		0:57	297		N/A	0:14	1	0:57	277	-0.44	Yes	0					
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		3:21	179		N/A	2:14	2	3:38	199	-0.5	Yes	0					
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		23.23%	297		N/A	100.00%	1	25.63%	277	1.14	Yes	0					
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		21.79%	179		N/A	50.00%	2	20.60%	199	0.81	Yes	0					
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		34.55%	110		N/A			32.98%	94		N/A	0					
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		23.18%	151		N/A	0.00%	1	20.86%	163	-0.51	Yes	0					
CO	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	83	1.31%	36384	-1.05	Yes	3.61%	83	1.30%	36691	1.58	Yes	0					
CO	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	83	0.72%	36384	-0.77	Yes	1.20%	83	0.70%	36691	0.58	Yes	0					
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		100.00%	9		N/A			100.00%	1		N/A	0					
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P		100.00%	5		N/A			100.00%	5		N/A	0					
CO	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		25.04%	635		N/A	0.00%	3	21.97%	610	-0.92	N/A	0					
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	30	99.75%	4790	-0.27	Yes	95.45%	22	99.61%	4669	1.72	No	1	206	99.0%	99.4%	-0.4%	
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	3	98.24%	1708	-0.23	Yes			97.13%	1814		N/A	1	11	90.9%	96.1%	-5.2%	
CO	14--07	OP-3	Install Commit Met, Qwest DSL%		P	1	92.86%	56	-0.27	Yes	100.00%	1	88.52%	61	-0.36	Yes	0					
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	20	9.31	3309	-7.51	Yes	4.77	13	9.6	3351	-11.01	Yes	1	157	4.86	6.27	(1.41)	
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	3	9.67	1708	-1.33	Yes			10.06	1816		N/A	1	11	6.18	7.11	(0.92)	
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	1	5.93	56	-0.16	Yes			9.06	63		N/A	0					
CO	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	29	99.77%	6552	-0.26	Yes	100.00%	16	99.68%	6947	-0.23	Yes	1	216	99.1%	99.8%	-0.7%	
CO	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	29	99.82%	6552	-0.23	Yes	100.00%	16	99.76%	6947	-0.2	Yes	1	189	99.5%	99.8%	-0.4%	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		17.33	12		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	D	P		7.62	29		N/A			7.17	48		N/A	0					
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		8	4		N/A			22.64	11		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	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P		10	1		N/A			14.33	3		N/A	0					
CO	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		95.51%	490		N/A			94.63%	615		N/A	0					
CO	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		98.57%	491		N/A			98.21%	616		N/A	0					
CO	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		9:05	491		N/A			7:33	616		N/A	0					
CO	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		36.46%	491		N/A			33.12%	616		N/A	0					
CO	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		40.78%	282		N/A			31.72%	413		N/A	0					
CO	14--07	MR-8	Trouble Rate, Qwest DSL%		P	18	1.67%	29435	-0.55	Yes	0.00%	18	2.02%	30454	-0.61	Yes	1	111	2.7%	2.3%	0.4%	
CO	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	18	0.96%	29435	-0.42	Yes	0.00%	18	1.36%	30454	-0.5	Yes	0					
CO	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		43.04%	862		N/A			39.67%	1021		N/A	0					
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		80.00%	5		N/A			100.00%	8		N/A	0					
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P		100.00%	2		N/A			100.00%	1		N/A	0					
CO	14--08	OP-3	Install Commit Met, ISDN Primary%		P	1	65.26%	190	-0.73	Yes	100.00%	2	65.52%	87	-1.01	Yes	0					
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		16.8	10		N/A			8	11		N/A	0					
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P		2.5	2		N/A			3	1		N/A	0					
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	1	27.33	329	-0.81	Yes	8.5	2	18.12	192	-1.08	Yes	0					
CO	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	2	96.47%	340	-0.27	Yes	50.00%	2	95.48%	221	1.68	No	1	7	85.7%	96.9%	-11.2%	
CO	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	2	97.35%	340	-0.23	Yes	50.00%	2	97.29%	221	1.9	No	1	7	85.7%	98.3%	-12.6%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A			2	1		N/A						N/A						N/A	
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			16.84	69		N/A			36.96	73		N/A			57.28	102		N/A			20.01	109		N/A	
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			8.33	9		N/A			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			52.59	27		N/A			61.95	22		N/A			213.2	147		N/A			174.2	218		N/A	
CO	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			6			N/A			8			N/A			14			N/A			6			N/A	
CO	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			96.05%	76		N/A	75.00%	4	92.59%	81	0.98	Yes	100.00%	1	80.25%	81	-0.49	Yes	100.00%	1	91.43%	70	-0.3	Yes	100.00%
CO	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:26	76		N/A	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
CO	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			13.16%	76		N/A	50.00%	4	20.99%	81	1.19	Yes	0.00%	1	19.75%	81	-0.49	Yes	0.00%	1	24.29%	70	-0.56	Yes	0.00%
CO	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A	50.00%	4	31.91%	47	0.66	Yes	0.00%	1	22.22%	45	-0.53	Yes	0.00%	1	21.21%	33	-0.51	Yes	
CO	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.00%	771	0.06%	122012	-0.69	Yes	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%
CO	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.53%	758	0.04%	121969	6.84	No	0.13%	783	0.04%	120927	1.31	Yes	0.13%	759	0.03%	117662	1.7	No	0.00%
CO	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			30.91%	110		N/A	20.00%	5	32.50%	120	-0.58	N/A	0.00%	1	22.86%	105	-0.54	N/A	0.00%	1	25.53%	94	-0.58	N/A	0.00%
CO	14--09	OP-3	Install Commit Met, DS0%	ND	P			######	1		N/A						N/A						N/A			100.00%	1		N/A	100.00%
CO	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A			100.00%	2		N/A	
CO	14--09	OP-3	Install Commit Met, DS0%		P	96.43%	28	77.27%	66	-2.03	Yes	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	92.00%
CO	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P			0	1		N/A						N/A						N/A			0	1		N/A	4
CO	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A			3	2		N/A	
CO	14--09	OP-4	Install Interv, DS0, Avg Days		P	5	13	9.04	69	-1.31	Yes	5.08	25	8.96	47	-1.9	Yes	5.47	15	6.53	60	-0.92	Yes	5.73	15	13.62	82	-1.13	Yes	5.1
CO	14--09	OP-5	New Service Install Quality, DS0%		P	88.57%	35	0.00%	62	.	N/A	67.57%	37	41.07%	56	-2.54	Yes	81.48%	27	46.84%	79	-3.11	Yes	56.00%	25	63.04%	92	0.63	Yes	75.61%
CO	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	86.49%	37	55.36%	56	-2.96	Yes	92.59%	27	65.82%	79	-2.53	Yes	92.00%	25	80.43%	92	-1.29	Yes	82.93%
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A	
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			27.73	15		N/A	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
CO	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	12	1	3.67	3	1.05	Yes	6	1	1	2	.	N/A						N/A						N/A	
CO	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			246.06	16		N/A	8	1	282.41	37	-1.56	N/A			249.32	44		N/A			273.95	37		N/A	
CO	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			5			N/A	-		6		-0.43	N/A			14			N/A			7			N/A	
CO	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	78.95%	19	84.54%	867	0.68	Yes	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%
CO	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	2:57	19	2:19	867	1.02	Yes	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
CO	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	15.79%	19	20.99%	867	-0.55	Yes	15.15%	33	20.39%	878	-0.73	Yes	14.29%	28	22.53%	870	-1.03	Yes	20.00%	30	18.61%	1064	0.23	Yes	20.83%
CO	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	25.00%	16	18.78%	623	0.64	Yes	6.67%	15	21.28%	578	-1.37	Yes	0.00%	8	18.69%	701	-1.35	Yes	8.33%
CO	14--09	MR-8	Trouble Rate, DS0%		P	1.12%	1702	0.83%	103958	1.27	Yes	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%
CO	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.93%	1720	0.61%	102876	1.72	No	0.88%	1705	0.56%	103056	1.75	No	0.47%	1697	0.68%	103515	-1.03	Yes	0.71%
CO	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	17.39%	23	23.95%	1140	-0.73	N/A	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%
CO	14--10	OP-3	Install Commit Met, DS1%		P	66.67%	3	88.85%	1552	0.97	Yes			91.73%	1270		N/A			86.11%	1195		N/A	0.00%	1	89.74%	1101	1.64	Yes	
CO	14--10	OP-4	Install Interv, DS1, Avg Days		P	10.67	3	13.63	1623	-0.41	Yes			11.52	1339		N/A	24	1	13.97	1301	1.3	Yes			16.53	1299		N/A	
CO	14--10	OP-5	New Service Install Quality, DS1%		P	0.00%	2	86.48%	1516	2.38	No	100.00%	1	88.68%	1351	-0.36	Yes	0.00%	2	89.49%	1323	2.56	No	0.00%	1	88.60%	1237	1.59	Yes	0.00%
CO	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	100.00%	1	92.97%	1351	-0.27	Yes	0.00%	2	92.97%	1323	2.83	No	0.00%	1	92.32%	1237	1.78	No	0.00%
CO	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	3	1	21.54	109	-0.79	Yes			14.5	116		N/A			16.11	179		N/A	23	1	16.63	186	0.81	Yes	
CO	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			14.88	112		N/A			15.33	15		N/A			15.67	21		N/A			30.54	13		N/A	
CO	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			90.9	135		N/A			72.42	186		N/A			73.55	179		N/A			77.89	167		N/A	9
CO	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			67			N/A			96			N/A			88			N/A			33			N/A	-
CO	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	10	87.65%	1441	-1.18	Yes	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	100.00%
CO	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:23	10	2:02	1441	-0.91	Yes	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
CO	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	20.00%	10	27.13%	1441	-0.51	Yes	50.00%	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	45.00%
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	33.33%	3	27.18%	916	0.25	Yes	37.50%	8	29.06%	998	0.52	Yes	50.00%	6	30.38%	971	0.97	Yes	28.57%
CO	14--10	MR-8	Trouble Rate, DS1%		P	3.30%	303	2.67%	53918	0.7	Yes	2.01%	299	2.56%	53688	-0.6	Yes	4.03%	298	2.84%	53139	1.2	Yes	3.63%	303	2.87%	52837	0.81	Yes	4.99%
CO	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	1.00%	299	1.71%	53688	-0.94	Yes	2.68%	298	1.88%	53139	1.01	Yes	1.98%	303	1.84%	52837	0.24	Yes	1.75%
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	9.09%	11	15.04%	1696	-0.55	N/A	14.29%	7	14.71%	1611	-0.03	N/A	20.00%	15	15.26%	1783	0.53	N/A	26.67%	15	16.08%	1804	1.06	N/A	31.03%
CO	14--11	OP-3	Install Commit Met, DS3%		P			81.36%	59		N/A			81.71%	82		N/A			77.03%	74		N/A			91.23%	57		N/A	
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P			18.43	69		N/A			19.19	96		N/A			23.81	98		N/A			14.1	79		N/A	
CO	14--11	OP-5	New Service Install Quality, DS3%		P			92.86%	84		N/A			100.00%	98		N/A			92.22%	90		N/A			100.00%	77		N/A	
CO	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	98		N/A			97.78%	90		N/A			100.00%	77		N/A	
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			18.56	9		N/A			22.1	21		N/A			27.26	27		N/A			25.73	11		N/A	
CO	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			31.75	8		N/A						N/A						N/A						N/A	
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			40.09	23		N/A			57.04	24		N/A			59.62	26		N/A			47.14	37		N/A	
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			16			N/A			13			N/A			16			N/A			6			N/A	
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			90.48%	42		N/A			88.46%	26		N/A			95.35%	43		N/A			88.24%	34		N/A	
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			6:46	42		N/A			2:53	26		N/A			1:31	43		N/A			1:47	34		N/A	
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			28.57%	42		N/A			19.23%	26		N/A			23.26%	43		N/A			11.76%	34		N/A	
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			23.53%	17		N/A			28.57%	28		N/A			13.64%	22		N/A	
CO	14--11	MR-8	Trouble Rate, DS3%		P	0.00%	3	1.03%	4071	-0.18	Yes	0.00%	3	0.64%	4043	-0.14	Yes	0.00%	3	1.07%	4022	-0.18	Yes	0.00%	3	0.85%	4002	-0.16	Yes	0.00%
CO	14--11	MR-8*	Trouble Rate, DS3%		P						N/A	0.00%	3	0.42%	4043	-0.11	Yes	0.00%	3	0.70%	4022	-0.14	Yes	0.00%	3	0.55%	4002	-0.13	Yes	0.00%
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			25.00%	56		N/A			29.73%	37		N/A			23.21%	56		N/A			32.00%	50		N/A	
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P			87.88%	165		N/A	100.00%	1	72.26%	155	-0.62	Yes			71.64%	201		N/A			73.97%	219		N/A	
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			12	4		N/A			13.33	3		N/A			21	4		N/A			10.25	4		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P		18.4	5		N/A			62	2		N/A	0					
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		P		30.39	150		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		128.19	255		N/A			120.86	254		N/A	0					
CO	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		11			N/A			6			N/A	0					
CO	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	1	96.67%	90	-0.18	Yes	100.00%	2	97.70%	87	-0.21	Yes	0					
CO	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	1	1:18	90	-0.67	Yes	0:50	2	0:54	87	-0.09	Yes	1	9.0	5:37	1:34	4:03	
CO	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	1	20.00%	90	-0.5	Yes	50.00%	2	12.64%	87	1.12	Yes	0					
CO	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P		23.08%	52		N/A	100.00%	1	14.29%	49	1.44	Yes	0					
CO	14--08	MR-8	Trouble Rate, ISDN Primary%		P	725	0.08%	116727	0.59	Yes	0.27%	748	0.08%	112780	1.87	No	2	4,544	0.2%	0.1%	0.1%	
CO	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	725	0.04%	116727	-0.57	Yes	0.13%	748	0.04%	112780	1.18	Yes	2	3,773	0.2%	0.0%	0.1%	
CO	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	1	27.42%	124	-0.61	N/A	0.00%	2	25.64%	117	-0.82	N/A	0					
CO	14--09	OP-3	Install Commit Met, DS0%	ND	P	1	100.00%	4	.	Yes	100.00%	2	100.00%	1	.	Yes	0					
CO	14--09	OP-3	Install Commit Met, DS0%	D	P		85.71%	7		N/A	100.00%	1	88.89%	9	-0.34	Yes	0					
CO	14--09	OP-3	Install Commit Met, DS0%		P	25	77.19%	57	-1.47	Yes	73.08%	52	78.85%	52	0.57	Yes	0					
CO	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	1	3.4	5	-0.51	Yes	4	2	55.67	3	-0.73	Yes	0					
CO	14--09	OP-4	Install Interv, DS0, Avg Days	D	P		9.1	10		N/A	5	1	4.83	12	-0.44	Yes	0					
CO	14--09	OP-4	Install Interv, DS0, Avg Days		P	10	10.48	61	-0.99	Yes	15.26	27	16.09	54	-0.13	Yes	0					
CO	14--09	OP-5	New Service Install Quality, DS0%		P	41	70.59%	85	-0.58	Yes	96.43%	56	47.14%	70	-5.51	Yes	0					
CO	14--09	OP-5*	New Service Install Quality, DS0%		P	41	82.35%	85	-0.08	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	ND	P		95	1		N/A			78	2		N/A	0					
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		14	2		N/A			2	1		N/A	0					
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	2	13.24	25	-0.45	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		225.48	42		N/A			213.24	42		N/A	0					
CO	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS		10			N/A			7			N/A	0					
CO	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	24	86.76%	861	-1.29	Yes	100.00%	17	87.46%	845	-1.55	Yes	0					
CO	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	24	2:26	861	-0.53	Yes	1:17	17	2:01	845	-1	Yes	0					
CO	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	24	23.23%	861	-0.27	Yes	17.65%	17	24.02%	845	-0.61	Yes	0					
CO	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	12	22.70%	586	-1.18	Yes	0.00%	6	22.52%	524	-1.31	Yes	0					
CO	14--09	MR-8	Trouble Rate, DS0%		P	1683	0.83%	103450	2.66	No	1.02%	1674	0.82%	103664	0.9	Yes	4	10,181	1.5%	0.9%	0.6%	
CO	14--09	MR-8*	Trouble Rate, DS0%		P	1683	0.57%	103450	0.79	Yes	0.36%	1674	0.51%	103664	-0.84	Yes	2	8,479	0.7%	0.6%	0.1%	
CO	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	34	31.88%	1264	-0.31	N/A	19.05%	21	31.91%	1241	-1.25	N/A	0					
CO	14--10	OP-3	Install Commit Met, DS1%		P		85.46%	942		N/A	100.00%	2	89.35%	845	-0.49	Yes	0					
CO	14--10	OP-4	Install Interv, DS1, Avg Days		P		15.82	1142		N/A	12.33	3	14.1	1010	-0.23	Yes	0					
CO	14--10	OP-5	New Service Install Quality, DS1%		P	2	89.03%	1094	2.53	No	0.00%	3	88.83%	1047	3.23	No	4	11	9.1%	88.4%	-79.3%	
CO	14--10	OP-5*	New Service Install Quality, DS1%		P	2	93.97%	1094	2.93	No	0.00%	3	92.74%	1047	3.58	No	4	9	11.1%	93.0%	-81.9%	
CO	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		22.39	187		N/A			23.06	125		N/A	0					
CO	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		15	9		N/A			43.75	4		N/A	0					
CO	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	1	75.77	175	-0.69	N/A			66.89	203		N/A	0					
CO	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		38		-0.53	N/A			44			N/A	0					
CO	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	20	89.93%	1311	-1.49	Yes	100.00%	16	85.29%	1305	-1.65	Yes	0					
CO	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	20	1:57	1311	-1.93	Yes	0:56	16	2:10	1305	-1.43	Yes	1	75.0	1:41	2:07	-0:46	
CO	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	20	34.48%	1311	0.97	Yes	31.25%	16	29.35%	1305	0.19	Yes	0					
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	7	36.56%	837	-0.44	Yes	33.33%	6	30.07%	868	0.19	Yes	0					
CO	14--10	MR-8	Trouble Rate, DS1%		P	401	2.47%	53107	2.88	No	4.41%	363	2.48%	52654	2.16	No	2	1,967	3.8%	2.6%	1.2%	
CO	14--10	MR-8*	Trouble Rate, DS1%		P	401	1.58%	53107	0.32	Yes	1.65%	363	1.65%	52654	0.07	Yes	0					
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	29	17.08%	1581	1.84	N/A	11.11%	18	16.72%	1567	-0.63	N/A	0					
CO	14--11	OP-3	Install Commit Met, DS3%		P		90.32%	31		N/A			77.19%	57		N/A	0					
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P		18.13	72		N/A			24.13	97		N/A	0					
CO	14--11	OP-5	New Service Install Quality, DS3%		P		98.84%	86		N/A	100.00%	1	100.00%	90	.	Yes	0					
CO	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	86		N/A	100.00%	1	100.00%	90	.	Yes	0					
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		24.14	7		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		73.97	30		N/A			63.35	26		N/A	0					
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		7			N/A			4			N/A	0					
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		95.45%	22		N/A			89.66%	29		N/A	0					
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		2:00	22		N/A			2:16	29		N/A	0					
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		18.18%	22		N/A			34.48%	29		N/A	0					
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		18.18%	11		N/A			15.38%	13		N/A	0					
CO	14--11	MR-8	Trouble Rate, DS3%		P	6	0.55%	3975	-0.18	Yes	0.00%	5	0.73%	3984	-0.19	Yes	0					
CO	14--11	MR-8*	Trouble Rate, DS3%		P	6	0.28%	3975	-0.13	Yes	0.00%	5	0.33%	3984	-0.13	Yes	0					
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		29.03%	31		N/A			27.50%	40		N/A	0					
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P		77.29%	207		N/A			79.00%	219		N/A	0					
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		10.78	9		N/A			11.56	9		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P	100.00%	1	87.93%	174	-0.37	Yes	0.00%	1	92.82%	195	1.8	No			93.56%	233		N/A			94.26%	244		N/A	
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A	0.00%	1	94.87%	195	1.94	No			94.85%	233		N/A			96.31%	244		N/A	
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			23.86	14		N/A			17.22	45		N/A			16.41	63		N/A			16.48	66		N/A	
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			22.1	10		N/A			26	2		N/A			8.5	6		N/A			21.5	2		N/A	
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			93.69	35		N/A			91.06	33		N/A			60.25	52		N/A			60.26	53		N/A	
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			19			N/A			22			N/A			27			N/A			11			N/A	
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			87.12%	264		N/A	100.00%	1	82.66%	323	-0.46	Yes			89.02%	328		N/A			87.36%	356		N/A	
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:17	264		N/A	1:01	1	2:38	323	-0.44	Yes			2:09	328		N/A			2:03	356		N/A	
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			26.14%	264		N/A	0.00%	1	22.91%	323	-0.54	Yes			27.44%	328		N/A			25.00%	356		N/A	
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A	0.00%	1	20.81%	197	-0.51	Yes			28.04%	214		N/A			25.89%	224		N/A	
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	0.00%	2	2.13%	12387	-0.21	Yes	33.33%	3	2.58%	12509	1.77	No	0.00%	2	2.62%	12523	-0.23	Yes	0.00%	3	2.86%	12467	-0.3	Yes	0.00%
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	33.33%	3	1.57%	12509	1.99	No	0.00%	2	1.71%	12523	-0.19	Yes	0.00%	3	1.80%	12467	-0.23	Yes	0.00%
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			17.76%	321		N/A	0.00%	1	12.47%	369	-0.38	N/A			15.25%	387		N/A			18.91%	439		N/A	
IA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	17	89.66%	29	-1.11	Yes	100.00%	9	100.00%	27	.	Yes	100.00%	18	85.71%	28	-1.35	Yes	90.91%	11	87.50%	16	-0.26	Yes	100.00%
IA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	13.53	17	16.7	30	-1.94	Yes	35.11	9	20.48	33	1.91	No	14.16	19	27.07	29	-2.4	Yes	14.08	13	24	20	-1.91	Yes	21.33
IA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	76.92%	13	96.88%	32	1.83	No	100.00%	14	96.77%	31	-0.57	Yes	100.00%	16	96.00%	25	-0.64	Yes	72.73%	11	93.10%	29	1.55	Yes	100.00%
IA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	14	100.00%	31	.	Yes	100.00%	16	100.00%	25	.	Yes	72.73%	11	93.10%	29	1.55	Yes	100.00%
IA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			1.67	3		N/A			26	1		N/A			21	3		N/A	22	2	24	3	-0.1	Yes	
IA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A			19	1		N/A						N/A	
IA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A	41	1				N/A	21	1				N/A						N/A	
IA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS						N/A	-					N/A	-					N/A						N/A	
IA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	3	91.67%	12	-0.47	Yes	100.00%	4	90.00%	10	-0.56	Yes	100.00%	3	88.89%	9	-0.53	Yes	100.00%	8	100.00%	15	.	Yes	100.00%
IA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:01	3	2:11	12	-1.06	Yes	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
IA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	33.33%	3	25.00%	12	0.17	Yes	25.00%	4	40.00%	10	-0.52	Yes	33.33%	3	33.33%	9	0	Yes	25.00%	8	26.67%	15	-0.09	Yes	0.00%
IA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0.00%	1	50.00%	4	-0.89	Yes	50.00%	2	28.57%	7	0.35	Yes	40.00%	5	16.67%	12	0.89	Yes	
IA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	33676	0.02%	78982	-0.78	Yes	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	0.00%
IA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	32116	0.00%	81848	-0.39	Yes	0.01%	31900	0.01%	79351	-0.41	Yes	0.02%	30652	0.02%	77825	0.11	Yes	0.00%
IA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	40.00%	5	25.00%	16	0.56	N/A	20.00%	5	62.96%	27	-1.83	N/A	25.00%	4	47.06%	17	-0.8	N/A	11.11%	9	28.57%	21	-0.97	N/A	66.67%
IA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.00%	4366	0.00%	15096	-6.6	Yes	0.00%	4294	0.00%	15096	.	Yes	0.00%	4246	0.00%	14256	.	Yes	0.00%	4246	0.00%	14256	.	Yes	0.09%
IA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.00%	6910	0.00%	13555	-8.61	Yes	0.00%	6790	0.00%	13675	63.02	Yes	0.01%	6766	0.00%	13675	83.36	Yes	0.00%	5950	0.00%	13675	-2.91	Yes	0.00%
IA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.00%	4366	0.00%	15096	-6.6	N/A	0.00%	4294	0.00%	15096	.	N/A	0.00%	4246	0.00%	14256	.	N/A	0.00%	4246	0.00%	14256	.	N/A	0.23%
IA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	6910	0.00%	13555	-8.61	N/A	0.00%	6790	0.00%	13675	63.02	N/A	0.01%	6766	0.00%	13675	83.36	N/A	0.34%	6430	0.00%	13675	783.14	N/A	0.28%
IA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A						N/A						N/A	51.5
IA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A	110	1				Yes	92	1				Yes						N/A	63
IA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A						N/A						N/A	119	1				Yes	106
IA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A	100.00%	1				Yes	100.00%	1				Yes						N/A	100.00%
IA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A						N/A	100.00%	1				Yes	100.00%
IA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	8	2				Yes	9.67	3				Yes	10	1				Yes						N/A	6.5
IA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100.00%	2				Yes	100.00%	3				Yes	100.00%	1				Yes						N/A	100.00%
IA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.07	14115883	3.72	3671334	-704.73	Yes	1.06	13389584	3.98	3539862	-469.5	Yes	1.66	1064228	4.93	3844614	-372.47	Yes	1.85	987708	5.51	3931372	-375.06	Yes	1.71
IA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100.00%	557023				Yes	100.00%	495000				Yes	100.00%	475290				Yes	100.00%	531169				Yes	91.09%
IA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.06	13659563	3.72	3671334	-704.66	N/A	1.05	12966983	3.98	3539862	-470.11	N/A	1.45	601451	4.93	3844614	-312.81	N/A	1.61	556058	5.51	3931372	-314.02	N/A	1.53
IA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.33	456320	3.72	3671334	-236.81	N/A	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
IA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	5281				N/A	100.00%	5242				N/A	100.00%	5351				N/A	100.00%	5426				N/A	100.00%
IA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	97.31%	3730077.36	99.11%	38496356.62	352.43	No	97.98%	3928333.83	99.21%	38409498.19	264.52	No	93.91%	3744795.36	99.36%	34817433.72	1256.36	No	99.71%	3996350.49	99.58%	40607605.73	-37.54	Yes	99.28%
IA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	95.73%	13272	97.39%	113229	11.33	No	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%
IA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
IA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
IA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
IA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
IA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
IA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
IA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
IA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
IA	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
IA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
IA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
IA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
IA	02--01	OA-1	Order Accuracy, %		NS	99.73%	6548				N/A	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	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
IA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.03	7313	0.03	18957	0.31	N/A	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
IA	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
IA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P		90.76%	249		N/A			93.83%	227		N/A	1	2	50.0%	92.4%	-42.4%	
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		94.38%	249		N/A			96.04%	227		N/A	1	1	0.0%	95.3%	-95.3%	
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		16.68	50		N/A			22.02	56		N/A	0					
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		20.67	3		N/A			23	1		N/A	0					
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		55.15	61		N/A			62.67	52		N/A	0					
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		13			N/A			16			N/A	0					
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		86.71%	346		N/A			84.88%	258		N/A	0					
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		2:04	346		N/A			2:06	258		N/A	0					
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		24.86%	346		N/A			25.19%	258		N/A	0					
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		28.57%	210		N/A			25.88%	170		N/A	0					
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	3	2.72%	12723	-0.29	Yes	0.00%	3	2.03%	12735	-0.25	Yes	1	16	6.2%	2.5%	3.8%	
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P	3	1.65%	12723	-0.22	Yes	0.00%	3	1.33%	12735	-0.2	Yes	1	14	7.1%	1.6%	5.5%	
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		17.42%	419		N/A			18.35%	316		N/A	0					
IA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	6	70.00%	30	-1.46	Yes	100.00%	6	96.55%	29	-0.42	Yes	0					
IA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	9	22	37	-0.26	Yes	12.33	9	18.47	30	-5.31	Yes	1	76	17.12	21.28	(4.17)	
IA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	9	94.12%	34	-0.67	Yes	100.00%	11	100.00%	23	.	Yes	1	74	91.9%	96.0%	-4.1%	
IA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	9	94.12%	34	-0.67	Yes	100.00%	11	100.00%	23	.	Yes	0					
IA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P		7.92	13		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	1	90.00%	10	-0.32	Yes	100.00%	9	100.00%	7	.	Yes	0					
IA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1	1:31	10	-0.53	Yes	0:53	9	0:44	7	0.18	Yes	0					
IA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	1	30.00%	10	-0.62	Yes	22.22%	9	14.29%	7	0.21	Yes	0					
IA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P		42.86%	7		N/A	33.33%	6	16.67%	6	0.34	Yes	0					
IA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	31036	0.01%	80080	-1.24	Yes	0.03%	30776	0.01%	80954	3.31	No	1	190,156	0.0%	0.0%	0.0%	
IA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	31036	0.01%	80080	-1.4	Yes	0.02%	30776	0.01%	80954	2.1	No	1	156,480	0.0%	0.0%	0.0%	
IA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	3	47.37%	19	0.49	N/A	25.00%	12	41.67%	12	-0.83	N/A	0					
IA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	4608	0.00%	14256	.	Yes	0.04%	3600	0.00%	14256	.	Yes	0					
IA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	6526	0.00%	13675	-2.33	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	4656	0.00%	14256	.	N/A	1.12%	4536	0.00%	14256	.	N/A	0					
IA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	6958	0.00%	13675	616.43	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	4				Yes						N/A	0					
IA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	1				Yes						N/A	0					
IA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	1				Yes						N/A	0					
IA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	5				Yes						N/A	0					
IA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	2				Yes						N/A	0					
IA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	2				Yes	9.33	3				Yes	0					
IA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	2				Yes	100.00%	5				Yes	0					
IA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	810119	4.91	3095791	-318.82	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%	392394				No	99.54%	454826				Yes	1	2,905,702	98.7%			
IA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	464585	4.91	3095791	-266.49	N/A						N/A	0					
IA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	345534	4.91	3095791	-205.78	N/A						N/A	0					
IA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	5424				N/A	100.00%	5513				N/A	0					
IA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	3965327.55	99.32%	38535885.32	10.29	No	99.29%	4144701.35	97.77%	39351717.95	-199.36	Yes	4	23,509,586	98.0%	99.1%	-1.1%	
IA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	10873	88.79%	123949	0.86	Yes	95.89%	9053	96.14%	130341	1.18	Yes	3	79,028	93.8%	94.7%	-0.9%	
IA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
IA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
IA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
IA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
IA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
IA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
IA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
IA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
IA	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
IA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
IA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	3760	0.04	18873	0.18	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	100.00%	5				Yes	0					
IA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
IA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
IA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
IA	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
IA	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
IA	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
IA	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
IA	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
IA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
IA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
IA	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
IA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
IA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
IA	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
IA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
IA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
IA	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
IA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
IA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
IA	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
IA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
IA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
IA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
IA	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
IA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
IA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
IA	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
IA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
IA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
IA	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
IA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
IA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
IA	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
IA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
IA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
IA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
IA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
IA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
IA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
IA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
IA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
IA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
IA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
IA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
IA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
IA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
IA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
IA	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
IA	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	78.63%	3510				N/A						N/A						N/A						N/A	
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	72.12%	165				N/A						N/A						N/A						N/A	
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	25.94%	4398				N/A						N/A						N/A						N/A	
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	68.79%	487				N/A						N/A						N/A						N/A	
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	64.87%	316				N/A	61.35%	282				N/A	69.07%	291				N/A	59.71%	278				N/A	61.31%
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	70.55%	472				N/A	65.86%	454				N/A	64.45%	467				N/A	69.36%	408				N/A	70.99%
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	84.35%	2415				N/A	86.99%	2044				N/A	82.18%	1577				N/A	87.64%	3059				N/A	80.98%
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	53.95%	76				N/A	49.28%	69				N/A	57.63%	59				N/A	37.68%	69				N/A	50.00%
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	22.93%	4082				N/A	29.65%	2499				N/A	27.15%	4600				N/A	24.00%	3775				N/A	44.31%
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	13.33%	15				N/A	0.00%	16				N/A	0.00%	5				N/A	0.00%	2				N/A	0.00%
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	66.03%	1095				N/A	67.25%	1026				N/A	72.98%	1277				N/A	43.79%	322				N/A	46.88%
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	87.64%	89				N/A	68.29%	41				N/A	70.15%	67				N/A	61.82%	110				N/A	42.11%
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	91.54%	130				N/A						N/A						N/A						N/A	
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	98.68%	2797				N/A						N/A						N/A						N/A	
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	89.77%	1271				N/A						N/A						N/A						N/A	
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	99.41%	337				N/A						N/A						N/A						N/A	
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	85.42%	48				No	97.14%	35				Yes	97.14%	35				Yes	96.30%	27				Yes	90.70%
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	99.40%	335				Yes	99.01%	302				Yes	97.73%	308				Yes	94.65%	299				No	98.11%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
IA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
IA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
IA	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				N/A	2.37	2867				N/A	0					
IA	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	470				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	470				N/A	19.92	540				N/A	0					
IA	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
IA	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
IA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
IA	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
IA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
IA	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
IA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
IA	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
IA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
IA	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
IA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
IA	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
IA	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
IA	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
IA	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
IA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
IA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
IA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
IA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
IA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
IA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
IA	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
IA	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
IA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	274				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	293				N/A	67.48%	409				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	1619				N/A	84.67%	2831				N/A	0					
IA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	78				N/A	57.65%	85				N/A	0					
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	2038				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	2				N/A						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	256				N/A	0.00%	97				N/A	0					
IA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	152				N/A	90.12%	162				N/A	0					
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
IA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	43				Yes	89.09%	55				No	2	243	91.8%			
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	212				Yes	98.92%	279				Yes	1	1,735	98.0%			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	98.60%	2066				Yes	98.78%	1800				Yes	98.11%	1321				Yes	97.38%	2753				Yes	96.11%
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	91.52%	224				Yes	97.19%	178				Yes	97.10%	207				Yes	92.74%	179				Yes	96.00%
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	100.00%	2				Yes	0.00%	2				No						N/A						N/A	0.00%
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	98.91%	731				Yes	99.28%	695				Yes	98.52%	946				Yes	94.00%	150				No	96.77%
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	89.40%	1047				Yes	93.32%	794				Yes	96.23%	1298				Yes	93.50%	969				Yes	97.41%
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	95.12%	82				Yes	90.32%	31				Yes	95.92%	49				Yes	94.44%	72				Yes	92.75%
IA	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	6:54:00	109				Yes	8:25:00	67				Yes	5:59:00	92				Yes	1:57:00	108				Yes	3:13:00
IA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
IA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1:46:00	939				Yes	2:09:00	705				Yes	2:10:00	871				Yes	1:37:00	928				Yes	3:19:00
IA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
IA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	8:18:00	98				Yes	9:06:00	67				Yes	5:24:00	67				Yes	5:52:00	53				Yes	3:18:00
IA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
IA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
IA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
IA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
IA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	31.21%	314				N/A	19.59%	342				N/A	20.49%	327				N/A	14.10%	376				N/A	11.90%
IA	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	98.64%	1915				Yes	100.00%	1706				Yes	99.77%	1298				Yes	99.84%	2551				Yes	100.00%
IA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	99.42%	171				Yes	100.00%	156				Yes	100.00%	170				Yes	100.00%	132				Yes	100.00%
IA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	99.68%	308				Yes	99.64%	279				Yes	100.00%	280				Yes	100.00%	257				Yes	100.00%
IA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	97.99%	797				Yes	99.86%	711				Yes	100.00%	974				Yes	100.00%	209				Yes	95.65%
IA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	98.36%	915				Yes	100.00%	708				Yes	100.00%	1204				Yes	99.77%	879				Yes	99.31%
IA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	100.00%	1				Yes						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%	99.74%	379				Yes	97.93%	290				Yes	98.64%	295				Yes	99.50%	401				Yes	99.69%
IA	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	97.40%	154				Yes	97.30%	148				Yes	97.93%	145				Yes	97.67%	172				Yes	98.66%
IA	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100.00%	131				Yes	100.00%	138				Yes	100.00%	158				Yes	100.00%	115				Yes	98.72%
IA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.92%	2413				Yes	99.79%	1886				Yes	99.76%	2545				Yes	99.94%	3171				Yes	99.52%
IA	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	99.87%	3080				Yes	99.83%	1735				Yes	99.88%	3330				Yes	99.93%	2781				Yes	99.82%
IA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100.00%	14				Yes	100.00%	12				Yes	100.00%	4				Yes	100.00%	1				Yes	100.00%
IA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	98.96%	96				Yes	100.00%	189				Yes	100.00%	175				Yes	98.74%	239				Yes	99.64%
IA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100.00%	72				Yes	100.00%	70				Yes	100.00%	60				Yes	100.00%	36				Yes	100.00%
IA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100.00%	26				Yes	100.00%	9				Yes	100.00%	15				Yes	100.00%	23				Yes	100.00%
IA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100.00%	27				Yes	100.00%	10				Yes	100.00%	5				Yes	100.00%	25				Yes	87.50%
IA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:38:00	2801				Yes	0:49:00	2311				Yes	1:44:00	2399				Yes	0:52:00	2953				Yes	0:31:00
IA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:45:00	6663				Yes	1:08:00	5067				Yes	3:03:00	8067				Yes	2:28:00	5414				Yes	2:01:00
IA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	98.74%	2293	97.24%	119838	-4.33	Yes	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%
IA	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			97.24%	119838		N/A			96.98%	113169		N/A			96.59%	136152		N/A			97.23%	140819		N/A	
IA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	5	3	5.1	459	-0.27	Yes	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
IA	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.48	75	5.1	459	0.86	Yes	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
IA	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A			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			5.1	459		N/A			5.91	399		N/A	1	1	5.44	532	0.82	Yes	2	1	5.26	444	0.33	Yes	2.33
IA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	14.29%	7	30.98%	468	0.88	Yes	33.33%	6	29.41%	476	-0.21	Yes	50.00%	4	28.33%	660	-0.96	Yes	33.33%	3	33.78%	524	-0.05	Yes	22.22%
IA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	55.00%	40	30.98%	468	-3.15	Yes	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	0.00%
IA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0.00%	7		N/A						N/A			50.00%	4		N/A	0.00%	1	0.00%	6	.	Yes	
IA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			30.98%	468		N/A			29.41%	476		N/A	100.00%	1	28.33%	660	-1.59	Yes			33.78%	524		N/A	100.00%
IA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	76	99.31%	11326	-0.72	Yes	100.00%	40	99.28%	11191	-0.54	Yes	100.00%	67	99.35%	18437	-0.66	Yes	100.00%	164	99.48%	12416	-0.92	Yes	100.00%
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100.00%	8	91.94%	4540	-0.84	Yes	100.00%	11	90.77%	4367	-1.06	Yes	85.71%	7	91.88%	5602	0.59	Yes	100.00%	6	91.78%	5035	-0.73	Yes	88.89%
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.04	28	3.73	9011	-1.88	Yes	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
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.5	8	5.73	4573	-1.13	Yes	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
IA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	95.59%	68	88.26%	15748	-1.87	Yes	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%
IA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	95.24%	63	92.81%	19828	-0.74	Yes	97.54%	122	89.97%	20767	-2.77	Yes	97.08%	171	89.49%	16626	-3.22	Yes	96.83%
IA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			5.92	65		N/A			6.18	72		N/A			4.12	82		N/A			7.98	48		N/A	
IA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			4.15	147		N/A			4.02	160		N/A			3.44	155		N/A			2.51	109		N/A	2
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			11.38	13		N/A			4.93	14		N/A			7.17	35		N/A			23.25	16		N/A	
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			8.24	234		N/A			9.14	260		N/A	1	1	8.68	300	-1.02	Yes			9.97	306		N/A	
IA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	220.5	2	118.17	644	1.09	N/A	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
IA	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	-		285		-1.26	N/A	-		284		-1.51	N/A	-		348		-1.95	N/A	1		334		-0.98	N/A	-
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	2	93.46%	1270	-0.37	Yes	100.00%	1	97.25%	1201	-0.17	Yes	100.00%	3	93.12%	1948	-0.47	Yes	100.00%	2	95.98%	1766	-0.29	Yes	100.00%
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	90.91%	11	77.64%	7646	-1.06	Yes	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%
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	9	98.45%	2453	-0.38	Yes	100.00%	2	99.33%	2400	-0.12	Yes	100.00%	10	98.86%	3424	-0.34	Yes	100.00%	10	99.32%	3371	-0.26	Yes	100.00%
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	15	91.02%	10428	-1.22	Yes	90.91%	11	95.26%	8494	0.66	Yes	95.00%	20	91.37%	12723	-0.58	Yes	100.00%	19	95.28%	11057	-0.97	Yes	100.00%
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	4:43	9	7:52	2453	-0.82	Yes	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
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	16:53	15	22:28	10428	-1.01	Yes	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
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	22.22%	9	11.66%	2453	0.92	Yes	0.00%	2	11.29%	2400	-0.5	Yes	10.00%	10	13.03%	3424	-0.28	Yes	10.00%	10	12.93%	3371	-0.28	Yes	15.38%
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	6.25%	16	12.43%	10680	-0.75	Yes	27.27%	11	13.24%	8744	1.24	Yes	15.00%	20	12.37%	13066	0.4	Yes	23.81%	21	12.95%	11343	1.37	Yes	6.67%
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A			10.65%	901		N/A	0.00%	4	13.94%	1277	-0.8	Yes	0.00%	6	15.13%	1276	-1.03	Yes	0.00%
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	27.27%	11	13.23%	8378	1.24	Yes	15.79%	19	12.26%	12509	0.5	Yes	23.81%	21	12.83%	10850	1.39	Yes	7.14%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	1364				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%	175				Yes	98.93%	187				Yes	0					
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	1				No						N/A	2	5	40.0%			
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	124				Yes						N/A	1	2,646	98.5%			
IA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	927				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%	69				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	126				Yes	4:28:00	171				Yes	0					
IA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
IA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1810				Yes	1:48:00	667				Yes	0					
IA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
IA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	42				No	6:57:00	25				Yes	1	352.0	9:42			
IA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
IA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
IA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
IA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
IA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	353				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%	1345				Yes	100.00%	2420				Yes	0					
IA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	136				Yes	100.00%	157				Yes	0					
IA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	199				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%	184				Yes	100.00%	146				Yes	0					
IA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	873				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%	326				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%	149				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%	78				Yes	100.00%	123				Yes	0					
IA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	2526				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%	1108				Yes	100.00%	905				Yes	0					
IA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	2				Yes						N/A	0					
IA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	275				Yes	100.00%	289				Yes	0					
IA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	14				Yes	100.00%	2				Yes	0					
IA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	13				Yes	100.00%	16				Yes	0					
IA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	8				Yes	90.91%	11				Yes	0					
IA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	2149				Yes	0:24:00	3294				Yes	0					
IA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	4058				Yes	2:08:00	4230				Yes	0					
IA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	2057	95.69%	116533	-3.3	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		95.69%	116533		N/A			96.12%	127125		N/A	0					
IA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	5	5.54	408	1.22	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	11	5.54	408	0.76	Yes	5.15	13	5.45	419	-0.01	Yes	2	208	4.37	5.44	(1.07)	
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	3	5.54	408	0.87	Yes			5.45	419		N/A	0					
IA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	9	29.19%	483	0.39	Yes	40.00%	5	27.64%	445	-0.61	Yes	0					
IA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	22	29.19%	483	3.51	No	3.52%	142	27.64%	445	6.6	No	3	345	13.6%	29.9%	-16.3%	
IA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		0.00%	11		N/A			0.00%	1		N/A	0					
IA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	1	29.19%	483	-1.56	Yes			27.64%	445		N/A	0					
IA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	163	99.37%	11209	-1.01	Yes	100.00%	70	99.46%	12706	-0.61	Yes	0					
IA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	9	92.67%	4543	0.47	Yes	100.00%	10	93.54%	5012	-0.83	Yes	0					
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	42	3.56	7826	-2.82	Yes	2.93	42	3.49	8741	-2.45	Yes	0					
IA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	9	6.01	4564	0.31	Yes	2.9	10	6.27	5041	-1.56	Yes	0					
IA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	126	88.36%	16764	-2.12	Yes	90.54%	74	87.84%	16666	-0.71	Yes	0					
IA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	126	90.63%	16764	-2.38	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	ND	P		5.26	57		N/A			4.44	57		N/A	0					
IA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	3.88	100	-0.38	Yes			8.87	126		N/A	0					
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		6.71	14		N/A			12.45	11		N/A	0					
IA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		9.38	234		N/A			11.11	200		N/A	0					
IA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	2	83.62	658	0.57	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		349		-1.5	N/A	-		295		-1.26	N/A	0					
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	4	95.69%	1809	-0.42	Yes	100.00%	10	97.62%	1805	-0.49	Yes	0					
IA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	9	83.10%	7167	-0.46	Yes	100.00%	4	88.89%	6335	-0.71	Yes	0					
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	13	99.19%	3453	-0.33	Yes	100.00%	18	99.63%	3470	-0.26	Yes	0					
IA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	13	95.00%	9910	-0.83	Yes	100.00%	7	96.68%	8798	-0.49	Yes	0					
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	13	7:13	3453	0.49	Yes	3:44	18	6:33	3470	-1.24	Yes	0					
IA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	13	19:27	9910	-0.47	Yes	15:00	7	16:47	8798	-0.33	Yes	0					
IA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	13	11.71%	3648	0.45	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	15	14.10%	10266	-0.83	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	5	12.07%	1557	-0.83	Yes	7.69%	13	13.01%	1468	-0.57	Yes	0					
IA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	14	13.98%	9751	-0.74	Yes	28.57%	7	13.59%	8651	1.04	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.06%	2363	1.55%	845825	-1.94	Yes	0.61%	2135	1.31%	848907	-2.85	Yes	1.47%	2046	1.94%	850633	-1.55	Yes	1.61%	1924	1.72%	855188	-0.37	Yes	1.60%
IA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.52%	2135	1.09%	848907	-2.56	Yes	1.12%	2046	1.62%	850633	-1.78	Yes	1.40%	1924	1.42%	855188	-0.05	Yes	1.09%
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	9	98.86%	2453	-0.32	Yes	100.00%	2	99.04%	2400	-0.14	Yes	100.00%	10	98.86%	3424	-0.34	Yes	100.00%	10	98.55%	3371	-0.38	Yes	100.00%
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	87.50%	16	92.17%	10680	0.7	Yes	90.91%	11	92.89%	8744	0.33	Yes	90.00%	20	92.25%	13066	0.43	Yes	100.00%	21	93.32%	11343	-1.23	Yes	86.67%
IA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	41.86%	43	36.45%	20665	0.74	N/A	35.00%	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%
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	96.73%	153	######	1	-0.1	Yes	99.32%	148	50.00%	2	-1.39	Yes	98.36%	244	100.00%	2	-0.11	Yes	98.44%	321	100.00%	1	-0.12	Yes	97.52%
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	93.80%	274	70.59%	17	-2.04	Yes	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%
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	4.37	150	3	1	.	N/A	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
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	5.34	276	10.5	18	-2.4	Yes	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
IA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	87.85%	428	85.00%	20	-0.35	Yes	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%
IA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	94.59%	591	86.36%	22	-1.1	Yes	93.91%	772	73.68%	19	-1.98	Yes	93.60%	813	81.25%	16	-1.25	Yes	91.25%
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	2	5				N/A	3	1	37.5	2	-0.72	Yes	1.5	2				N/A	3	3				N/A	1.83
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	1.91	11	1	1	.	N/A	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
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A			18	1		N/A	5	2				N/A	3.5	2				N/A	4
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	8	6	17.75	4	-3.11	Yes	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
IA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	63.65	17	57.43	7	0.45	N/A	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
IA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	8		4		-0.45	N/A	5		5		-1.03	N/A	13		3		-0.36	N/A	13		1		0.75	N/A	14
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	98.46%	65	87.50%	8	-0.88	Yes	100.00%	54	100.00%	6	.	Yes	94.00%	100	100.00%	6	0.38	Yes	97.56%	123	80.00%	5	-0.96	Yes	99.19%
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	84.74%	439	76.67%	30	-1.01	Yes	83.62%	354	90.00%	20	0.7	Yes	80.28%	573	80.00%	25	-0.03	Yes	90.84%	535	85.19%	27	-0.81	Yes	89.43%
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	98.82%	169	92.86%	14	-0.83	Yes	99.48%	194	100.00%	11	-0.2	Yes	99.13%	231	100.00%	16	0.02	Yes	99.64%	275	100.00%	16	-0.2	Yes	99.26%
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	94.99%	559	81.08%	37	-2.09	Yes	97.09%	446	92.86%	28	-0.84	Yes	94.94%	712	82.86%	35	-1.85	Yes	97.45%	666	100.00%	38	0.94	Yes	96.85%
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	3:56	169	9:39	14	-1	Yes	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
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	18:10	559	2:48	37	-1.77	Yes	17:38	446	16:18	28	0.33	Yes	19:33	712	1:29	35	-1.27	Yes	16:19	666	13:33	38	1.51	Yes	17:00
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	11.15%	574	12.82%	39	-0.3	Yes	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%
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	13.02%	169	28.57%	14	-1.24	Yes	17.53%	194	9.09%	11	0.64	Yes	17.32%	231	0.00%	16	2.03	No	15.64%	275	12.50%	16	0.25	Yes	16.79%
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	10.66%	441	7.41%	27	0.46	Yes	11.84%	701	3.03%	33	1.66	No	12.80%	664	11.43%	35	0.17	Yes	11.99%
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	21.59%	88	0.00%	7	1.38	Yes	17.00%	100	0.00%	9	1.37	Yes	17.74%	124	0.00%	6	1.06	Yes	17.04%
IA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.93%	79674	0.52%	10133	5.38	No	0.79%	82916	0.36%	10859	7.02	No	1.11%	87481	0.48%	10919	9.02	No	1.03%	93166	0.42%	12873	10.11	No	0.99%
IA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.64%	82916	0.31%	10859	5.7	No	0.92%	87481	0.38%	10919	8.45	No	0.85%	93166	0.32%	12873	9.95	No	0.83%
IA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	35.78%	1157	30.26%	76	0.97	N/A	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%
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			96.23%	53		N/A			100.00%	46		N/A	100.00%	1	100.00%	64	.	Yes	50.00%	2	97.73%	44	1.78	No	100.00%
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			82.56%	86		N/A			82.35%	68		N/A			89.55%	67		N/A			93.06%	72		N/A	
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			3.28	47		N/A			2.65	17		N/A	3	1	2.84	31	-0.55	Yes	4	1	2.96	23	0.43	Yes	5
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			5.79	86		N/A			6.08	71		N/A			8.58	67		N/A			9.21	75		N/A	
IA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P			74.22%	128		N/A	100.00%	1	80.65%	124	-0.49	Yes	100.00%	2	72.00%	125	-0.87	Yes	100.00%	2	66.67%	126	-0.99	Yes	85.71%
IA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100.00%	1	84.68%	124	-0.42	Yes	100.00%	2	80.80%	125	-0.68	Yes	100.00%	2	76.19%	126	-0.78	Yes	85.71%
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			23.5	2		N/A						N/A						N/A	1	1	1	1	.	N/A	
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			2.58	12		N/A			1.43	7		N/A			5	3		N/A			6.33	3		N/A	
IA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			7.33	3		N/A			8.5	6		N/A			22.25	4		N/A			20.67	3		N/A	
IA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			90.93	30		N/A			86.82	28		N/A			73.79	29		N/A			66.77	26		N/A	7
IA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			3			N/A			4			N/A			5			N/A			6			N/A	-
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			######	31		N/A			100.00%	26		N/A			95.65%	23		N/A			97.14%	35		N/A	100.00%
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			82.35%	119		N/A			85.53%	76		N/A			76.04%	96		N/A			88.00%	100		N/A	
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	1	######	78	.	Yes	100.00%	1	100.00%	66	.	Yes			98.57%	70		N/A			100.00%	94		N/A	100.00%
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			91.78%	146		N/A			92.93%	99		N/A			92.00%	125		N/A			93.65%	126		N/A	
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	2:14	1	3:38	78	-0.22	Yes	1:04	1	3:11	66	-0.44	Yes			9:04	70		N/A			5:50	94		N/A	0:40
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			19:37	146		N/A			18:06	99		N/A			19:57	125		N/A			17:11	126		N/A	
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.00%	1	10.26%	78	-0.34	Yes	0.00%	1	10.61%	66	-0.34	Yes			7.14%	70		N/A			14.89%	94		N/A	50.00%
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			10.60%	151		N/A			20.19%	104		N/A			10.32%	126		N/A			11.45%	131		N/A	
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			13.33%	45		N/A			2.94%	34		N/A			23.53%	51		N/A	50.00%
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			21.51%	93		N/A			10.08%	119		N/A			10.83%	120		N/A	
IA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.42%	237	0.70%	32674	-0.51	Yes	1.56%	64	0.52%	32570	0.97	Yes	0.00%	63	0.60%	32514	-0.62	Yes	0.00%	63	0.70%	31990	-0.67	Yes	3.17%
IA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	64	0.42%	32570	-0.52	Yes	0.00%	63	0.47%	32514	-0.55	Yes	0.00%	63	0.53%	31990	-0.58	Yes	3.17%
IA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	50.00%	2	38.61%	373	0.27	N/A	0.00%	1	39.93%	283	-0.81	N/A			42.18%	339		N/A	100.00%	1	40.63%	379	0.83	N/A	33.33%
IA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	
IA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	99.19%	5183	91.94%	4540	-13.1	Yes	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%
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.49	1471	5.73	4573	-1.43	Yes	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
IA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	98.21%	4353	58.76%	4484	-37.66	Yes	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%
IA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.00%	4811	71.54%	5007	-30.15	Yes	98.76%	5652	60.98%	5336	-40.58	Yes	98.61%	3679	63.67%	4809	-33.17	Yes	98.75%
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	7.3	27	4.15	147	1.84	No	3.92	25	4.02	160	-0.08	Yes	13.56	151	3.44	155	16.77	No	4.2	69	2.51	109	2.33	No	4.42
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	13.73	15	8.24	234	1.74	No	2.5	2	9.14	260	-0.92	Yes			8.68	300		N/A			9.97	306		N/A	
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
IA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	19.33	3	120.35	234	-1.34	N/A	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
IA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	3		145		1.21	N/A	32		154		4.24	N/A	12		181		1.65	N/A	19		214		-2.98	N/A	-
IA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	98.84%	430	79.89%	8916	-9.57	Yes	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%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1749	1.62%	858034	-0.07	Yes	1.55%	1618	1.45%	861820	0.31	Yes	0					
IA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	1749	1.32%	858034	-0.85	Yes	1.24%	1618	1.17%	861820	0.23	Yes	0					
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	13	98.57%	3648	-0.43	Yes	100.00%	18	99.60%	3470	-0.27	Yes	0					
IA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	15	92.44%	10266	0.82	Yes	100.00%	7	93.57%	9039	-0.69	Yes	0					
IA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	39	38.51%	22627	-1.32	N/A	35.90%	39	35.70%	19454	0.04	N/A	0					
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	282	100.00%	1	-0.09	Yes	96.92%	260	100.00%	1	-0.07	Yes	0					
IA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	550	86.67%	15	-0.89	Yes	93.67%	474	77.78%	18	-1.59	Yes	0					
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	267	3	1	.	N/A	4.72	251	4	1		N/A	1	1,355	4.61	5.14	(0.53)	
IA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	553	5.33	15	0.22	Yes	6.72	481	4.06	18	1.55	Yes	0					
IA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	789	72.22%	18	-1.66	Yes	88.37%	748	50.00%	14	-2.84	Yes	0					
IA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	789	77.78%	18	-1.36	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	ND	P	6				N/A	1.83	6				N/A	0					
IA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	16	6	1	.	N/A	7.13	15	1.5	2	0.74	Yes	0					
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	1				N/A	25	2				N/A	0					
IA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	15	1	1	.	N/A	11.69	16	3	2	0.69	Yes	0					
IA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	61	40.25	8	1.04	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		3		-0.8	N/A	16		-		1.97	N/A	0					
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	123	100.00%	5	-0.24	Yes	98.37%	123	100.00%	8	0.01	Yes	0					
IA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	511	78.95%	19	-1.1	Yes	91.63%	502	93.33%	15	0.1	Yes	0					
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	271	100.00%	9	-0.1	Yes	100.00%	274	100.00%	20	.	Yes	0					
IA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	666	91.67%	24	-0.9	Yes	97.93%	629	96.00%	25	-0.48	Yes	0					
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	271	3:54	9	0.15	Yes	4:14	274	4:30	20	-0.21	Yes	0					
IA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	666	22:43	24	-1.46	Yes	14:36	629	18:56	25	-1.27	Yes	0					
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	685	4.17%	24	1.18	Yes	12.06%	655	0.00%	25	2.11	No	2	3,798	12.1%	7.4%	4.7%	
IA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	274	22.22%	9	-0.39	Yes	17.52%	274	10.00%	20	0.82	Yes	1	1,417	16.4%	12.8%	3.7%	
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	667	4.55%	22	1.05	Yes	11.90%	622	0.00%	24	2.04	No	2	3,095	11.9%	5.7%	6.2%	
IA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	135	25.00%	4	-0.36	Yes	17.89%	123	9.09%	11	0.65	Yes	0					
IA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	96744	0.27%	12352	14.68	No	0.94%	98506	0.36%	12458	10.2	No	6	538,487	1.0%	0.4%	0.6%	
IA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	96744	0.21%	12352	14.12	No	0.76%	98506	0.28%	12458	9.44	No	5	458,813	0.8%	0.3%	0.5%	
IA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	1538	31.25%	48	0.89	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	1	98.36%	61	-0.13	Yes	100.00%	12	98.46%	65	-0.4	Yes	1	16	93.8%	98.5%	-4.7%	
IA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P		84.29%	70		N/A			89.53%	86		N/A	0					
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	1	5.39	18	-0.08	Yes	5	12	3.38	32	2.88	No	1	15	4.80	3.34	1.46	
IA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P		9.48	71		N/A			10.39	89		N/A	0					
IA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	7	65.97%	144	-1.08	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	7	73.61%	144	-0.71	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	ND	P		5	1		N/A			2	1		N/A	0					
IA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		5.75	4		N/A			29.25	4		N/A	0					
IA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		9.43	7		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	1	64.9	29	-0.78	N/A			57.04	28		N/A	0					
IA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS		6		-0.5	N/A			6			N/A	0					
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	1	100.00%	44	.	Yes	100.00%	1	94.87%	39	-0.23	Yes	0					
IA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P		82.56%	86		N/A			79.76%	84		N/A	0					
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	2	100.00%	118	.	Yes	100.00%	1	98.95%	95	-0.1	Yes	0					
IA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P		94.92%	118		N/A			93.91%	115		N/A	0					
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	2	4:54	118	-0.84	Yes	0:47	1	6:36	95	-0.32	Yes	0					
IA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P		17:33	118		N/A			18:37	115		N/A	0					
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	2	14.88%	121	1.03	Yes	0.00%	1	12.63%	95	-0.38	Yes	0					
IA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		13.33%	120		N/A			15.00%	120		N/A	0					
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	2	16.88%	77	0.93	Yes	0.00%	1	10.42%	48	-0.34	Yes	0					
IA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		11.11%	108		N/A			11.71%	111		N/A	0					
IA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	63	0.76%	31671	1.68	No	3.23%	31	0.69%	31039	1.25	Yes	1	521	1.0%	0.7%	0.3%	
IA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	63	0.58%	31671	1.9	No	3.23%	31	0.51%	31039	1.41	Yes	1	284	1.1%	0.5%	0.6%	
IA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	3	33.06%	360	0.03	N/A	0.00%	1	35.05%	331	-0.73	N/A	0					
IA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%		92.67%	4543		N/A			93.54%	5012		N/A	0					
IA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	2154	92.67%	4543	-9.46	Yes	95.18%	2179	93.54%	5012	-2.61	Yes	0					
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		6.01	4564		N/A			6.27	5041		N/A	0					
IA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	1368	6.01	4564	-6.38	Yes	5.21	708	6.27	5041	-3.87	Yes	0					
IA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	2167	59.36%	4803	-30.3	Yes	98.23%	2598	59.01%	4945	-32.91	Yes	0					
IA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	2167	67.29%	4803	-25.92	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	19	3.88	100	0.46	Yes	7.01	105	8.87	126	-0.44	Yes	3	396	8.72	4.47	4.24	
IA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		3.88	100		N/A			8.87	126		N/A	0					
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		9.38	234		N/A			11.11	200		N/A	1	17	12.41	9.37	3.04	
IA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		9.38	234		N/A			11.11	200		N/A	0					
IA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	4	73.06	327	-1.52	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		246		-3.46	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	297	85.64%	8976	-6.45	Yes	97.58%	289	90.82%	8140	-3.91	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	489	92.44%	12881	-6.21	Yes	99.77%	429	96.15%	10894	-3.82	Yes	99.82%	546	92.96%	16147	-6.16	Yes	100.00%	458	96.22%	14428	-4.17	Yes	100.00%
IA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	7:44	489	19:41	12881	-12.53	Yes	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
IA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	12.88%	489	12.28%	13133	0.41	Yes	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%
IA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	16.61%	289	12.98%	9279	1.76	No	14.91%	389	12.42%	13786	1.45	Yes	14.98%	287	13.07%	12126	0.95	Yes	13.62%
IA	04--01	MR-8	Trouble Rate, UBL Analog%		P	1.01%	48258	1.55%	845825	-9.32	Yes	0.97%	44101	1.31%	848907	-6.12	Yes	1.32%	41396	1.94%	850633	-8.93	Yes	1.24%	36819	1.72%	855188	-6.89	Yes	0.97%
IA	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.66%	44101	1.09%	848907	-8.62	Yes	0.94%	41396	1.62%	850633	-10.71	Yes	0.78%	36819	1.42%	855188	-10.15	Yes	0.66%
IA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	28.19%	681	36.45%	20665	-4.4	N/A	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%
IA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100.00%	53	93.94%	33	-1.15	Yes	100.00%	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%
IA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	4.12	51	8.33	33	-2.83	Yes	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
IA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	98.31%	59	91.43%	35	-1.15	Yes	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%
IA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	94.12%	68	93.48%	46	-0.14	Yes	96.00%	75	95.56%	45	-0.11	Yes	95.65%	69	100.00%	39	1.19	Yes	98.57%
IA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P						N/A			25.25	4		N/A	6	2	17.25	4	-0.86	Yes	6	1	36.25	4	-0.86	Yes	5.75
IA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	8	1	14.5	2	-0.5	Yes						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	13	5	140.79	14	-1.92	N/A	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
IA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	5		8		1.71	N/A	1		6		0.67	N/A	2		5		1.2	N/A	-		5		-0.83	N/A	1
IA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	12	######	48	.	Yes	100.00%	14	94.55%	55	-0.8	Yes	100.00%	18	100.00%	33	.	Yes	100.00%	11	100.00%	45	.	Yes	100.00%
IA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	12	######	49	.	Yes	100.00%	14	100.00%	56	.	Yes	100.00%	18	100.00%	35	.	Yes	100.00%	11	100.00%	45	.	Yes	100.00%
IA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1:29	12	3:00	49	-1.01	Yes	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
IA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	8.33%	12	14.29%	49	-0.53	Yes	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%
IA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	18.18%	11	17.86%	28	0	Yes	11.11%	9	20.00%	20	-0.55	Yes	11.11%	9	20.00%	25	-0.57	Yes	20.00%
IA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.83%	1454	0.90%	5435	-0.27	Yes	0.98%	1422	1.02%	5480	-0.12	Yes	1.30%	1386	0.63%	5537	2.8	No	0.83%	1331	0.82%	5497	0.03	Yes	0.94%
IA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.77%	1422	0.51%	5480	1.24	Yes	0.65%	1386	0.36%	5537	1.6	Yes	0.68%	1331	0.45%	5497	1.08	Yes	0.39%
IA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	25.00%	16	37.97%	79	-0.98	N/A	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	25.00%
IA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			83.58%	548		N/A			79.12%	364		N/A			80.19%	520		N/A			74.71%	522		N/A	
IA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			14.26	583		N/A			14	406		N/A			16.33	589		N/A			15.66	592		N/A	
IA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			95.38%	498		N/A			96.25%	507		N/A			93.69%	602		N/A			95.88%	607		N/A	
IA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			98.03%	507		N/A			95.52%	602		N/A			97.36%	607		N/A	
IA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			13.8	30		N/A			13.72	54		N/A			13.94	97		N/A			14.41	118		N/A	
IA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			14.67	61		N/A			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A	
IA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			40.62	78		N/A			43.68	72		N/A			55.05	61		N/A			36.02	116		N/A	
IA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			39			N/A			35			N/A			26			N/A			45			N/A	
IA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			79.16%	379		N/A			85.57%	298		N/A			81.84%	501		N/A			87.91%	422		N/A	
IA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			3:08	379		N/A			2:47	298		N/A			2:59	501		N/A			2:10	422		N/A	
IA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			26.65%	379		N/A			38.59%	298		N/A			38.32%	501		N/A			39.57%	422		N/A	
IA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			41.51%	212		N/A			41.62%	346		N/A			42.05%	283		N/A	
IA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.62%	23391		N/A			1.27%	23427		N/A			2.16%	23175		N/A			1.85%	22824		N/A	
IA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			0.90%	23427		N/A			1.49%	23175		N/A			1.24%	22824		N/A	
IA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			20.71%	478		N/A			28.71%	418		N/A			19.19%	620		N/A			21.27%	536		N/A	
IA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	83.33%	6	83.58%	548	0.08	Yes	60.00%	5	79.12%	364	0.94	Yes	60.00%	5	80.19%	520	1.01	Yes	66.67%	3	74.71%	522	0.31	Yes	100.00%
IA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	10.2	5	14.26	583	-0.77	Yes	14.4	5	14	406	0.37	Yes	15.5	4	16.33	589	-0.13	Yes	10.25	4	15.66	592	-0.97	Yes	6
IA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	83.33%	6	95.38%	498	1.08	Yes	100.00%	5	96.25%	507	-0.44	Yes	60.00%	5	93.69%	602	2.1	No	100.00%	3	95.88%	607	-0.36	Yes	100.00%
IA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	5	98.03%	507	-0.32	Yes	60.00%	5	95.52%	602	2.36	No	100.00%	3	97.36%	607	-0.28	Yes	100.00%
IA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			13.8	30		N/A	15.5	2	13.72	54	0.4	Yes	15	2	13.94	97	0.54	Yes	14	1	14.41	118	-0.04	Yes	
IA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	12	1	14.67	61	-0.18	Yes			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A	
IA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	9	1	40.62	78	-0.41	N/A	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
IA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	1		39		0.66	N/A	1		35		0.69	N/A	1		26		-0.69	N/A	-		45		-0.79	N/A	-
IA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	0.00%	1	79.16%	379	1.26	Yes			85.57%	298		N/A	50.00%	6	81.84%	501	1.71	No	100.00%	1	87.91%	422	-0.37	Yes	
IA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	12:21	1	3:08	379	1.77	No			2:47	298		N/A	4:57	6	2:59	501	1.43	Yes	1:32	1	2:10	422	-0.25	Yes	
IA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	100.00%	1	26.65%	379	1.12	Yes			38.59%	298		N/A	50.00%	6	38.32%	501	0.55	Yes	0.00%	1	39.57%	422	-0.81	Yes	
IA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A			41.51%	212		N/A	50.00%	6	41.62%	346	0.39	Yes	0.00%	1	42.05%	283	-0.85	Yes	
IA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2.50%	40	1.62%	23391	0.49	Yes	0.00%	35	1.27%	23427	-0.67	Yes	20.00%	30	2.16%	23175	4.12	No	3.85%	26	1.85%	22824	0.72	Yes	0.00%
IA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	0.00%	35	0.90%	23427	-0.56	Yes	20.00%	30	1.49%	23175	4.59	No	3.85%	26	1.24%	22824	1	Yes	0.00%
IA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0.00%	1	20.71%	478	-0.51	N/A			28.71%	418		N/A	14.29%	7	19.19%	620	-0.33	N/A	0.00%	1	21.27%	536	-0.52	N/A	
IA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	95.12%	41	93.94%	33	-0.21	Yes	100.00%	13	88.89%	36	-1.09	Yes	85.19%	27	89.09%	55	0.49	Yes	100.00%	25	85.29%	34	-1.58	Yes	96.55%
IA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.23	40	8.33	33	-2.62	Yes	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
IA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	93.33%	30	91.43%	35	-0.27	Yes	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%
IA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	22	93.48%	46	-1.02	Yes	93.33%	30	95.56%	45	0.36	Yes	96.67%	30	100.00%	39	0.76	Yes	90.91%
IA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A			25.25	4		N/A	5	3	17.25	4	-1.06	Yes	6	1	36.25	4	-0.86	Yes	5
IA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	1	5	14.5	2	-1.52	Yes						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			140.79	14		N/A	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
IA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			8			N/A	2		6		1.2	N/A	1		5		0.67	N/A	1		5		0.48	N/A	2
IA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	12	######	48	.	Yes	100.00%	10	94.55%	55	-0.7	Yes	100.00%	19	100.00%	33	.	Yes	100.00%	8	100.00%	45	.	Yes	100.00%
IA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	12	######	49	.	Yes	100.00%	10	100.00%	56	.	Yes	100.00%	19	100.00%	35	.	Yes	100.00%	8	100.00%	45	.	Yes	100.00%
IA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	3:14	12	3:00	49	0.22	Yes	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
IA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	41.67%	12	14.29%	49	1.94	No	30.00%	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%
IA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	16.67%	6	17.86%	28	-0.07	Yes	15.38%	13	20.00%	20	-0.32	Yes	16.67%	6	20.00%	25	-0.18	Yes	12.50%
IA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	2.09%	575	0.90%	5435	2.86	No	1.84%	543	1.02%	5480	1.81	No	3.63%	524	0.63%	5537	8.26	No	1.60%	500	0.82%	5497	1.66	No	2.32%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	312	96.08%	13363	-3.53	Yes	100.00%	294	97.51%	12268	-2.71	Yes	0					
IA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	312	16:17	13363	-9.04	Yes	6:32	294	13:53	12268	-8.93	Yes	0					
IA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	312	13.48%	13914	-1.16	Yes	10.20%	294	13.25%	12509	-1.52	Yes	0					
IA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	213	13.72%	11308	-0.04	Yes	10.78%	204	13.51%	10119	-1.13	Yes	1	1,382	14.5%	13.1%	1.4%	
IA	04--01	MR-8	Trouble Rate, UBL Analog%		P	32215	1.62%	858034	-9.11	Yes	0.95%	30970	1.45%	861820	-7.26	Yes	0					
IA	04--01	MR-8*	Trouble Rate, UBL Analog%		P	32215	1.32%	858034	-10.15	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	460	38.51%	22627	-2.76	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%	59	89.74%	39	-1.1	Yes	97.10%	69	95.40%	87	-0.5	Yes	0					
IA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	58	12.4	42	-3.65	Yes	4.18	65	17.86	85	-8.84	Yes	0					
IA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	70	93.94%	66	-1.13	Yes	100.00%	72	94.67%	75	-1.44	Yes	0					
IA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	70	95.45%	66	-0.87	Yes	100.00%	72	96.00%	75	-1.24	Yes	0					
IA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	4	10.67	6	-0.74	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	2	103.58	19	-1.82	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		5		0.53	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	12	100.00%	59	.	Yes	100.00%	8	98.00%	50	-0.38	Yes	0					
IA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	12	100.00%	60	.	Yes	100.00%	8	100.00%	50	.	Yes	0					
IA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	12	2:10	60	1.57	Yes	2:39	8	3:14	50	-0.22	Yes	0					
IA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	12	20.00%	60	-0.26	Yes	0.00%	8	26.00%	50	-1.56	Yes	0					
IA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	5	16.67%	30	0.14	Yes	0.00%	6	24.14%	29	-1.26	Yes	0					
IA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	1282	1.11%	5413	-0.53	Yes	0.65%	1231	0.92%	5427	-0.9	Yes	1	8,106	0.9%	0.9%	0.0%	
IA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	1282	0.55%	5413	-0.71	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	16	34.07%	91	-0.71	N/A	20.00%	10	35.06%	77	-0.94	N/A	0					
IA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P		82.80%	500		N/A			83.64%	495		N/A	0					
IA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		15.19	607		N/A			15.63	548		N/A	0					
IA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P		96.23%	584		N/A			96.49%	569		N/A	0					
IA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		97.43%	584		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		11.84	77		N/A			16.27	81		N/A	0					
IA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		12.28	25		N/A			9.85	13		N/A	0					
IA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		32.27	139		N/A			31.7	103		N/A	0					
IA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		36			N/A			42			N/A	0					
IA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		76.05%	380		N/A			82.87%	286		N/A	0					
IA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		3:03	380		N/A			2:52	286		N/A	0					
IA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		32.89%	380		N/A			35.31%	286		N/A	0					
IA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		35.14%	259		N/A			39.71%	204		N/A	0					
IA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P		1.68%	22646		N/A			1.27%	22465		N/A	0					
IA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P		1.14%	22646		N/A			0.91%	22465		N/A	0					
IA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		26.92%	520		N/A			23.32%	373		N/A	0					
IA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	1	82.80%	500	-0.46	Yes	66.67%	3	83.64%	495	0.69	Yes	0					
IA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	1	15.19	607	-0.99	Yes	9	1	15.63	548	-0.53	Yes	0					
IA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	2	96.23%	584	-0.28	Yes	100.00%	4	96.49%	569	-0.38	Yes	1	25	88.0%	95.6%	-7.6%	
IA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	2	97.43%	584	-0.23	Yes	100.00%	4	97.54%	569	-0.32	Yes	1	19	89.5%	97.1%	-7.7%	
IA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P		11.84	77		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		12.28	25		N/A			9.85	13		N/A	0					
IA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	1	32.27	139	-0.52	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		36		-0.59	N/A	-		42		-0.83	N/A	0					
IA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P		76.05%	380		N/A			82.87%	286		N/A	1	8	50.0%	82.2%	-32.2%	
IA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P		3:03	380		N/A			2:52	286		N/A	1	8.0	5:26	2:49	2:37	
IA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P		32.89%	380		N/A			35.31%	286		N/A	0					
IA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P		35.14%	259		N/A			39.71%	204		N/A	0					
IA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	23	1.68%	22646	-0.63	Yes	0.00%	20	1.27%	22465	-0.51	Yes	1	174	4.6%	1.6%	3.0%	
IA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	23	1.14%	22646	-0.52	Yes	0.00%	20	0.91%	22465	-0.43	Yes	1	134	5.2%	1.1%	4.1%	
IA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS		26.92%	520		N/A	100.00%	1	23.32%	373	1.2	N/A	0					
IA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	29	89.74%	39	-0.92	Yes	96.88%	32	95.40%	87	-0.34	Yes	0					
IA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	29	12.4	42	-2.98	Yes	4.47	32	17.86	85	-6.87	Yes	0					
IA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	33	93.94%	66	0.93	Yes	86.84%	38	94.67%	75	1.38	Yes	0					
IA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	33	95.45%	66	0.77	Yes	89.47%	38	96.00%	75	1.28	Yes	0					
IA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	1	10.67	6	-0.51	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	2	103.58	19	-1.83	N/A			82.08	24		N/A	0					
IA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS		5		1.76	N/A			8			N/A	0					
IA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	11	100.00%	59	.	Yes	100.00%	12	98.00%	50	-0.44	Yes	0					
IA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	11	100.00%	60	.	Yes	100.00%	12	100.00%	50	.	Yes	0					
IA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	11	2:10	60	0.83	Yes	3:20	12	3:14	50	0.54	Yes	0					
IA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	11	20.00%	60	-0.14	Yes	8.33%	12	26.00%	50	-1.25	Yes	1	72	22.2%	20.3%	1.9%	
IA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	8	16.67%	30	-0.28	Yes	10.00%	10	24.14%	29	-0.9	Yes	0					
IA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	475	1.11%	5413	2.11	No	2.64%	455	0.92%	5427	2.96	No	6	3,072	2.3%	0.9%	1.4%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	1.11%	543	0.51%	5480	1.85	No	2.48%	524	0.36%	5537	7.73	No	1.20%	500	0.45%	5497	1.96	No	1.68%
IA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	20.00%	15	37.97%	79	-1.31	N/A	23.08%	13	32.53%	83	-0.68	N/A	5.00%	20	37.50%	56	-2.58	N/A	33.33%	12	39.19%	74	-0.39	N/A	8.33%
IA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			84.62%	65		N/A			90.91%	66		N/A			83.75%	80		N/A			90.54%	74		N/A	
IA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.86	66		N/A			6.19	68		N/A			7.12	83		N/A			7.24	75		N/A	
IA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			94.03%	67		N/A			98.68%	76		N/A			100.00%	79		N/A			97.14%	70		N/A	
IA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	76		N/A			100.00%	79		N/A			97.14%	70		N/A	
IA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			3	10		N/A			3.71	7		N/A			7.77	13		N/A			6.71	7		N/A	
IA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			96.97%	66		N/A			89.74%	78		N/A			89.12%	147		N/A			86.02%	93		N/A	
IA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			######	66		N/A			96.15%	78		N/A			97.96%	147		N/A			95.70%	93		N/A	
IA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			6:04	66		N/A			9:03	78		N/A			8:18	147		N/A			10:22	93		N/A	
IA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			36.36%	66		N/A			47.44%	78		N/A			36.73%	147		N/A			37.63%	93		N/A	
IA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			46.88%	32		N/A			34.52%	84		N/A			41.30%	46		N/A	
IA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.33%	4976		N/A			1.53%	5085		N/A			2.83%	5186		N/A			1.73%	5381		N/A	
IA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			0.63%	5085		N/A			1.62%	5186		N/A			0.85%	5381		N/A	
IA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			51.47%	136		N/A			60.20%	196		N/A			48.60%	286		N/A			54.63%	205		N/A	
IA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			76.92%	65		N/A			91.18%	34		N/A			88.57%	35		N/A			73.91%	23		N/A	
IA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			21.31	78		N/A			11.78	50		N/A			20.08	59		N/A			15.56	34		N/A	
IA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			98.46%	65		N/A			98.18%	55		N/A			100.00%	47		N/A			100.00%	37		N/A	
IA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			98.18%	55		N/A			100.00%	47		N/A			100.00%	37		N/A	
IA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			35.5	2		N/A			20.6	5		N/A			54.6	10		N/A			3.4	5		N/A	
IA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			39.43	14		N/A						N/A						N/A			77	1		N/A	
IA	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			43.58	19		N/A			50.7	33		N/A			48.92	26		N/A			37.63	41		N/A	14
IA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			13			N/A			18			N/A			14			N/A			17			N/A	-
IA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			92.31%	13		N/A			100.00%	9		N/A			70.00%	10		N/A			85.71%	7		N/A	
IA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			3:00	13		N/A			1:41	9		N/A			2:52	10		N/A			1:54	7		N/A	
IA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			0.00%	13		N/A			44.44%	9		N/A			0.00%	10		N/A			57.14%	7		N/A	
IA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			33.33%	6		N/A			0.00%	6		N/A			60.00%	5		N/A	
IA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.89%	1466		N/A			0.62%	1442		N/A			0.70%	1426		N/A			0.50%	1399		N/A	
IA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.42%	1442		N/A			0.42%	1426		N/A			0.36%	1399		N/A	
IA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			13.33%	15		N/A			10.00%	10		N/A			28.57%	14		N/A			12.50%	8		N/A	
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02:00	1530				N/A	0:02:00	690				N/A	0:02:00	848				N/A	0:02:00	757				N/A	0:02:00
IA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A	
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100.00%	240				Yes	98.28%	174				Yes	100.00%	186				Yes	99.42%	173				Yes	100.00%
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	16				Yes	100.00%	14				Yes	100.00%	19				Yes	100.00%	27				Yes	100.00%
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	240				N/A	0.00%	174				N/A	0.00%	186				N/A	0.58%	173				N/A	0.00%
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	16				N/A	0.00%	14				N/A	0.00%	19				N/A	0.00%	27				N/A	0.00%
IA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	55.56%	9				No	87.50%	8				No	100.00%	7				Yes	100.00%	8				Yes	60.00%
IA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	11.63	8				Yes	4	8				Yes	7.71	7				Yes	7.71	7				Yes	10.2
IA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100.00%	33	99.31%	11326	-0.48	Yes	100.00%	29	99.28%	11191	-0.46	Yes	100.00%	28	99.35%	18437	-0.43	Yes	100.00%	44	99.48%	12416	-0.48	Yes	93.33%
IA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			91.94%	4540		N/A			90.77%	4367		N/A			91.88%	5602		N/A			91.78%	5035		N/A	
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3	17	3.73	9011	-1.54	Yes	3	20	3.82	8906	-1.97	Yes	3	25	3.59	13029	-1.72	Yes	3	34	3.67	8291	-1.08	Yes	3
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.73	4573		N/A			6.19	4395		N/A			6.72	5619		N/A			6.29	5053		N/A	
IA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100.00%	32	88.26%	15748	-2.06	Yes	100.00%	29	91.20%	19828	-1.67	Yes	100.00%	37	87.74%	20767	-2.27	Yes	96.67%	30	87.17%	16626	-1.55	Yes	94.12%
IA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100.00%	29	92.81%	19828	-1.5	Yes	100.00%	37	89.97%	20767	-2.03	Yes	100.00%	30	89.49%	16626	-1.88	Yes	94.12%
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			5.92	65		N/A			6.18	72		N/A			4.12	82		N/A			7.98	48		N/A	8
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.15	147		N/A			4.02	160		N/A			3.44	155		N/A			2.51	109		N/A	
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			11.38	13		N/A			4.93	14		N/A			7.17	35		N/A			23.25	16		N/A	
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			8.24	234		N/A			9.14	260		N/A			8.68	300		N/A			9.97	306		N/A	
IA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A	13	2				N/A	6	1				N/A						N/A	
IA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS						N/A	-					N/A	-					N/A						N/A	
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			93.46%	1270		N/A			97.25%	1201		N/A			93.12%	1948		N/A	100.00%	1	95.98%	1766	-0.2	Yes	
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			77.64%	7646		N/A			87.44%	6242		N/A			78.14%	9546		N/A			85.45%	8338		N/A	100.00%
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			91.02%	10428		N/A			95.26%	8494		N/A			91.37%	12723		N/A			95.28%	11057		N/A	100.00%
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			98.45%	2453		N/A			99.33%	2400		N/A			98.86%	3424		N/A	100.00%	1	99.32%	3371	-0.08	Yes	
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			22:28	10428		N/A			17:49	8494		N/A			21:39	12723		N/A			18:38	11057		N/A	23:31
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			7:52	2453		N/A			7:25	2400		N/A			8:52	3424		N/A	16:04	1	11:03	3371	0.78	Yes	
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			36.00%	50		N/A			42.11%	57		N/A			35.25%	122		N/A	0.00%	1	29.58%	71	-0.64	N/A	
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			37.50%	16		N/A			61.90%	21		N/A			44.00%	25		N/A			63.64%	22		N/A	0.00%
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			45.45%	22		N/A			31.34%	67		N/A			33.33%	33		N/A	
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			50.00%	10		N/A			47.06%	17		N/A			61.54%	13		N/A	0.00%
IA	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.00%	281	1.55%	845825	-2.1	Yes	0.00%	257	1.31%	848907	-1.85	Yes	0.00%	237	1.94%	850633	-2.16	Yes	0.48%	209	1.72%	855188	-1.38	Yes	0.52%
IA	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.00%	257	1.09%	848907	-1.69	Yes	0.00%	237	1.62%	850633	-1.98	Yes	0.00%	209	1.42%	855188	-1.73	Yes	0.52%
IA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS						N/A						N/A	0.00%	2				N/A	0.00%	2				N/A	0.00%
IA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A						N/A	0.00%	2				N/A	0.00%	2				N/A	0.00%
IA	05--01	OP-3	Install Commit Met, UDIT DS1%		P			83.58%	548		N/A			79.12%	364		N/A	100.00%	1	80.19%	520	-0.5	Yes			74.71%	522		N/A	
IA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			14.26	583		N/A			14	406		N/A	6	1	16.33	589	-0.79	Yes			15.66	592		N/A	
IA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			95.38%	498		N/A	100.00%	1	96.25%	507	-0.2	Yes	100.00%	1	93.69%	602	-0.26	Yes			95.88%	607		N/A	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	475	0.55%	5413	2.52	No	2.20%	455	0.53%	5427	3.39	No	5	2,497	1.7%	0.5%	1.2%	
IA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	12	34.07%	91	-1.77	N/A	0.00%	12	35.06%	77	-2.37	N/A	0					
IA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%		93.22%	59		N/A			93.10%	58		N/A	0					
IA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		10.19	64		N/A			10.17	60		N/A	0					
IA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P		98.39%	62		N/A			86.21%	58		N/A	0					
IA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P		98.39%	62		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		3	4		N/A			3	4		N/A	0					
IA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P		84.62%	78		N/A			96.00%	100		N/A	0					
IA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		96.15%	78		N/A			100.00%	100		N/A	0					
IA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		12:18	78		N/A			5:51	100		N/A	0					
IA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		34.62%	78		N/A			29.00%	100		N/A	0					
IA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		36.54%	52		N/A			30.26%	76		N/A	0					
IA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P		1.41%	5523		N/A			1.73%	5767		N/A	0					
IA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P		0.94%	5523		N/A			1.32%	5767		N/A	0					
IA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		45.83%	144		N/A			35.90%	156		N/A	0					
IA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		77.78%	18		N/A			78.57%	14		N/A	0					
IA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		16.21	39		N/A			17.97	30		N/A	0					
IA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	35		N/A			100.00%	39		N/A	0					
IA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	35		N/A			100.00%	39		N/A	0					
IA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		16.5	10		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	1	35.09	32	-0.42	N/A			40.85	26		N/A	0					
IA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS		12		-0.76	N/A			13			N/A	0					
IA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		92.86%	14		N/A			100.00%	4		N/A	0					
IA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		1:23	14		N/A			1:08	4		N/A	0					
IA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		28.57%	14		N/A			25.00%	4		N/A	0					
IA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		33.33%	6		N/A			0.00%	1		N/A	0					
IA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		1.01%	1382		N/A			0.29%	1363		N/A	0					
IA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.43%	1382		N/A			0.07%	1363		N/A	0					
IA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		26.32%	19		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	471				N/A	0:03:00	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%	105				Yes	100.00%	81				Yes	0					
IA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	30				Yes	95.45%	22				Yes	0					
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	105				N/A	0.00%	81				N/A	0					
IA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	30				N/A	0.00%	22				N/A	0					
IA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	5				No	70.00%	10				No	4	47	78.7%			
IA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	5				Yes	7.9	10				Yes	0					
IA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	15	99.37%	11209	1.67	No	100.00%	19	99.46%	12706	-0.32	Yes	1	168	99.4%	99.4%	0.0%	
IA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		92.67%	4543		N/A			93.54%	5012		N/A	0					
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	7	3.56	7826	-1.02	Yes	3	8	3.49	8741	-0.94	Yes	0					
IA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		6.01	4564		N/A			6.27	5041		N/A	0					
IA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	17	88.36%	16764	-0.74	Yes	91.67%	24	87.84%	16666	-0.57	Yes	0					
IA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	17	90.63%	16764	-0.49	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	ND	NS	1	5.26	57	1.44	N/A			4.44	57		N/A	0					
IA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		3.88	100		N/A			8.87	126		N/A	0					
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS		6.71	14		N/A			12.45	11		N/A	0					
IA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		9.38	234		N/A			11.11	200		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%	ND	P		95.69%	1809		N/A			97.62%	1805		N/A	0					
IA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	1	83.10%	7167	-0.45	Yes			88.89%	6335		N/A	0					
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	1	95.00%	9910	-0.23	Yes	50.00%	2	96.68%	8798	1.84	No	1	3	66.7%	93.9%	-27.2%	
IA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P		99.19%	3453		N/A			99.63%	3470		N/A	0					
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	1	19:27	9910	0.6	Yes	14:20	2	16:47	8798	3.72	No	1	3.0	17:23	19:39	21:43	
IA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P		7:13	3453		N/A			6:33	3470		N/A	0					
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS		31.48%	54		N/A			31.46%	89		N/A	0					
IA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	1	41.67%	24	-0.83	N/A	0.00%	2	9.09%	11	-0.41	N/A	0					
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		29.73%	37		N/A			31.94%	72			0					
IA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	1	53.33%	15	-1.04	N/A	0.00%	2	0.00%	4	.	N/A	0					
IA	04--10	MR-8	Trouble Rate, Line Sharing%		P	193	1.62%	858034	-1.21	Yes	1.08%	186	1.45%	861820	-0.43	Yes	0					
IA	04--10	MR-8*	Trouble Rate, Line Sharing%		P	193	1.32%	858034	-0.97	Yes	1.08%	186	1.17%	861820	-0.13	Yes	0					
IA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	2				N/A	0.00%	2				N/A	0					
IA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	2				N/A	0.00%	2				N/A	0					
IA	05--01	OP-3	Install Commit Met, UDIT DS1%		P		82.80%	500		N/A	100.00%	3	83.64%	495	-0.76	Yes	0					
IA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		15.19	607		N/A	4.67	3	15.63	548	-1.51	Yes	0					
IA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	2	96.23%	584	-0.28	Yes	100.00%	2	96.49%	569	-0.27	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	1	98.03%	507	-0.14	Yes	100.00%	1	95.52%	602	-0.22	Yes			97.36%	607		N/A	100.00%
IA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			13.8	30		N/A			13.72	54		N/A			13.94	97		N/A			14.41	118		N/A	
IA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			14.67	61		N/A			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A	
IA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			40.62	78		N/A			43.68	72		N/A			55.05	61		N/A			36.02	116		N/A	
IA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			39			N/A			35			N/A			26			N/A			45			N/A	
IA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			79.16%	379		N/A			85.57%	298		N/A			81.84%	501		N/A			87.91%	422		N/A	
IA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			3:08	379		N/A			2:47	298		N/A			2:59	501		N/A			2:10	422		N/A	
IA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			26.65%	379		N/A			38.59%	298		N/A			38.32%	501		N/A			39.57%	422		N/A	
IA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			41.51%	212		N/A			41.62%	346		N/A			42.05%	283		N/A	
IA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	37	1.62%	23391	-0.78	Yes	0.00%	32	1.27%	23427	-0.64	Yes	0.00%	32	2.16%	23175	-0.84	Yes	0.00%	31	1.85%	22824	-0.76	Yes	0.00%
IA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	32	0.90%	23427	-0.54	Yes	0.00%	32	1.49%	23175	-0.7	Yes	0.00%	31	1.24%	22824	-0.62	Yes	0.00%
IA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			20.71%	478		N/A			28.71%	418		N/A	100.00%	1	19.19%	620	1.31	N/A			21.27%	536		N/A	
IA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			76.92%	65		N/A	100.00%	9	91.18%	34	-0.83	Yes	100.00%	2	88.57%	35	-0.49	Yes			73.91%	23		N/A	
IA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			21.31	78		N/A	5.78	9	11.78	50	-2.13	Yes	2.5	2	20.08	59	-1.08	Yes			15.56	34		N/A	
IA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	5	98.46%	65	-0.27	Yes	100.00%	6	98.18%	55	-0.32	Yes	100.00%	1	100.00%	47	.	Yes			100.00%	37		N/A	
IA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100.00%	6	98.18%	55	-0.32	Yes	100.00%	1	100.00%	47	.	Yes			100.00%	37		N/A	
IA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			35.5	2		N/A			20.6	5		N/A			54.6	10		N/A			3.4	5		N/A	
IA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			39.43	14		N/A						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			43.58	19		N/A			50.7	33		N/A			48.92	26		N/A			37.63	41		N/A	
IA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			13			N/A			18			N/A			14			N/A			17			N/A	
IA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			92.31%	13		N/A			100.00%	9		N/A			70.00%	10		N/A			85.71%	7		N/A	
IA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			3:00	13		N/A			1:41	9		N/A			2:52	10		N/A			1:54	7		N/A	
IA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			0.00%	13		N/A			44.44%	9		N/A			0.00%	10		N/A			57.14%	7		N/A	
IA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			33.33%	6		N/A			0.00%	6		N/A			60.00%	5		N/A	
IA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	13	0.89%	1466	-0.34	Yes	0.00%	14	0.62%	1442	-0.3	Yes	0.00%	6	0.70%	1426	-0.21	Yes	0.00%	6	0.50%	1399	-0.17	Yes	0.00%
IA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	14	0.42%	1442	-0.24	Yes	0.00%	6	0.42%	1426	-0.16	Yes	0.00%	6	0.36%	1399	-0.15	Yes	0.00%
IA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			13.33%	15		N/A			10.00%	10		N/A			28.57%	14		N/A			12.50%	8		N/A	100.00%
IA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS						N/A						N/A	0.00%	4				N/A	0.00%	5				N/A	0.00%
IA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A						N/A	0.00%	4				N/A	0.00%	5				N/A	0.00%
IA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:48	54267				N/A	1:47	72639				N/A	0:55	71982				N/A	0:52	61394				N/A	2:02
IA	07--01	OP-3	Install Commit Met, E911%		P						N/A						N/A						N/A	100.00%	1				N/A	
IA	07--01	OP-4	Install Interv, E911, Avg Days		P			16.5	2		N/A			248.5	2		N/A						N/A	12	1				N/A	
IA	07--01	OP-5	New Service Install Quality, E911%		P			#####	2		N/A			100.00%	2		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	4	.	Yes	100.00%
IA	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	2		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	4	.	Yes	100.00%
IA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A						N/A	
IA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A			100.00%	4		N/A	
IA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A			0:44	4		N/A	
IA	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			0.00%	4		N/A	
IA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			0.00%	3		N/A	
IA	07--01	MR-8	Trouble Rate, E911%		P	0.00%	70	0.00%	1252	.	Yes	0.00%	70	0.00%	1244	.	Yes	0.00%	70	0.00%	1239	.	Yes	0.00%	70	0.32%	1236	-0.46	Yes	0.00%
IA	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	70	0.00%	1244	.	N/A	0.00%	70	0.00%	1239	.	N/A	0.00%	70	0.24%	1236	-0.4	Yes	0.00%
IA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A			100.00%	1		N/A						N/A			20.00%	5		N/A	
IA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.01	1		N/A			8.33	1		N/A			8.78	.		N/A			8.67	.		N/A	
IA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.46	1		N/A			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A	
IA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.12	72802				N/A	0.13	63971				N/A	0.09	88316				N/A	0.06	87775				N/A	0.07
IA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	95.85%	63425				N/A	95.01%	55185				N/A	95.39%	78562				N/A	95.52%	74611				N/A	95.79%
IA	09--01	NP-1A	NXX Code Activation, All%		P						N/A						N/A	100.00%	2				N/A						N/A	
IA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A	0.00%	2				N/A						N/A	
IA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
IA	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.33%	1498				Yes	99.85%	688				Yes	100.00%	806				Yes	100.00%	700				Yes	99.09%
IA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.48%	3674				Yes	99.83%	2983				Yes	99.94%	4994				Yes	99.71%	4418				Yes	99.06%
IA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	5178				Yes	100.00%	3687				Yes	100.00%	5844				Yes	100.00%	5513				Yes	100.00%
IA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	5178				N/A	100.00%	3687				N/A	100.00%	5844				N/A	100.00%	5513				N/A	100.00%
IA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			44.96%	1270		N/A			43.55%	1201		N/A			38.86%	1948		N/A			44.90%	1766		N/A	
IA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			98.45%	2453		N/A			99.33%	2400		N/A	100.00%	2	98.86%	3424	-0.15	Yes			99.32%	3371		N/A	
IA	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	1251	99.34%	11121	-2.73	Yes	100.00%	1343	99.30%	10980	-2.91	Yes	100.00%	1065	99.39%	18109	-2.48	Yes	100.00%	1277	99.55%	12182	-2.29	Yes	99.75%
IA	14--01	OP-3	Install Commit Met, Residence%	D	P	96.70%	212	92.38%	3492	-2.3	Yes	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%
IA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.95	420	3.73	8893	-8.08	Yes	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
IA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.84	214	5.71	3512	-4.85	Yes	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
IA	14--01	OP-5	New Service Install Quality, Residence%		P	96.55%	1535	88.25%	14485	-9.6	Yes	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%
IA	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	97.72%	1450	92.83%	18471	-6.96	Yes	97.19%	1318	89.99%	19379	-8.43	Yes	98.09%	892	89.40%	15338	-8.2	Yes	96.84%
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			5.75	61		N/A			5.22	68		N/A			3.79	75		N/A			3.4	40		N/A	1
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1.71	7	4.34	96	-0.97	Yes	1.5	4	3.57	99	-0.78	Yes			2.66	115		N/A	2	2	2.38	64	-0.18	Yes	1.67
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			11.58	12		N/A			4.93	14		N/A			7.09	33		N/A			5.07	15		N/A	
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	6	1	8.28	177	-0.25	Yes	10.75	4	8.59	194	0.84	Yes	2.5	2	8.21	234	-1.12	Yes	2.5	2	10.14	221	-0.77	Yes	14.5
IA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	160.36	11	121.42	384	0.9	N/A	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
IA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	4		234		-1.65	N/A	-		234		-3.14	N/A	3		270		-2.54	N/A	1		249		-2.47	N/A	1

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	2	97.43%	584	-0.23	Yes	100.00%	2	97.54%	569	-0.22	Yes	0					
IA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		11.84	77		N/A			16.27	81		N/A	0					
IA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		12.28	25		N/A			9.85	13		N/A	0					
IA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		32.27	139		N/A			31.7	103		N/A	0					
IA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS		36			N/A			42			N/A	0					
IA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P		76.05%	380		N/A			82.87%	286		N/A	0					
IA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P		3:03	380		N/A			2:52	286		N/A	0					
IA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P		32.89%	380		N/A			35.31%	286		N/A	0					
IA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P		35.14%	259		N/A			39.71%	204		N/A	0					
IA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	31	1.68%	22646	-0.73	Yes	0.00%	31	1.27%	22465	-0.63	Yes	0					
IA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	31	1.14%	22646	-0.6	Yes	0.00%	31	0.91%	22465	-0.53	Yes	0					
IA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS		26.92%	520		N/A			23.32%	373		N/A	0					
IA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		77.78%	18		N/A			78.57%	14		N/A	0					
IA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P		16.21	39		N/A			17.97	30		N/A	0					
IA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	35		N/A			100.00%	39		N/A	0					
IA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	35		N/A			100.00%	39		N/A	0					
IA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		16.5	10		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		35.09	32		N/A			40.85	26		N/A	0					
IA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS		12			N/A			13			N/A	0					
IA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P		92.86%	14		N/A			100.00%	4		N/A	0					
IA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P		1:23	14		N/A			1:08	4		N/A	0					
IA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		28.57%	14		N/A			25.00%	4		N/A	0					
IA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		33.33%	6		N/A			0.00%	1		N/A	0					
IA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	6	1.01%	1382	-0.25	Yes	0.00%	6	0.29%	1363	-0.13	Yes	0					
IA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	6	0.43%	1382	-0.16	Yes	0.00%	6	0.07%	1363	-0.07	Yes	0					
IA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	1	26.32%	19	1.07	N/A			42.86%	7		N/A	0					
IA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	5				N/A	0.00%	5				N/A	0					
IA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	5				N/A	0.00%	5				N/A	0					
IA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	70587				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	1	100.00%	3	.	Yes	100.00%	1	100.00%	5	.	Yes	0					
IA	07--01	OP-5*	New Service Install Quality, E911%		P	1	100.00%	3	.	Yes	100.00%	1	100.00%	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		100.00%	1		N/A			100.00%	3		N/A	0					
IA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P		1:02	1		N/A			0:38	3		N/A	0					
IA	07--01	MR-7	Repair Repeat Report Rate, E911%		P		0.00%	1		N/A			0.00%	3		N/A	0					
IA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P		0.00%	1		N/A			0.00%	3		N/A	0					
IA	07--01	MR-8	Trouble Rate, E911%		P	68	0.08%	1228	-0.23	Yes	0.00%	68	0.25%	1216	-0.4	Yes	0					
IA	07--01	MR-8*	Trouble Rate, E911%		P	68	0.08%	1228	-0.23	Yes	0.00%	68	0.25%	1216	-0.4	Yes	0					
IA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS		50.00%	2		N/A	100.00%	1	0.00%	3	1.25	N/A	0					
IA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		10.62	.		N/A			10.13	.		N/A	0					
IA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.67	.		N/A			9.43	.		N/A	0					
IA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	69856				N/A	0.08	75765				N/A	0					
IA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	58780				N/A	95.82%	64962				N/A	0					
IA	09--01	NP-1A	NXX Code Activation, All%		P					N/A	100.00%	1				N/A	0					
IA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS					N/A	0.00%	1				N/A	0					
IA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	6559733				N/A	1.25	7032415				N/A	0					
IA	11--01	OP-8B	LNP Timeliness, LNP%		95%	441				Yes	97.86%	280				Yes	0					
IA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	1694				Yes	99.05%	2001				Yes	0					
IA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	2185				Yes	100.00%	2344				Yes	0					
IA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	2185				N/A	100.00%	2344				N/A	0					
IA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		51.52%	1809		N/A			55.01%	1805		N/A	0					
IA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		99.19%	3453		N/A			99.63%	3470		N/A	0					
IA	14--01	OP-3	Install Commit Met, Residence%	ND	P	402	99.40%	10903	-0.89	Yes	99.80%	1022	99.50%	12406	-1.32	Yes	0					
IA	14--01	OP-3	Install Commit Met, Residence%	D	P	41	93.07%	3606	1.25	Yes	94.44%	54	94.19%	3943	-0.08	Yes	0					
IA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	281	3.56	7631	-7.57	Yes	2.96	441	3.49	8574	-9.35	Yes	0					
IA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	41	6.05	3619	-0.97	Yes	3.65	54	6.25	3959	-2.96	Yes	0					
IA	14--01	OP-5	New Service Install Quality, Residence%		P	760	88.35%	15447	-6.57	Yes	98.30%	1703	87.80%	15152	-12.55	Yes	0					
IA	14--01	OP-5*	New Service Install Quality, Residence%		P	760	90.66%	15447	-5.72	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	ND	P	1	4.27	52	-0.31	Yes	3	1	4.69	52	-0.28	Yes	0					
IA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	3	4.17	63	-0.74	Yes	1	1	7.44	82	-0.23	Yes	0					
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		6.54	13		N/A	4	1	6.3	10	-0.28	Yes	0					
IA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	2	8.66	188	1.35	Yes	5.5	2	10.07	149	-0.51	Yes	0					
IA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	10	86.83	395	1.17	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		266		-3.82	N/A	3		229		-1.77	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	93.33%	15	92.86%	1148	-0.07	Yes	93.75%	16	97.54%	1096	0.85	Yes	100.00%	14	93.05%	1783	-1.02	Yes	100.00%	19	96.08%	1607	-0.88	Yes	100.00%
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	80.43%	92	77.08%	6984	-0.76	Yes	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%
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	38	98.35%	2183	-0.79	Yes	100.00%	29	99.35%	2157	-0.43	Yes	100.00%	38	98.88%	3113	-0.65	Yes	100.00%	27	99.30%	3007	-0.43	Yes	100.00%
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	94.87%	117	90.83%	9621	-1.5	Yes	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%
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:01	38	8:16	2183	-1.68	Yes	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
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	19:59	117	22:51	9621	-1.44	Yes	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
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	7.89%	38	11.86%	2183	-0.75	Yes	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%
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	14.05%	121	12.51%	9858	0.53	Yes	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%
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	12.50%	8	11.48%	784	0.16	Yes	7.14%	14	13.66%	1120	-0.71	Yes	16.67%	6	15.68%	1084	0.13	Yes	12.50%
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	11.93%	109	13.46%	7755	-0.47	Yes	8.33%	144	12.34%	11638	-1.45	Yes	7.32%	123	12.90%	10066	-1.84	Yes	9.71%
IA	14--01	MR-8	Trouble Rate, Residence%		P	1.40%	11371	1.75%	688496	-2.83	Yes	1.29%	10757	1.48%	691220	-1.61	Yes	1.84%	10345	2.20%	692271	-2.53	Yes	1.55%	9909	1.94%	696524	-2.76	Yes	1.36%
IA	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.09%	10757	1.24%	691220	-1.38	Yes	1.53%	10345	1.84%	692271	-2.37	Yes	1.30%	9909	1.60%	696524	-2.35	Yes	1.14%
IA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	38	98.90%	2183	-0.64	Yes	96.55%	29	99.12%	2157	1.13	Yes	100.00%	38	98.94%	3113	-0.63	Yes	100.00%	27	98.64%	3007	-0.61	Yes	100.00%
IA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	95.04%	121	92.68%	9858	-0.99	Yes	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%
IA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	40.00%	265	36.24%	18886	1.26	N/A	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%
IA	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	9	97.56%	205	-0.46	Yes	100.00%	5	98.10%	211	-0.31	Yes	100.00%	3	97.26%	328	-0.29	Yes	100.00%	2	95.73%	234	-0.3	Yes	100.00%
IA	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	2	90.46%	1048	-0.46	Yes			88.87%	1033		N/A	75.00%	4	90.80%	1120	0.9	Yes	100.00%	1	87.95%	1079	-0.37	Yes	100.00%
IA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	1.57	7	3.75	118	-1.74	Yes	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
IA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	9.5	2	5.83	1061	1.01	Yes			7	1048		N/A	4	4	6.65	1126	-0.73	Yes	3	2	6.24	1089	-0.61	Yes	5.5
IA	14--02	OP-5	New Service Install Quality, Business%		P	100.00%	8	88.36%	1263	-1.02	Yes	100.00%	6	90.35%	1357	-0.8	Yes	83.33%	6	88.19%	1389	0.4	Yes	100.00%	6	88.66%	1288	-0.87	Yes	87.50%
IA	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	6	92.63%	1357	-0.69	Yes	83.33%	6	89.70%	1389	0.51	Yes	100.00%	6	90.61%	1288	-0.79	Yes	87.50%
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			8.5	4		N/A			22.5	4		N/A			7.71	7		N/A			30.88	8		N/A	
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			3.78	51		N/A			4.75	61		N/A	3	1	5.68	40	-0.29	Yes			2.71	45		N/A	
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			9	1		N/A						N/A			8.5	2		N/A			296	1		N/A	
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			8.11	57		N/A			10.76	66		N/A			10.33	66		N/A			9.51	85		N/A	
IA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			113.38	260		N/A			109.45	238		N/A			91.24	272		N/A			87.74	262		N/A	
IA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			51			N/A			50			N/A			78			N/A			85			N/A	
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	1	99.18%	122	-0.09	Yes			94.29%	105		N/A	100.00%	1	93.94%	165	-0.25	Yes	100.00%	1	94.97%	159	-0.23	Yes	100.00%
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	4	83.53%	662	-0.89	Yes	100.00%	1	86.36%	506	-0.4	Yes	75.00%	4	82.21%	759	0.38	Yes			85.43%	659		N/A	100.00%
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	3	99.26%	270	-0.15	Yes	100.00%	1	99.18%	243	-0.09	Yes	100.00%	1	98.71%	311	-0.11	Yes	100.00%	2	99.45%	364	-0.1	Yes	100.00%
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	4	93.31%	807	-0.53	Yes	100.00%	1	95.80%	643	-0.21	Yes	100.00%	4	94.12%	901	-0.5	Yes	100.00%	1	96.31%	814	-0.2	Yes	100.00%
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0:24	3	4:41	270	-0.95	Yes	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
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	12:27	4	17:45	807	-0.52	Yes	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
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	3	10.00%	270	-0.57	Yes	0.00%	1	9.47%	243	-0.32	Yes	0.00%	1	14.79%	311	-0.42	Yes	0.00%	2	9.07%	364	-0.45	Yes	0.00%
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	4	11.44%	822	-0.72	Yes	0.00%	1	10.68%	665	-0.35	Yes	0.00%	4	11.29%	921	-0.71	Yes	100.00%	1	12.25%	841	1.55	Yes	0.00%
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0.00%	1	5.13%	117	-0.23	Yes			15.92%	157		N/A	0.00%	1	11.98%	192	-0.37	Yes	
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	1	10.27%	623	-0.34	Yes	0.00%	3	11.25%	871	-0.62	Yes	100.00%	1	11.86%	784	1.57	Yes	0.00%
IA	14--02	MR-8	Trouble Rate, Business%		P	0.98%	714	0.69%	157329	0.92	Yes	0.28%	714	0.58%	157687	-1.04	Yes	0.70%	717	0.78%	158362	-0.25	Yes	0.42%	717	0.76%	158664	-1.05	Yes	0.81%
IA	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.28%	714	0.47%	157687	-0.74	Yes	0.42%	717	0.65%	158362	-0.77	Yes	0.28%	717	0.62%	158664	-1.15	Yes	0.67%
IA	14--02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	4	86.13%	822	-0.8	Yes	100.00%	1	85.86%	665	-0.41	Yes	75.00%	4	88.82%	921	0.76	Yes	100.00%	1	87.87%	841	-0.37	Yes	60.00%
IA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	3	98.52%	270	-0.21	Yes	100.00%	1	98.35%	243	-0.13	Yes	100.00%	1	98.07%	311	-0.14	Yes	100.00%	2	97.80%	364	-0.21	Yes	100.00%
IA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	12.50%	8	38.62%	1779	-1.51	N/A	33.33%	3	40.58%	1528	-0.26	N/A	50.00%	10	38.95%	2018	0.69	N/A	40.00%	5	38.58%	1962	0.08	N/A	45.45%
IA	14--03	OP-3	Install Commit Met, Centrex%	ND	P			######	1		N/A			50.00%	2		N/A			100.00%	2		N/A			100.00%	1		N/A	
IA	14--03	OP-3	Install Commit Met, Centrex%	D	P			70.59%	17		N/A			76.47%	17		N/A			76.19%	21		N/A			71.43%	14		N/A	
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			3	1		N/A			10.5	2		N/A			2.5	2		N/A						N/A	
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			10.5	18		N/A			14.71	17		N/A			9.14	21		N/A			5.21	14		N/A	
IA	14--03	OP-5	New Service Install Quality, Centrex%		P			85.00%	20		N/A			81.82%	22		N/A			73.68%	19		N/A			68.75%	16		N/A	
IA	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			86.36%	22		N/A			73.68%	19		N/A			81.25%	16		N/A	
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A			37.5	2		N/A						N/A						N/A	
IA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			1	1		N/A			48.67	3		N/A			2	1		N/A			10	1		N/A	
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P						N/A			18	1		N/A						N/A						N/A	
IA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			17.75	4		N/A			20	1		N/A			13.75	4		N/A			4.67	3		N/A	
IA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			57.43	7		N/A			73.4	10		N/A			85.89	9		N/A			58.29	7		N/A	
IA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			4			N/A			5			N/A			3			N/A			1			N/A	
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			87.50%	8		N/A			100.00%	6		N/A			100.00%	6		N/A			80.00%	5		N/A	
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			76.67%	30		N/A			90.00%	20		N/A			80.00%	25		N/A			85.19%	27		N/A	
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			92.86%	14		N/A			100.00%	11		N/A			100.00%	16		N/A			100.00%	16		N/A	
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			81.08%	37		N/A			92.86%	28		N/A			82.86%	35		N/A			100.00%	38		N/A	
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			9:39	14		N/A			4:46	11		N/A			2:59	16		N/A			6:00	16		N/A	
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			2:48	37		N/A			16:18	28		N/A			1:29	35		N/A			13:33	38		N/A	
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			28.57%	14		N/A			9.09%	11		N/A			0.00%	16		N/A			12.50%	16		N/A	
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			12.82%	39		N/A			7.14%	28		N/A			2.78%	36		N/A			13.16%	38		N/A	
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0.00%	7		N/A			0.00%	9		N/A			0.00%	6		N/A	
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			7.41%	27		N/A			3.03%	33		N/A			11.43%	35		N/A	
IA	14--03	MR-8	Trouble Rate, Centrex%		P	0.00%	2	0.52%	10133	-0.1	Yes	0.00%	1	0.36%	10859	-0.06	Yes	0.00%	4	0.48%	10919	-0.14	Yes	0.00%	4	0.42%	12873	-0.13	Yes	0.00%
IA	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.00%	1	0.31%	10859	-0.06	Yes	0.00%	4	0.38%	10919	-0.12	Yes	0.00%	4	0.32%	12873	-0.11	Yes	0.00%
IA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			92.86%	14		N/A			100.00%	11		N/A			100.00%	16		N/A			100.00%	16		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	16	95.45%	1648	-0.87	Yes	100.00%	17	97.95%	1610	-0.59	Yes	0					
IA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	82	82.81%	6578	0.29	Yes	91.78%	73	88.90%	5783	-0.78	Yes	0					
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	34	99.22%	3080	-0.51	Yes	100.00%	27	99.64%	3088	-0.31	Yes	0					
IA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	105	94.87%	9129	-0.61	Yes	98.88%	89	96.69%	8056	-1.15	Yes	0					
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	34	7:31	3080	-2.42	Yes	2:55	27	6:42	3088	-2.14	Yes	0					
IA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	105	19:41	9129	-2.41	Yes	14:37	89	16:57	8056	-1.54	Yes	0					
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	35	11.68%	3271	0.51	Yes	7.41%	27	12.11%	3088	-0.75	Yes	0					
IA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	107	14.08%	9463	-1.4	Yes	7.37%	95	13.56%	8282	-1.75	Yes	0					
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	16	12.52%	1342	0	Yes	10.00%	10	12.41%	1249	-0.23	Yes	0					
IA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	103	13.94%	9007	-1.23	Yes	7.61%	92	13.53%	7940	-1.65	Yes	0					
IA	14--01	MR-8	Trouble Rate, Residence%		P	10441	1.82%	698939	-3.5	Yes	1.10%	11051	1.62%	702360	-4.26	Yes	0					
IA	14--01	MR-8*	Trouble Rate, Residence%		P	10441	1.48%	698939	-2.86	Yes	0.92%	11051	1.31%	702360	-3.54	Yes	0					
IA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	35	98.50%	3271	-0.73	Yes	100.00%	27	99.77%	3088	-0.25	Yes	0					
IA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	107	92.70%	9463	-1.04	Yes	93.68%	95	93.77%	8282	0.09	Yes	0					
IA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	243	38.41%	20677	1	N/A	35.45%	189	35.79%	17707	-0.1	N/A	0					
IA	14--02	OP-3	Install Commit Met, Business%	ND	P	6	98.04%	306	-0.34	Yes	100.00%	5	98.00%	300	-0.32	Yes	0					
IA	14--02	OP-3	Install Commit Met, Business%	D	P	2	91.14%	937	-0.44	Yes	100.00%	2	91.11%	1069	-0.44	Yes	0					
IA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	5	3.46	195	-0.79	Yes	2.4	5	3.68	167	-0.41	Yes	0					
IA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	2	5.88	945	-0.08	Yes	3	2	6.35	1082	-0.58	Yes	0					
IA	14--02	OP-5	New Service Install Quality, Business%		P	8	88.47%	1318	0.16	Yes	87.50%	8	88.24%	1514	0.14	Yes	0					
IA	14--02	OP-5*	New Service Install Quality, Business%		P	8	90.29%	1318	0.32	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	ND	P		15.6	5		N/A			1.8	5		N/A	0					
IA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		3.38	37		N/A			11.55	44		N/A	0					
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P		9	1		N/A			74	1		N/A	0					
IA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		12.35	46		N/A			14.12	51		N/A	0					
IA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS		78.79	263		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		83			N/A	-		66		-0.57	N/A	0					
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	1	98.14%	161	-0.14	Yes			94.87%	195		N/A	0					
IA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	3	86.42%	589	-0.68	Yes	100.00%	1	88.77%	552	-0.36	Yes	0					
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	1	98.93%	373	-0.1	Yes	100.00%	1	99.48%	382	-0.07	Yes	0					
IA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	5	96.41%	781	-0.43	Yes	100.00%	3	96.63%	742	-0.32	Yes	0					
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1	4:50	373	-0.47	Yes	0:03	1	5:23	382	-0.41	Yes	0					
IA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	5	16:39	781	-0.12	Yes	22:15	3	14:56	742	1.05	Yes	0					
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	1	11.94%	377	-0.37	Yes	0.00%	1	13.09%	382	-0.39	Yes	0					
IA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	5	14.45%	803	-0.92	Yes	0.00%	3	14.53%	757	-0.71	Yes	0					
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P		9.30%	215		N/A	0.00%	1	16.44%	219	-0.44	Yes	0					
IA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	5	14.38%	744	-0.91	Yes	0.00%	2	14.35%	711	-0.58	Yes	0					
IA	14--02	MR-8	Trouble Rate, Business%		P	742	0.74%	159095	0.21	Yes	0.53%	750	0.71%	159460	-0.59	Yes	0					
IA	14--02	MR-8*	Trouble Rate, Business%		P	742	0.60%	159095	0.25	Yes	0.40%	750	0.58%	159460	-0.66	Yes	0					
IA	14--02	MR-9	Repair Appoint Met, Business%	D	P	5	89.41%	803	1.66	No	100.00%	3	91.41%	757	-0.53	Yes	1	18	83.3%	88.3%	-5.0%	
IA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	1	99.20%	377	-0.09	Yes	100.00%	1	98.17%	382	-0.14	Yes	0					
IA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	11	39.49%	1950	0.4	N/A	42.86%	7	34.80%	1747	0.44	N/A	0					
IA	14--03	OP-3	Install Commit Met, Centrex%	ND	P		100.00%	1		N/A			100.00%	1		N/A	0					
IA	14--03	OP-3	Install Commit Met, Centrex%	D	P		86.67%	15		N/A			77.78%	18		N/A	0					
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P		3	1		N/A			4	1		N/A	0					
IA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P		5.33	15		N/A			4.06	18		N/A	0					
IA	14--03	OP-5	New Service Install Quality, Centrex%		P		72.22%	18		N/A			50.00%	14		N/A	0					
IA	14--03	OP-5*	New Service Install Quality, Centrex%		P		77.78%	18		N/A			64.29%	14		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-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		6	1		N/A			1.5	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-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		1	1		N/A			3	2		N/A	0					
IA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		40.25	8		N/A			73	8		N/A	0					
IA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS		3			N/A			-			N/A	0					
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		100.00%	5		N/A			100.00%	8		N/A	0					
IA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P		78.95%	19		N/A			93.33%	15		N/A	0					
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		100.00%	9		N/A			100.00%	20		N/A	0					
IA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P		91.67%	24		N/A			96.00%	25		N/A	0					
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		3:54	9		N/A			4:30	20		N/A	0					
IA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P		22:43	24		N/A			18:56	25		N/A	0					
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		22.22%	9		N/A			10.00%	20		N/A	0					
IA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P		4.17%	24		N/A			0.00%	25		N/A	0					
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		25.00%	4		N/A			9.09%	11		N/A	0					
IA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P		4.55%	22		N/A			0.00%	24		N/A	0					
IA	14--03	MR-8	Trouble Rate, Centrex%		P	5	0.27%	12352	-0.12	Yes	0.00%	5	0.36%	12458	-0.13	Yes	0					
IA	14--03	MR-8*	Trouble Rate, Centrex%		P	5	0.21%	12352	-0.1	Yes	0.00%	5	0.28%	12458	-0.12	Yes	0					
IA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P		100.00%	7		N/A			94.12%	17		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			79.49%	39		N/A			92.86%	28		N/A			77.14%	35		N/A			89.47%	38		N/A	
IA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			30.26%	76		N/A			39.06%	64		N/A			42.22%	90		N/A			28.95%	76		N/A	
IA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	80.00%	5	96.23%	53	1.15	Yes	100.00%	4	100.00%	46	.	Yes	80.00%	5	100.00%	64	1.9	No	100.00%	10	97.73%	44	-0.44	Yes	100.00%
IA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100.00%	1	82.56%	86	-0.46	Yes	100.00%	1	82.35%	68	-0.46	Yes	100.00%	1	89.55%	67	-0.34	Yes	100.00%	1	93.06%	72	-0.27	Yes	100.00%
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	3	4	3.28	47	-0.2	Yes			2.65	17		N/A	3.5	2	2.84	31	0.45	Yes	3	1	2.96	23	-0.13	Yes	5
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	6	1	5.79	86	0.45	Yes	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
IA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	83.33%	6	74.22%	128	-0.5	Yes	100.00%	6	80.65%	124	-1.17	Yes	88.89%	9	72.00%	125	-1.09	Yes	100.00%	9	66.67%	126	-2.05	Yes	100.00%
IA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	6	84.68%	124	-1.02	Yes	88.89%	9	80.80%	125	-0.6	Yes	100.00%	9	76.19%	126	-1.62	Yes	100.00%
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	1	1	23.5	2	-0.74	Yes						N/A	2	1				N/A			1	1		N/A	
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			2.58	12		N/A			1.43	7		N/A			5	3		N/A			6.33	3		N/A	
IA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			7.33	3		N/A			8.5	6		N/A			22.25	4		N/A			20.67	3		N/A	
IA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			90.93	30		N/A	10	1	86.82	28	-0.87	N/A			73.79	29		N/A			66.77	26		N/A	
IA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			3			N/A	-		4		-0.4	N/A			5			N/A			6			N/A	
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			######	31		N/A	100.00%	2	100.00%	26	.	Yes			95.65%	23		N/A	100.00%	1	97.14%	35	-0.17	Yes	100.00%
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	83.33%	6	82.35%	119	-0.06	Yes	100.00%	6	85.53%	76	-0.97	Yes	66.67%	6	76.04%	96	0.5	Yes	100.00%	2	88.00%	100	-0.52	Yes	100.00%
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100.00%	2	######	78	.	Yes	100.00%	2	100.00%	66	.	Yes	100.00%	3	98.57%	70	-0.2	Yes	100.00%	1	100.00%	94	.	Yes	100.00%
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	7	91.78%	146	-0.77	Yes	100.00%	7	92.93%	99	-0.71	Yes	100.00%	6	92.00%	125	-0.71	Yes	100.00%	3	93.65%	126	-0.45	Yes	100.00%
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	0:42	2	3:38	78	-0.64	Yes	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
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	12:14	7	19:37	146	-0.76	Yes	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
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0.00%	2	10.26%	78	-0.47	Yes	0.00%	2	10.61%	66	-0.48	Yes	0.00%	3	7.14%	70	-0.47	Yes	0.00%	1	14.89%	94	-0.42	Yes	66.67%
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	28.57%	7	10.60%	151	1.27	Yes	0.00%	7	20.19%	104	-1.29	Yes	16.67%	6	10.32%	126	0.47	Yes	0.00%	3	11.45%	131	-0.62	Yes	40.00%
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	0.00%	1	13.33%	45	-0.39	Yes	0.00%	2	2.94%	34	-0.24	Yes	0.00%	1	23.53%	51	-0.55	Yes	66.67%
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	2	21.51%	93	-0.73	Yes	16.67%	6	10.08%	119	0.49	Yes	0.00%	3	10.83%	120	-0.6	Yes	40.00%
IA	14--04	MR-8	Trouble Rate, Centrex 21%		P	1.47%	612	0.70%	32674	2.26	No	1.42%	635	0.52%	32570	3.1	No	1.40%	643	0.60%	32514	2.59	No	0.63%	638	0.70%	31990	-0.23	Yes	1.27%
IA	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.47%	635	0.42%	32570	0.19	Yes	1.24%	643	0.47%	32514	2.84	No	0.63%	638	0.53%	31990	0.32	Yes	1.27%
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100.00%	2	######	78	.	Yes	100.00%	2	98.48%	66	-0.17	Yes	100.00%	3	97.14%	70	-0.29	Yes	100.00%	1	98.94%	94	-0.1	Yes	100.00%
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	85.71%	7	84.77%	151	-0.07	Yes	85.71%	7	83.65%	104	-0.14	Yes	100.00%	6	88.89%	126	-0.85	Yes	100.00%	3	90.84%	131	-0.54	Yes	100.00%
IA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	30.77%	13	38.61%	373	-0.57	N/A	0.00%	9	39.93%	283	-2.41	N/A	30.77%	13	42.18%	339	-0.82	N/A	20.00%	5	40.63%	379	-0.93	N/A	50.00%
IA	14--05	OP-3	Install Commit Met, PBX%	ND	P			######	3		N/A			66.67%	6		N/A			96.43%	28		N/A			100.00%	5		N/A	
IA	14--05	OP-3	Install Commit Met, PBX%	D	P			83.33%	6		N/A	100.00%	1	88.89%	9	-0.34	Yes			82.35%	17		N/A			100.00%	6		N/A	
IA	14--05	OP-3	Install Commit Met, PBX%		P			75.00%	12		N/A			77.78%	9		N/A			50.00%	18		N/A			74.36%	39		N/A	
IA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			1.67	3		N/A			4	6		N/A			2	27		N/A			1.8	5		N/A	
IA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			4.38	8		N/A	3	1	3.9	10	-0.35	Yes			14.83	18		N/A			10.86	7		N/A	
IA	14--05	OP-4	Install Interv, PBX, Avg Days		P			13.44	16		N/A			12.83	12		N/A	16	1	20.23	30	-0.35	Yes			13.42	52		N/A	
IA	14--05	OP-5	New Service Install Quality, PBX%		P	100.00%	1	75.86%	29	-0.55	Yes	100.00%	1	96.30%	54	-0.19	Yes	100.00%	1	89.87%	79	-0.33	Yes			89.71%	68		N/A	100.00%
IA	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	1	98.15%	54	-0.14	Yes	100.00%	1	93.67%	79	-0.26	Yes			92.65%	68		N/A	100.00%
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A			5	2		N/A			1	1		N/A						N/A	
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			1	1		N/A			2	1		N/A			1	1		N/A						N/A	
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			12.33	3		N/A			10.5	4		N/A	10	1	15.22	18	-0.41	Yes			13.38	13		N/A	
IA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			12	2		N/A						N/A	
IA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			2	1		N/A						N/A						N/A						N/A	
IA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			91.71	7		N/A			72.29	7		N/A			97.5	4		N/A			46.3	10		N/A	
IA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			-			N/A			-			N/A			-			N/A			3			N/A	
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	2	######	23	.	Yes	100.00%	1	91.67%	12	-0.29	Yes	100.00%	4	100.00%	30	.	Yes	100.00%	2	100.00%	28	.	Yes	100.00%
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			91.18%	34		N/A			85.71%	14		N/A			73.08%	26		N/A			86.67%	15		N/A	
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	2	######	30	.	Yes	100.00%	1	100.00%	16	.	Yes	100.00%	5	100.00%	42	.	Yes	100.00%	2	100.00%	32	.	Yes	100.00%
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			90.48%	42		N/A			100.00%	17		N/A			88.24%	34		N/A			100.00%	17		N/A	100.00%
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	2:41	2	3:48	30	-0.27	Yes	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
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			18:48	42		N/A			15:05	17		N/A			22:48	34		N/A			12:44	17		N/A	5:30
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	50.00%	2	6.67%	30	1.36	Yes	0.00%	1	0.00%	16	.	Yes	0.00%	5	23.81%	42	-1.18	Yes	0.00%	2	6.25%	32	-0.35	Yes	0.00%
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			13.95%	43		N/A			10.00%	20		N/A			17.14%	35		N/A			5.56%	18		N/A	0.00%
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	1	0.00%	8	.	Yes	0.00%	2	33.33%	21	-0.96	Yes	0.00%	2	5.88%	17	-0.33	Yes	
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			11.76%	17		N/A			18.52%	27		N/A			6.25%	16		N/A	0.00%
IA	14--05	MR-8	Trouble Rate, PBX%		P	0.03%	7041	0.18%	40880	-2.76	Yes	0.01%	7069	0.09%	42343	-1.89	Yes	0.07%	7060	0.18%	42954	-2	Yes	0.03%	7034	0.12%	42971	-2.01	Yes	0.03%
IA	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.01%	7069	0.06%	42343	-1.44	Yes	0.03%	7060	0.11%	42954	-1.94	Yes	0.03%	7034	0.08%	42971	-1.36	Yes	0.01%
IA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			######	13		N/A			100.00%	7		N/A	100.00%	2	95.65%	23	-0.29	Yes			100.00%	11		N/A	
IA	14--05	MR-9	Repair Appoint Met, PBX%	D	P			80.49%	41		N/A			83.33%	18		N/A			80.65%	31		N/A			81.82%	11		N/A	100.00%
IA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	71.43%	7	41.13%	124	1.51	N/A	66.67%	3	53.25%	77	0.36	N/A	0.00%	5	38.40%	125	-1.73	N/A	60.00%	5	40.48%	84	0.79	N/A	50.00%
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A			100.00%	1		N/A						N/A	
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			######	1		N/A			75.00%	4		N/A						N/A						N/A	
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			93.75%	32		N/A			90.63%	32		N/A			88.89%	54		N/A			85.29%	34		N/A	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A			0	1		N/A						N/A	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			3	1		N/A			2	4		N/A						N/A						N/A	
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			8.5	32		N/A			10.63	30		N/A			9.22	50		N/A			14.94	34		N/A	
IA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			91.43%	35		N/A			93.48%	46		N/A			95.56%	45		N/A			97.44%	39		N/A	
IA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			93.48%	46		N/A			95.56%	45		N/A			100.00%	39		N/A	
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A			1	1		N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P		79.17%	24		N/A			82.61%	23		N/A	0					
IA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS		31.25%	48		N/A			35.71%	70		N/A	0					
IA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	2	98.36%	61	-0.18	Yes	100.00%	7	98.46%	65	-0.31	Yes	1	33	93.9%	98.5%	-4.6%	
IA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	5	84.29%	70	-0.93	Yes	100.00%	5	89.53%	86	-0.74	Yes	0					
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	2	5.39	18	-0.11	Yes	4.83	6	3.38	32	1.9	No	1	15	4.07	3.34	0.73	
IA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	5	9.48	71	0.91	Yes	5.4	5	10.39	89	-0.59	Yes	0					
IA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	10	65.97%	144	-2.2	Yes	91.67%	12	69.87%	156	-1.59	Yes	0					
IA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	10	73.61%	144	-1.83	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	ND	P		5	1		N/A			2	1		N/A	0					
IA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		5.75	4		N/A			29.25	4		N/A	0					
IA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		9.43	7		N/A			20.83	6		N/A	0					
IA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		64.9	29		N/A			57.04	28		N/A	0					
IA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		6			N/A			6			N/A	0					
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	1	100.00%	44	.	Yes			94.87%	39		N/A	0					
IA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	2	82.56%	86	-0.64	Yes	83.33%	6	79.76%	84	-0.21	Yes	0					
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	3	100.00%	118	.	Yes	100.00%	2	98.95%	95	-0.14	Yes	0					
IA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	5	94.92%	118	-0.51	Yes	100.00%	9	93.91%	115	-0.74	Yes	0					
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	3	4:54	118	-1.03	Yes	1:25	2	6:36	95	-0.4	Yes	0					
IA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	5	17:33	118	-1.21	Yes	16:44	9	18:37	115	-0.29	Yes	0					
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	3	14.88%	121	1.86	No	50.00%	2	12.63%	95	1.12	Yes	1	13	23.1%	12.2%	10.9%	
IA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	5	13.33%	120	1.41	Yes	22.22%	9	15.00%	120	0.57	Yes	0					
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	3	16.88%	77	1.74	No	50.00%	2	10.42%	48	1.2	Yes	1	9	33.3%	14.5%	18.8%	
IA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	5	11.11%	108	1.57	Yes	22.22%	9	11.71%	111	0.86	Yes	0					
IA	14--04	MR-8	Trouble Rate, Centrex 21%		P	629	0.76%	31671	1.46	Yes	1.77%	621	0.69%	31039	3.21	No	4	3,778	1.3%	0.7%	0.7%	
IA	14--04	MR-8*	Trouble Rate, Centrex 21%		P	629	0.58%	31671	2.24	No	1.77%	621	0.51%	31039	4.35	No	3	3,166	1.1%	0.5%	0.6%	
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	3	98.35%	121	-0.22	Yes	100.00%	2	96.84%	95	-0.25	Yes	0					
IA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	5	90.83%	120	-0.7	Yes	88.89%	9	86.67%	120	-0.19	Yes	0					
IA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	16	33.06%	360	1.36	N/A	8.33%	12	35.05%	331	-1.91	N/A	0					
IA	14--05	OP-3	Install Commit Met, PBX%	ND	P		100.00%	1		N/A			50.00%	4		N/A	0					
IA	14--05	OP-3	Install Commit Met, PBX%	D	P		83.33%	6		N/A			100.00%	13		N/A	0					
IA	14--05	OP-3	Install Commit Met, PBX%		P		84.00%	25		N/A	100.00%	1	88.89%	9	-0.34	Yes	0					
IA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P		2	1		N/A			4.5	2		N/A	0					
IA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P		9.17	6		N/A			3.23	13		N/A	0					
IA	14--05	OP-4	Install Interv, PBX, Avg Days		P		11.89	45		N/A	7	1	16.91	22	-0.7	Yes	0					
IA	14--05	OP-5	New Service Install Quality, PBX%		P	1	79.17%	48	-0.51	Yes	100.00%	1	76.92%	39	-0.54	Yes	0					
IA	14--05	OP-5*	New Service Install Quality, PBX%		P	1	95.83%	48	-0.21	Yes	100.00%	1	79.49%	39	-0.5	Yes	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	D	P					N/A						N/A	0					
IA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		6.86	7		N/A			11.13	8		N/A	0					
IA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P		1	1		N/A						N/A	0					
IA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P					N/A						N/A	0					
IA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS		21.73	22		N/A			28.22	9		N/A	0					
IA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		1			N/A			1			N/A	0					
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	1	100.00%	38	.	Yes			96.00%	25		N/A	0					
IA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		69.23%	13		N/A			95.24%	21		N/A	0					
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	1	97.96%	49	-0.14	Yes			100.00%	39		N/A	0					
IA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	1	90.00%	20	-0.33	Yes			96.00%	25		N/A	0					
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1	4:38	49	-0.29	Yes			3:51	39		N/A	0					
IA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	1	20:37	20	-0.77	Yes			14:08	25		N/A	0					
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	1	12.24%	49	-0.37	Yes			12.82%	39		N/A	0					
IA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	1	5.00%	20	-0.22	Yes			34.62%	26		N/A	0					
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P		18.18%	22		N/A			9.52%	21		N/A	0					
IA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	1	0.00%	18	.	Yes			33.33%	24		N/A	0					
IA	14--05	MR-8	Trouble Rate, PBX%		P	7117	0.17%	41648	-2.64	Yes	0.00%	7089	0.16%	41438	-3.08	Yes	0					
IA	14--05	MR-8*	Trouble Rate, PBX%		P	7117	0.10%	41648	-2.06	Yes	0.00%	7089	0.11%	41438	-2.57	Yes	0					
IA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P		100.00%	18		N/A			95.45%	22		N/A	0					
IA	14--05	MR-9	Repair Appoint Met, PBX%	D	P	1	94.12%	17	-0.24	Yes			84.21%	19		N/A	0					
IA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	4	31.68%	101	0.7	N/A	100.00%	1	35.64%	101	0.92	N/A	0					
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		100.00%	2		N/A			100.00%	1		N/A	0					
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		100.00%	5		N/A			100.00%	4		N/A	0					
IA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		87.50%	32		N/A			95.12%	82		N/A	0					
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P		3	1		N/A						N/A	0					
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		12	5		N/A			5.75	4		N/A	0					
IA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		12.72	36		N/A			18.46	81		N/A	0					
IA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		93.94%	66		N/A			94.67%	75		N/A	0					
IA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		95.45%	66		N/A			96.00%	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					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			33.33	3		N/A			17.25	4		N/A			36.25	4		N/A	
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A	
IA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			14.5	2		N/A						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			140.79	14		N/A			142.23	13		N/A			150.18	11		N/A			113.11	18		N/A	
IA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			8			N/A			6			N/A			5			N/A			5			N/A	
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	28		N/A			97.06%	34		N/A			100.00%	17		N/A			100.00%	24		N/A	
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	20		N/A			90.48%	21		N/A			100.00%	16		N/A			100.00%	21		N/A	
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	29		N/A			100.00%	35		N/A			100.00%	19		N/A			100.00%	24		N/A	
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	20		N/A			100.00%	21		N/A			100.00%	16		N/A			100.00%	21		N/A	
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:51	29		N/A			2:45	35		N/A			1:31	19		N/A			1:40	24		N/A	
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			6:08	20		N/A			8:22	21		N/A			4:55	16		N/A			4:01	21		N/A	
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			6.90%	29		N/A			11.43%	35		N/A			10.53%	19		N/A			29.17%	24		N/A	
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			25.00%	20		N/A			28.57%	21		N/A			25.00%	16		N/A			23.81%	21		N/A	
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			10.00%	10		N/A			16.67%	6		N/A			10.00%	10		N/A	
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			22.22%	18		N/A			21.43%	14		N/A			26.67%	15		N/A	
IA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	10	0.90%	5435	-0.3	Yes	0.00%	7	1.02%	5480	-0.27	Yes	0.00%	7	0.63%	5537	-0.21	Yes	0.00%	9	0.82%	5497	-0.27	Yes	0.00%
IA	14--06	MR-8*	Trouble Rate , Basic Rate ISDN%		P						N/A	0.00%	7	0.51%	5480	-0.19	Yes	0.00%	7	0.36%	5537	-0.16	Yes	0.00%	9	0.45%	5497	-0.2	Yes	0.00%
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			######	1		N/A			100.00%	1		N/A			100.00%	2		N/A						N/A	
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A						N/A			100.00%	1		N/A						N/A	
IA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			37.97%	79		N/A			32.53%	83		N/A			37.50%	56		N/A			39.19%	74		N/A	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.04%	1250		N/A			99.11%	1581		N/A			99.44%	1787		N/A	100.00%	1	97.93%	1884	-0.15	Yes	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			83.61%	61		N/A			90.63%	64		N/A			83.54%	79		N/A			90.28%	72		N/A	
IA	14--07	OP-3	Install Commit Met, Qwest DSL%		P			######	10		N/A			100.00%	5		N/A			80.00%	5		N/A			100.00%	6		N/A	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.93	998		N/A			4.88	1208		N/A			4.93	1347		N/A			4.88	995		N/A	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6	62		N/A			6.17	66		N/A			7.13	82		N/A			7.36	73		N/A	
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			5.3	10		N/A			4.6	5		N/A			4	4		N/A			1.8	5		N/A	
IA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			99.73%	1487		N/A			99.94%	1763		N/A	100.00%	1	100.00%	1919	.	Yes	100.00%	1	99.89%	1775	-0.03	Yes	100.00%
IA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	1763		N/A	100.00%	1	100.00%	1919	.	Yes	100.00%	1	99.89%	1775	-0.03	Yes	100.00%
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			5.42	12		N/A			2.5	6		N/A			4.8	10		N/A			7.37	19		N/A	
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3	10		N/A			3.71	7		N/A			7.77	13		N/A			6.71	7		N/A	
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A			5	1		N/A						N/A	
IA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			96.97%	66		N/A			89.74%	78		N/A			89.12%	147		N/A			86.02%	93		N/A	
IA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			######	66		N/A			96.15%	78		N/A			97.96%	147		N/A			95.70%	93		N/A	
IA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			6:04	66		N/A			9:03	78		N/A			8:18	147		N/A			10:22	93		N/A	
IA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			36.36%	66		N/A			47.44%	78		N/A			36.73%	147		N/A			37.63%	93		N/A	
IA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			46.88%	32		N/A			34.52%	84		N/A			41.30%	46		N/A	
IA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	3	1.33%	4976	-0.2	Yes	0.00%	3	1.53%	5085	-0.22	Yes	0.00%	3	2.83%	5186	-0.3	Yes	0.00%	3	1.73%	5381	-0.23	Yes	0.00%
IA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	3	0.63%	5085	-0.14	Yes	0.00%	3	1.62%	5186	-0.22	Yes	0.00%	3	0.85%	5381	-0.16	Yes	0.00%
IA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			51.47%	136		N/A			60.20%	196		N/A			48.60%	286		N/A			54.63%	205		N/A	
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100.00%	3		N/A			100.00%	1		N/A						N/A	
IA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A			100.00%	1		N/A						N/A	
IA	14--08	OP-3	Install Commit Met, ISDN Primary%		P			82.22%	45		N/A			73.33%	15		N/A			95.24%	63		N/A			34.55%	55		N/A	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			4	3		N/A			10	1		N/A						N/A	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A			3	1		N/A						N/A	
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			19.96	67		N/A			20.32	28		N/A			11.47	137		N/A			21.79	89		N/A	
IA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			96.00%	50		N/A			98.89%	90		N/A			100.00%	122		N/A			98.21%	112		N/A	
IA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			98.89%	90		N/A			100.00%	122		N/A			98.21%	112		N/A	
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A	
IA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			24.64	22		N/A			25	8		N/A			10	11		N/A			18.21	38		N/A	
IA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			27	1		N/A						N/A						N/A						N/A	
IA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			91.75	4		N/A			97.6	5		N/A			30.8	20		N/A			20.91	23		N/A	
IA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			2			N/A			3			N/A			1			N/A			4			N/A	
IA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			93.75%	16		N/A			92.31%	13		N/A			86.67%	15		N/A			83.33%	18		N/A	
IA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:26	16		N/A			1:04	13		N/A			2:18	15		N/A			1:39	18		N/A	
IA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			18.75%	16		N/A			15.38%	13		N/A			13.33%	15		N/A			5.56%	18		N/A	
IA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			10.00%	10		N/A			16.67%	6		N/A			0.00%	10		N/A	
IA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.00%	48	0.03%	62341	-0.11	Yes	0.00%	48	0.02%	61465	-0.1	Yes	0.00%	48	0.02%	61135	-0.11	Yes			0.03%	59559		N/A	
IA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	48	0.02%	61465	-0.09	Yes	0.00%	48	0.01%	61135	-0.07	Yes			0.02%	59559		N/A	
IA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			44.83%	29		N/A	100.00%	1	35.00%	20	0.9	N/A			21.05%	19		N/A			18.18%	22		N/A	
IA	14--09	OP-3	Install Commit Met, DS0%	ND	P			######	2		N/A	0.00%	1				N/A	100.00%	1	0.00%	3	.	N/A	100.00%	1	100.00%	7	.	Yes	
IA	14--09	OP-3	Install Commit Met, DS0%	D	P	100.00%	1	######	3	.	Yes			50.00%	2		N/A	0.00%	1	100.00%	2	1.04	Yes			100.00%	1		N/A	
IA	14--09	OP-3	Install Commit Met, DS0%		P			######	9		N/A			53.85%	13		N/A			75.00%	8		N/A	100.00%	2	71.43%	7	-0.79	Yes	
IA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P			7	2		N/A	11	1				N/A	4	1	26	3	-1.03	Yes	5	1	5.71	7	-0.88	Yes	
IA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	5	1	3.67	3	-0.02	Yes			6.5	2		N/A	1	1	13	2	-0.99	Yes			0	1		N/A	
IA	14--09	OP-4	Install Interv, DS0, Avg Days		P			17.22	9		N/A			25.86	14		N/A			11	8		N/A	4	2	20.6	10	-0.84	Yes	
IA	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	1	46.67%	15	-1.04	Yes	100.00%	2	46.67%	15	-1.42	Yes	100.00%	3	75.00%	16	-0.92	Yes	100.00%	2	87.50%	16	-0.5	Yes	100.00%
IA	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	2	80.00%	15	-0.66	Yes	100.00%	3	87.50%	16	-0.6	Yes	100.00%	2	93.75%	16	-0.34	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		10.67	6		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		103.58	19		N/A			82.08	24		N/A	0					
IA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS		5			N/A			8			N/A	0					
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	33		N/A			96.67%	30		N/A	0					
IA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		100.00%	26		N/A			100.00%	20		N/A	0					
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	34		N/A			100.00%	30		N/A	0					
IA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	26		N/A			100.00%	20		N/A	0					
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		1:22	34		N/A			2:33	30		N/A	0					
IA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		3:12	26		N/A			4:16	20		N/A	0					
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		17.65%	34		N/A			26.67%	30		N/A	0					
IA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		23.08%	26		N/A			25.00%	20		N/A	0					
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		13.33%	15		N/A			23.08%	13		N/A	0					
IA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		20.00%	15		N/A			25.00%	16		N/A	0					
IA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	9	1.11%	5413	-0.32	Yes	0.00%	9	0.92%	5427	-0.29	Yes	0					
IA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	9	0.55%	5413	-0.22	Yes	0.00%	9	0.53%	5427	-0.22	Yes	0					
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		100.00%	1		N/A						N/A	0					
IA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P					N/A						N/A	0					
IA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		34.07%	91		N/A			35.06%	77		N/A	0					
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P		99.60%	1517		N/A	100.00%	1	99.36%	1558	-0.08	Yes	0					
IA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		93.22%	59		N/A			93.10%	58		N/A	0					
IA	14--07	OP-3	Install Commit Met, Qwest DSL%		P		83.33%	6		N/A	100.00%	2	100.00%	9	.	Yes	0					
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P		9.37	980		N/A	2	1	9.69	1096	-5.57	Yes	0					
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		10.19	64		N/A			10.17	60		N/A	0					
IA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		5.33	6		N/A	5	1	4.11	9	0.02	Yes	0					
IA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	2	99.94%	1607	-0.04	Yes	100.00%	5	99.51%	1647	-0.16	Yes	0					
IA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	2	99.94%	1607	-0.04	Yes	100.00%	5	99.64%	1647	-0.14	Yes	0					
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		3.33	6		N/A			5	10		N/A	0					
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P		3	4		N/A			3	4		N/A	0					
IA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		6	1		N/A						N/A	0					
IA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		84.62%	78		N/A			96.00%	100		N/A	0					
IA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		96.15%	78		N/A			100.00%	100		N/A	0					
IA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		12:18	78		N/A			5:51	100		N/A	0					
IA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		34.62%	78		N/A			29.00%	100		N/A	0					
IA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		36.54%	52		N/A			30.26%	76		N/A	0					
IA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	3	1.41%	5523	-0.21	Yes	0.00%	3	1.73%	5767	-0.23	Yes	0					
IA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	3	0.94%	5523	-0.17	Yes	0.00%	3	1.32%	5767	-0.2	Yes	0					
IA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		45.83%	144		N/A			35.90%	156		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%	D	P					N/A						N/A	0					
IA	14--08	OP-3	Install Commit Met, ISDN Primary%		P		67.09%	79		N/A			80.43%	46		N/A	0					
IA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		9	1		N/A						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		P		11.71	89		N/A			14.15	53		N/A	0					
IA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		100.00%	93		N/A			97.22%	72		N/A	0					
IA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		100.00%	93		N/A			98.61%	72		N/A	0					
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		6.06	32		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		24.11	18		N/A			16.16	25		N/A	0					
IA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		3			N/A			3			N/A	0					
IA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		83.33%	12		N/A			100.00%	11		N/A	0					
IA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		2:03	12		N/A			1:40	11		N/A	0					
IA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		8.33%	12		N/A			0.00%	11		N/A	0					
IA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P		14.29%	7		N/A			0.00%	7		N/A	0					
IA	14--08	MR-8	Trouble Rate, ISDN Primary%		P		0.02%	58426		N/A			0.02%	56574		N/A	0					
IA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P		0.01%	58426		N/A			0.01%	56574		N/A	0					
IA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		33.33%	18		N/A			8.33%	12		N/A	0					
IA	14--09	OP-3	Install Commit Met, DS0%	ND	P		85.71%	7		N/A			66.67%	3		N/A	0					
IA	14--09	OP-3	Install Commit Met, DS0%	D	P		50.00%	2		N/A			60.00%	5		N/A	0					
IA	14--09	OP-3	Install Commit Met, DS0%		P		25.00%	4		N/A	100.00%	1	100.00%	5	.	Yes	0					
IA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P		3.86	7		N/A			4	3		N/A	0					
IA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P		13	2		N/A			51.8	5		N/A	0					
IA	14--09	OP-4	Install Interv, DS0, Avg Days		P		14.8	5		N/A	5	1	21.29	7	-0.65	Yes	0					
IA	14--09	OP-5	New Service Install Quality, DS0%		P	1	53.33%	15	-0.91	Yes	100.00%	1	70.00%	20	-0.64	Yes	0					
IA	14--09	OP-5*	New Service Install Quality, DS0%		P	1	66.67%	15	-0.68	Yes	100.00%	1	75.00%	20	-0.56	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A	4	1				N/A			22.67	3		N/A						N/A	
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A			1	1		N/A	1	1				N/A						N/A	
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P						N/A			38.83	6		N/A						N/A			24.75	4		N/A	
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A	
IA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A			6	1		N/A			19	2		N/A						N/A	
IA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			75.73	11		N/A			59.91	11		N/A	3	1	74.25	8	-0.59	N/A	10	1	81.5	6	-0.55	N/A	
IA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			1			N/A			1			N/A	-		-		.	N/A	-		1		-0.41	N/A	
IA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100.00%	2	83.85%	384	-0.62	Yes			83.46%	272		N/A	20.00%	5	87.14%	381	3.25	No	0.00%	1	87.20%	336	1.53	Yes	
IA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:03	2	2:12	384	-0.64	Yes			3:09	272		N/A	7:05	5	2:01	381	2.58	No	4:26	1	2:02	336	1.14	Yes	
IA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	2	16.15%	384	-0.62	Yes			19.49%	272		N/A	0.00%	5	20.21%	381	-1.12	Yes	0.00%	1	16.67%	336	-0.45	Yes	
IA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			18.82%	186		N/A	0.00%	5	20.09%	234	-1.11	Yes	0.00%	1	13.79%	203	-0.4	Yes	
IA	14--09	MR-8	Trouble Rate, DS0%		P	0.25%	815	0.97%	39669	-2.09	Yes	0.00%	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	0.00%
IA	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	859	0.48%	38765	-2.01	Yes	0.58%	859	0.60%	38958	-0.07	Yes	0.12%	857	0.53%	38340	-1.65	Yes	0.00%
IA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	0.00%	2	43.36%	678	-1.24	N/A			50.09%	545		N/A	0.00%	5	39.91%	634	-1.82	N/A	0.00%	1	47.25%	637	-0.95	N/A	
IA	14--10	OP-3	Install Commit Met, DS1%		P	100.00%	1	83.58%	548	-0.44	Yes			79.12%	364		N/A	100.00%	2	80.19%	520	-0.7	Yes			74.71%	522		N/A	50.00%
IA	14--10	OP-4	Install Interv, DS1, Avg Days		P	10	1	14.26	583	-0.36	Yes	17	3	14	406	0.7	Yes	17	2	16.33	589	0.39	Yes			15.66	592		N/A	19.33
IA	14--10	OP-5	New Service Install Quality, DS1%		P	100.00%	3	95.38%	498	-0.38	Yes	100.00%	3	96.25%	507	-0.34	Yes	100.00%	1	93.69%	602	-0.26	Yes	100.00%	2	95.88%	607	-0.29	Yes	100.00%
IA	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	100.00%	3	98.03%	507	-0.24	Yes	100.00%	1	95.52%	602	-0.22	Yes	100.00%	2	97.36%	607	-0.23	Yes	100.00%
IA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			13.8	30		N/A			13.72	54		N/A			13.94	97		N/A			14.41	118		N/A	14
IA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			14.67	61		N/A			14.89	27		N/A			21.83	29		N/A			23.48	23		N/A	
IA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			40.62	78		N/A			43.68	72		N/A			55.05	61		N/A			36.02	116		N/A	
IA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			39			N/A			35			N/A			26			N/A			45			N/A	
IA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	85.71%	7	79.16%	379	-0.42	Yes	75.00%	4	85.57%	298	0.55	Yes	66.67%	3	81.84%	501	0.6	Yes	100.00%	6	87.91%	422	-0.9	Yes	50.00%
IA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	3:15	7	3:08	379	0.35	Yes	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
IA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	42.86%	7	26.65%	379	0.91	Yes	50.00%	4	38.59%	298	0.43	Yes	33.33%	3	38.32%	501	-0.18	Yes	50.00%	6	39.57%	422	0.49	Yes	75.00%
IA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	100.00%	1	41.51%	212	0.81	Yes	50.00%	2	41.62%	346	0.19	Yes	100.00%	3	42.05%	283	1.82	No	100.00%
IA	14--10	MR-8	Trouble Rate, DS1%		P	2.95%	237	1.62%	23391	1.5	Yes	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%
IA	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0.42%	239	0.90%	23427	-0.79	Yes	0.83%	242	1.49%	23175	-0.85	Yes	1.28%	234	1.24%	22824	0.13	Yes	1.27%
IA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	12.50%	8	20.71%	478	-0.57	N/A	0.00%	4	28.71%	418	-1.26	N/A	0.00%	3	19.19%	620	-0.84	N/A	14.29%	7	21.27%	536	-0.45	N/A	0.00%
IA	14--11	OP-3	Install Commit Met, DS3%		P			76.92%	65		N/A			91.18%	34		N/A			88.57%	35		N/A			73.91%	23		N/A	
IA	14--11	OP-4	Install Interv, DS3, Avg Days		P			21.31	78		N/A			11.78	50		N/A			20.08	59		N/A			15.56	34		N/A	
IA	14--11	OP-5	New Service Install Quality, DS3%		P			98.46%	65		N/A			98.18%	55		N/A			100.00%	47		N/A			100.00%	37		N/A	
IA	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			98.18%	55		N/A			100.00%	47		N/A			100.00%	37		N/A	
IA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			35.5	2		N/A			20.6	5		N/A			54.6	10		N/A			3.4	5		N/A	
IA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			39.43	14		N/A						N/A						N/A			77	1		N/A	
IA	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			43.58	19		N/A			50.7	33		N/A			48.92	26		N/A			37.63	41		N/A	
IA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			13			N/A			18			N/A			14			N/A			17			N/A	
IA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			92.31%	13		N/A			100.00%	9		N/A			70.00%	10		N/A			85.71%	7		N/A	
IA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			3:00	13		N/A			1:41	9		N/A			2:52	10		N/A			1:54	7		N/A	
IA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			0.00%	13		N/A			44.44%	9		N/A			0.00%	10		N/A			57.14%	7		N/A	
IA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			33.33%	6		N/A			0.00%	6		N/A			60.00%	5		N/A	
IA	14--11	MR-8	Trouble Rate, DS3%		P			0.89%	1466		N/A			0.62%	1442		N/A			0.70%	1426		N/A			0.50%	1399		N/A	
IA	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.42%	1442		N/A			0.42%	1426		N/A			0.36%	1399		N/A	
IA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			13.33%	15		N/A			10.00%	10		N/A			28.57%	14		N/A			12.50%	8		N/A	
IA	14--12	OP-3	Install Commit Met, Frame Relay%		P			82.35%	68		N/A			73.44%	64		N/A			77.33%	75		N/A			80.00%	65		N/A	
IA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A						N/A						N/A			18	1		N/A	
IA	14--12	OP-5	New Service Install Quality, Frame Relay%		P			94.44%	72		N/A			92.11%	76		N/A			90.41%	73		N/A			97.06%	68		N/A	
IA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			94.74%	76		N/A			90.41%	73		N/A			98.53%	68		N/A	
IA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			15.14	7		N/A			32.94	16		N/A			19.82	17		N/A			14.4	10		N/A	
IA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			6.71	7		N/A			74.67	3		N/A			19	1		N/A			22.33	3		N/A	
IA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			41.24	17		N/A			35.43	14		N/A			46.39	18		N/A			56.54	24		N/A	
IA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			7			N/A			3			N/A			6			N/A			6			N/A	
IA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			80.95%	84		N/A			81.18%	85		N/A			77.17%	127		N/A			85.84%	113		N/A	
IA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:29	84		N/A			2:29	85		N/A			2:56	127		N/A			2:13	113		N/A	
IA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			28.57%	84		N/A			21.18%	85		N/A			27.56%	127		N/A			24.78%	113		N/A	
IA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			21.88%	64		N/A			27.91%	86		N/A			25.00%	76		N/A	
IA	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.43%	5867		N/A			1.44%	5920		N/A			2.12%	5987		N/A			1.90%	5951		N/A	
IA	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.08%	5920		N/A			1.44%	5987		N/A			1.28%	5951		N/A	
IA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			28.81%	118		N/A			41.38%	145		N/A			29.05%	179		N/A			23.13%	147		N/A	
ID	01--01	OP-3	Install Commit Met, LIS Trunk%		P	75.00%	4	######	13	1.24	Yes	100.00%	5	100.00%	17	.	Yes	100.00%	25	100.00%	30	.	Yes	66.67%	3	100.00%	12	1.35	Yes	100.00%
ID	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	15	4	20.12	17	-1.35	Yes	19.5	6	15.95	20	1.5	Yes	27.68	28	23.91	34	1.49	Yes	20	4	14.92	13	2.46	No	18.33
ID	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	5	######	19	.	Yes	94.12%	17	100.00%	27	0.86	Yes	100.00%	16	100.00%	24	.	Yes	100.00%	7	86.67%	15	-0.86	Yes	100.00%
ID	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	94.12%	17	100.00%	27	0.86	Yes	100.00%	16	100.00%	24	.	Yes	100.00%	7	93.33%	15	-0.58	Yes	100.00%
ID	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	1	1				N/A						N/A	1	1				N/A	13	1				N/A	
ID	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	2	1				N/A						N/A						N/A						N/A	
ID	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	-					N/A						N/A						N/A						N/A	
ID	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	66.67%	3	######	4	0.77	Yes	100.00%	1	100.00%	1	.	Yes			100.00%	1		N/A	100.00%	3	100.00%	9	.	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P		2	1		N/A			1	1		N/A	0					
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		17	1		N/A			117	2		N/A	0					
IA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		19	2		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		5	1		N/A						N/A	0					
IA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS		100.2	5		N/A			71	7		N/A	0					
IA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS		-			N/A			-			N/A	0					
IA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P		82.22%	388		N/A	50.00%	2	84.06%	345	0.99	Yes	1	10	40.0%	84.7%	-44.7%	
IA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		2:40	388		N/A	4:01	2	2:07	345	1.19	Yes	1	10.0	4:59	2:20	2:39	
IA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		27.32%	388		N/A	0.00%	2	23.19%	345	-0.77	Yes	0					
IA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		26.78%	239		N/A	0.00%	2	22.55%	235	-0.76	Yes	0					
IA	14--09	MR-8	Trouble Rate, DS0%		P	856	1.02%	37926	-2.94	Yes	0.22%	928	0.92%	37583	-2.22	Yes	0					
IA	14--09	MR-8*	Trouble Rate, DS0%		P	856	0.63%	37926	-2.3	Yes	0.22%	928	0.63%	37583	-1.56	Yes	0					
IA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		43.03%	681		N/A	0.00%	2	42.88%	604	-1.22	N/A	0					
IA	14--10	OP-3	Install Commit Met, DS1%		P	2	82.80%	500	0.94	Yes			83.64%	495		N/A	0					
IA	14--10	OP-4	Install Interv, DS1, Avg Days		P	3	15.19	607	0.83	Yes			15.63	548		N/A	0					
IA	14--10	OP-5	New Service Install Quality, DS1%		P	2	96.23%	584	-0.28	Yes	100.00%	8	96.49%	569	-0.54	Yes	0					
IA	14--10	OP-5*	New Service Install Quality, DS1%		P	2	97.43%	584	-0.23	Yes	100.00%	8	97.54%	569	-0.45	Yes	0					
IA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	1	11.84	77	0.4	Yes			16.27	81		N/A	0					
IA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		12.28	25		N/A			9.85	13		N/A	0					
IA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		32.27	139		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		36			N/A	-		42		-0.83	N/A	0					
IA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	4	76.05%	380	1.07	Yes	100.00%	5	82.87%	286	-1.01	Yes	0					
IA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	4	3:03	380	1.85	No	0:30	5	2:52	286	-1.12	Yes	1	29.0	2:50	2:49	0:00	
IA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	4	32.89%	380	1.58	Yes	40.00%	5	35.31%	286	0.21	Yes	0					
IA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	3	35.14%	259	2.06	No	0.00%	1	39.71%	204	-0.81	Yes	2	10	80.0%	40.1%	39.9%	
IA	14--10	MR-8	Trouble Rate, DS1%		P	236	1.68%	22646	0.09	Yes	2.13%	235	1.27%	22465	1.12	Yes	0					
IA	14--10	MR-8*	Trouble Rate, DS1%		P	236	1.14%	22646	0.26	Yes	0.43%	235	0.91%	22465	-0.78	Yes	0					
IA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	4	26.92%	520	-1.21	N/A	16.67%	6	23.32%	373	-0.38	N/A	0					
IA	14--11	OP-3	Install Commit Met, DS3%		P		77.78%	18		N/A			78.57%	14		N/A	0					
IA	14--11	OP-4	Install Interv, DS3, Avg Days		P		16.21	39		N/A			17.97	30		N/A	0					
IA	14--11	OP-5	New Service Install Quality, DS3%		P		100.00%	35		N/A			100.00%	39		N/A	0					
IA	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	35		N/A			100.00%	39		N/A	0					
IA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		16.5	10		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		35.09	32		N/A			40.85	26		N/A	0					
IA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		12			N/A			13			N/A	0					
IA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		92.86%	14		N/A			100.00%	4		N/A	0					
IA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		1:23	14		N/A			1:08	4		N/A	0					
IA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		28.57%	14		N/A			25.00%	4		N/A	0					
IA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		33.33%	6		N/A			0.00%	1		N/A	0					
IA	14--11	MR-8	Trouble Rate, DS3%		P		1.01%	1382		N/A			0.29%	1363		N/A	0					
IA	14--11	MR-8*	Trouble Rate, DS3%		P		0.43%	1382		N/A			0.07%	1363		N/A	0					
IA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		26.32%	19		N/A			42.86%	7		N/A	0					
IA	14--12	OP-3	Install Commit Met, Frame Relay%		P		76.12%	67		N/A			86.00%	100		N/A	0					
IA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		12.88	8		N/A						N/A	0					
IA	14--12	OP-5	New Service Install Quality, Frame Relay%		P		88.76%	89		N/A			97.56%	123		N/A	0					
IA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		91.01%	89		N/A			97.56%	123		N/A	0					
IA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		13.71	7		N/A			16.63	16		N/A	0					
IA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		29.33	3		N/A						N/A	0					
IA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		48.36	22		N/A			35.42	24		N/A	0					
IA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		6			N/A			10			N/A	0					
IA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		84.55%	110		N/A			81.91%	94		N/A	0					
IA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		2:19	110		N/A			2:45	94		N/A	0					
IA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		19.09%	110		N/A			23.40%	94		N/A	0					
IA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		18.57%	70		N/A			24.64%	69		N/A	0					
IA	14--12	MR-8	Trouble Rate, Frame Relay%		P		1.84%	5986		N/A			1.55%	6057		N/A	0					
IA	14--12	MR-8*	Trouble Rate, Frame Relay%		P		1.17%	5986		N/A			1.14%	6057		N/A	0					
IA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		33.33%	165		N/A			31.39%	137		N/A	0					
ID	01--01	OP-3	Install Commit Met, LIS Trunk%		P	9	100.00%	15	.	Yes	83.33%	6	100.00%	8	0.77	Yes	0					
ID	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	9	18.24	17	-0.26	Yes	12.33	6	16.5	8	-1.48	Yes	1	57	22.30	19.36	2.94	
ID	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	8	100.00%	13	.	Yes	100.00%	5	100.00%	6	.	Yes	0					
ID	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	8	100.00%	13	.	Yes	100.00%	5	100.00%	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	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS					N/A						N/A	0					
ID	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS					N/A						N/A	0					
ID	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	2	100.00%	2	.	Yes	100.00%	8	100.00%	4	.	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	2:55	3	2:02	4	0.24	Yes	1:23	1	0:52	1	.	N/A			0:56	1		N/A	1:24	3	1:08	9	0.55	Yes	2:56
ID	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0.00%	3	0.00%	4	.	Yes	100.00%	1	0.00%	1	0.67	Yes			0.00%	1		N/A	0.00%	3	33.33%	9	-1.06	Yes	0.00%
ID	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	100.00%	1				N/A						N/A	0.00%	1	16.67%	6	-0.41	Yes	0.00%
ID	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.02%	19140	0.02%	25283	-0.01	Yes	0.00%	20286	0.00%	24119	0.13	Yes	0.00%	19806	0.00%	23063	-0.68	Yes	0.02%	15030	0.04%	22991	-0.92	Yes	0.01%
ID	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	20286	0.00%	24119	.	N/A	0.00%	19806	0.00%	23063	.	N/A	0.01%	15030	0.03%	22991	-1.15	Yes	0.01%
ID	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	40.00%	5	33.33%	6	0.1	N/A	50.00%	2	66.67%	3	-0.39	N/A	100.00%	4	66.67%	3	0.77	N/A	50.00%	6	18.18%	11	1.24	N/A	33.33%
ID	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.08%	2928	0.14%	5952	-3.77	Yes	0.00%	3600	0.25%	5880	-4.47	Yes	0.00%	2760	0.00%	5832	-4.84	Yes	0.09%	1752	0.04%	5832	9.07	Yes	0.00%
ID	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.00%	144	0.02%	11376	-1.35	Yes	0.00%	144	0.00%	11376	.	Yes	0.00%	144	0.00%	11376	-0.95	Yes	0.00%	144	0.04%	11376	-3.07	Yes	0.00%
ID	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	1.51%	3168	0.14%	5952	96.99	N/A	0.00%	3600	0.25%	5880	-4.47	N/A	0.44%	3024	0.00%	5832	1047.13	N/A	0.09%	1752	0.04%	5832	9.07	N/A	0.10%
ID	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	144	0.02%	11376	-1.35	N/A	0.00%	144	0.00%	11376	.	N/A	0.00%	144	0.00%	11376	-0.95	N/A	0.00%	144	0.04%	11376	-3.07	N/A	0.00%
ID	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A	64	1				Yes						N/A	
ID	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A						N/A	100.00%	1				Yes						N/A	
ID	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A						N/A						N/A	
ID	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A						N/A						N/A	100.00%
ID	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.79	3085965	6.27	2789744	-254.74	Yes	1.89	2799185	5.33	2644568	-214.22	Yes	2.2	2965881	7.21	2878721	-235.52	Yes	2.38	2972358	7.02	2992874	-253.81	Yes	2.25
ID	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	99.99%	837566				Yes	98.72%	851438				Yes	99.99%	795822				Yes	99.90%	475372				Yes	97.39%
ID	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.78	3018013	6.27	2789744	-253.81	N/A	1.89	2756845	5.33	2644568	-213.7	N/A	2.19	2926466	7.21	2878721	-235.08	N/A	2.37	2932557	7.02	2992874	-253.05	N/A	2.26
ID	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	2.12	67952	6.27	2789744	-50.25	N/A	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
ID	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	4176				N/A	99.98%	4262				N/A	100.00%	4276				N/A	100.00%	4267				N/A	100.00%
ID	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.92%	884218.21	99.41%	23173166.14	-62.11	Yes	99.28%	887243.4	99.69%	23465717.26	67.55	No	99.56%	971505.86	99.62%	23332195.33	9.22	No	99.41%	924535.33	98.61%	24228219.4	-64.26	Yes	99.36%
ID	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	95.13%	1457	99.33%	72249	19.53	No	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%
ID	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
ID	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
ID	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
ID	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
ID	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
ID	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
ID	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
ID	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
ID	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
ID	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
ID	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
ID	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
ID	02--01	OA-1	Order Accuracy, %		NS	99.79%	483				N/A	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	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
ID	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.13	512	0.03	12051	11.74	N/A	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
ID	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
ID	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
ID	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
ID	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
ID	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
ID	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
ID	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
ID	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
ID	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
ID	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
ID	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
ID	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
ID	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
ID	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
ID	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
ID	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
ID	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
ID	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
ID	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
ID	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
ID	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
ID	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
ID	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
ID	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
ID	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
ID	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	2	2:04	2	-0.37	Yes	0:53	8	1:36	4	-2.97	Yes	0					
ID	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	2	0.00%	2	.	Yes	37.50%	8	25.00%	4	0.19	Yes	0					
ID	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	1	0.00%	1	.	Yes	33.33%	6	0.00%	3	0.85	Yes	0					
ID	01--01	MR-8	Trouble Rate, LIS Trunk%		P	14620	0.01%	22847	0.5	Yes	0.06%	13833	0.02%	23495	2.92	No	1	102,715	0.0%	0.0%	0.0%	
ID	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	14620	0.00%	22847	0.35	Yes	0.04%	13833	0.01%	23495	2.53	No	1	83,575	0.0%	0.0%	0.0%	
ID	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	3	66.67%	6	-1	N/A	20.00%	10	0.00%	4	0.72	N/A	0					
ID	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	1560	0.01%	5928	-8.28	Yes	0.00%	1680	0.00%	5929	-4	Yes	0					
ID	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	144	0.00%	11328	.	Yes	0.00%	144	0.01%	11328	-2.23	Yes	0					
ID	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	1680	0.01%	5928	90.18	N/A	0.00%	1680	0.00%	5929	-4	N/A	0					
ID	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	144	0.00%	11328	.	N/A	0.00%	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%	1				Yes						N/A	0					
ID	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	2836580	7.11	2310482	-235.8	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%	120485				Yes	93.90%	128130				No	1	3,208,813	99.3%			
ID	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	2787812	7.11	2310482	-234.16	N/A						N/A	0					
ID	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	48768	7.11	2310482	-53.65	N/A						N/A	0					
ID	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	3921				N/A	100.00%	4302				N/A	0					
ID	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	931336.69	98.82%	23164779.64	-47.35	Yes	99.92%	953408	98.38%	23282120.59	-116.85	Yes	2	5,552,247	99.6%	99.1%	0.5%	
ID	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	1535	99.37%	72984	12.51	No	98.58%	1895	99.21%	83291	3.08	No	6	15,224	97.9%	99.3%	-1.5%	
ID	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
ID	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
ID	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
ID	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
ID	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
ID	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
ID	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
ID	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
ID	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
ID	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
ID	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	654	0.05	11505	4.23	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	100.00%	5				Yes	0					
ID	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
ID	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
ID	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
ID	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
ID	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				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	470				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	470				N/A	19.92	540				N/A	0					
ID	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
ID	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
ID	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
ID	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
ID	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
ID	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
ID	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
ID	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
ID	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
ID	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
ID	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
ID	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				N/A	0.95	3703				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
ID	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
ID	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
ID	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
ID	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
ID	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
ID	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
ID	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
ID	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
ID	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
ID	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
ID	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
ID	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
ID	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
ID	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
ID	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
ID	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
ID	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
ID	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
ID	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
ID	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
ID	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
ID	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
ID	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	60.47%	597				N/A						N/A						N/A						N/A	
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	62.69%	327				N/A						N/A						N/A						N/A	
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	47.92%	288				N/A						N/A						N/A						N/A	
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	13.79%	29				N/A						N/A						N/A						N/A	
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	36.84%	19				N/A	30.43%	23				N/A	10.42%	48				N/A	68.18%	44				N/A	46.03%
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	13.79%	29				N/A	20.00%	20				N/A	15.79%	38				N/A	21.05%	38				N/A	20.59%
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	52.55%	196				N/A	40.36%	166				N/A	79.03%	124				N/A	86.22%	225				N/A	76.45%
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	80.00%	100				N/A	74.07%	108				N/A	81.36%	59				N/A	69.61%	102				N/A	80.30%
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	48.70%	269				N/A	58.67%	225				N/A	57.01%	321				N/A	51.70%	352				N/A	43.17%
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS						N/A	0.00%	1				N/A	50.00%	2				N/A	0.00%	6				N/A	0.00%
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	64.34%	401				N/A	63.79%	290				N/A	65.19%	385				N/A	67.78%	481				N/A	71.67%
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	55.07%	227				N/A	56.13%	155				N/A	60.91%	220				N/A	59.63%	270				N/A	69.47%
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	94.47%	217				N/A						N/A						N/A						N/A	
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	84.94%	425				N/A						N/A						N/A						N/A	
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	82.14%	168				N/A						N/A						N/A						N/A	
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	66.67%	6				N/A						N/A						N/A						N/A	
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	66.67%	6				No	80.00%	5				No	75.00%	8				No	80.00%	10				No	77.78%
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	66.03%	156				No	47.18%	142				No	96.08%	102				Yes	95.57%	203				Yes	99.00%
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	98.77%	81				Yes	88.89%	90				No	97.96%	49				Yes	93.42%	76				Yes	97.25%
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	87.50%	8				Yes	100.00%	7				Yes	83.33%	6				Yes	93.75%	32				Yes	96.67%
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	91.91%	136				Yes	90.63%	96				Yes	94.37%	142				Yes	88.46%	182				No	94.74%
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	95.91%	269				Yes	94.87%	195				No	96.54%	260				Yes	95.04%	343				Yes	95.56%
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%						N/A						N/A	100.00%	1				Yes						N/A	0.00%
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	81.88%	160				Yes	91.03%	145				Yes	85.51%	214				Yes	89.66%	203				Yes	91.59%
ID	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:13:00	28				Yes	2:18:00	11				Yes	6:04:00	20				Yes	2:13:00	19				Yes	5:52:00
ID	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
ID	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:17:00	77				Yes	3:19:00	41				Yes	1:49:00	73				Yes	1:28:00	59				Yes	1:18:00
ID	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
ID	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	7:05:00	37				Yes	5:33:00	20				Yes	22:14:00	35				Yes	13:08:00	15				Yes	14:12:00
ID	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
ID	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
ID	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
ID	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
ID	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	48.05%	77				N/A	39.22%	51				N/A	41.67%	84				N/A	26.79%	56				N/A	36.21%
ID	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	97.80%	182				Yes	100.00%	145				Yes	100.00%	146				Yes	100.00%	265				Yes	100.00%
ID	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100.00%	4				Yes	100.00%	7				Yes	100.00%	4				Yes	100.00%	30				Yes	100.00%
ID	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100.00%	4				Yes	100.00%	4				Yes	100.00%	6				Yes	100.00%	8				Yes	100.00%
ID	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	99.20%	375				Yes	100.00%	272				Yes	100.00%	382				Yes	99.79%	484				Yes	99.27%
ID	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	98.29%	117				Yes	100.00%	115				Yes	100.00%	163				Yes	99.41%	170				Yes	98.77%
ID	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%						N/A						N/A	100.00%	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%	100.00%	109				Yes	100.00%	125				Yes	94.12%	34				Yes	100.00%	56				Yes	100.00%
ID	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	100.00%	11				Yes	100.00%	13				Yes	97.22%	36				Yes	92.86%	14				Yes	100.00%
ID	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100.00%	26				Yes	100.00%	13				Yes	100.00%	22				Yes	100.00%	24				Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	3153				Yes	9.67	3703				Yes	0					
ID	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
ID	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
ID	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
ID	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
ID	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
ID	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
ID	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
ID	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
ID	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
ID	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
ID	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
ID	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	63				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	34				N/A	15.38%	26				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	259				N/A	81.85%	259				N/A	0					
ID	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	132				N/A	78.52%	135				N/A	0					
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	227				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	1				N/A						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	300				N/A	74.62%	260				N/A	0					
ID	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	285				N/A	67.40%	227				N/A	0					
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
ID	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	9				No	66.67%	6				No	6	44	75.0%			
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	200				Yes	98.60%	215				Yes	2	1,018	85.7%			
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	109				Yes	95.50%	111				Yes	1	516	95.2%			
ID	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	30				Yes	100.00%	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%	209				Yes	88.95%	172				No	2	937	91.6%			
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	225				Yes	97.98%	198				Yes	1	1,490	95.9%			
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	1				No						N/A	1	2	50.0%			
ID	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	107				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	36				Yes	2:28:00	26				Yes	0					
ID	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
ID	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	77				Yes	1:03:00	46				Yes	0					
ID	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
ID	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	21				Yes	9:31:00	17				Yes	0					
ID	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
ID	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
ID	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
ID	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
ID	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	58				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%	300				Yes	100.00%	317				Yes	0					
ID	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	26				Yes	100.00%	2				Yes	0					
ID	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	7				Yes	100.00%	4				Yes	0					
ID	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	412				Yes	100.00%	345				Yes	0					
ID	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	81				Yes	100.00%	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%	77				Yes	100.00%	74				Yes	0					
ID	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	31				Yes	100.00%	41				Yes	0					
ID	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	23				Yes	100.00%	17				Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.13%	230				Yes	98.81%	168				Yes	100.00%	207				Yes	99.24%	263				Yes	99.38%
ID	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	100.00%	116				Yes	99.09%	110				Yes	99.31%	144				Yes	100.00%	177				Yes	100.00%
ID	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%						N/A	100.00%	1				Yes	100.00%	1				Yes	100.00%	6				Yes	100.00%
ID	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	88.89%	18				No	100.00%	13				Yes	84.62%	26				No	93.33%	15				Yes	87.50%
ID	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100.00%	4				Yes						N/A	100.00%	1				Yes						N/A	
ID	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100.00%	6				Yes	100.00%	8				Yes	83.33%	6				No	100.00%	5				Yes	100.00%
ID	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	76.92%	13				No	100.00%	8				Yes	100.00%	1				Yes	100.00%	1				Yes	100.00%
ID	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	2:48:00	355				Yes	1:24:00	342				Yes	1:18:00	243				Yes	0:58:00	416				Yes	0:21:00
ID	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:51:00	702				Yes	0:28:00	630				Yes	1:10:00	764				Yes	0:55:00	854				Yes	0:17:00
ID	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.29%	423	99.54%	77890	0.78	Yes	100.00%	318	98.45%	67071	-2.23	Yes	100.00%	289	98.43%	79421	-2.14	Yes	99.60%	503	98.24%	73406	-2.31	Yes	99.32%
ID	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			99.54%	77890		N/A			98.45%	67071		N/A			98.43%	79421		N/A			98.24%	73406		N/A	
ID	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.75	4	4.42	293	1.56	Yes	3	1	5.25	284	-0.16	Yes			6.25	319		N/A	3.67	3	4.74	263	-0.25	Yes	1.5
ID	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	9.2	15	4.42	293	-4.08	Yes	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
ID	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A	
ID	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2.33	3	4.42	293	0.75	Yes	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
ID	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0.00%	1	23.90%	251	0.28	Yes	0.00%	2	27.80%	277	0.65	Yes	0.00%	1	26.64%	304	0.32	Yes	0.00%	1	30.95%	252	0.38	Yes	0.00%
ID	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	100.00%	3	23.90%	251	-3.07	Yes	14.29%	7	27.80%	277	0.71	Yes	50.00%	2	26.64%	304	-0.74	Yes	0.00%	70	30.95%	252	5.99	No	0.00%
ID	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	0.00%	1	0.00%	1	.	Yes						N/A						N/A						N/A	
ID	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			23.90%	251		N/A	66.67%	3	27.80%	277	-1.49	Yes	0.00%	4	26.64%	304	1.09	Yes	20.00%	5	30.95%	252	0.43	Yes	0.00%
ID	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100.00%	31	94.54%	3697	-1.33	Yes	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%
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	48	99.56%	6126	-0.46	Yes	100.00%	30	99.60%	5990	-0.35	Yes	98.08%	52	99.64%	7293	1.32	Yes	100.00%	47	99.62%	6018	-0.42	Yes	100.00%
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.78	32	5.15	3714	-0.39	Yes	9.78	27	5.64	3670	2.46	No	4.47	38	5.62	3959	-1.19	Yes	7.72	47	5.1	3501	2.75	No	3.59
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.69	16	3.68	5246	-1.61	Yes	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
ID	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	91.30%	69	90.70%	9754	-0.17	Yes	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	81.00%
ID	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	95.95%	74	93.27%	10457	-0.92	Yes	85.87%	92	92.56%	10389	2.22	No	90.91%	99	91.06%	9408	0.1	Yes	86.00%
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	32	1	4.75	79	2.05	No	4.67	3	4.93	120	-0.05	Yes			4.22	88		N/A	1.5	2	4.41	66	-0.89	Yes	
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			8.35	26		N/A			4.23	22		N/A	1	1	2.9	20	-1.01	Yes			5.67	18		N/A	
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			8.36	135		N/A	35	3	10.22	147	2.23	No	2.33	3	10.07	175	-1.34	Yes	7	4	7.8	147	-0.19	Yes	11
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			8.2	5		N/A			2.67	3		N/A			6.17	6		N/A			8.86	7		N/A	
ID	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	114.5	2	113.75	514	0.22	N/A	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
ID	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	-		170		-0.99	N/A	-		176		-0.97	N/A	3		186		1.19	N/A	2		194		0.99	N/A	3
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	6	98.48%	528	-0.3	Yes	100.00%	3	94.46%	415	-0.42	Yes	100.00%	8	98.06%	516	-0.39	Yes	100.00%	15	98.29%	586	-0.5	Yes	100.00%
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	95.83%	24	94.71%	2816	-0.25	Yes	90.00%	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%
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	20	99.92%	1184	-0.13	Yes	100.00%	15	99.77%	881	-0.18	Yes	100.00%	28	99.72%	1073	-0.28	Yes	100.00%	45	99.92%	1193	-0.19	Yes	100.00%
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	32	99.05%	3577	-0.55	Yes	96.88%	32	98.46%	3908	0.7	Yes	100.00%	39	98.67%	3680	-0.72	Yes	97.56%	41	98.68%	5511	0.62	Yes	100.00%
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	2:16	20	6:12	1184	-2.27	Yes	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
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	8:11	32	13:00	3577	-2.48	Yes	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
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	15.00%	20	8.78%	1184	0.94	Yes	0.00%	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%
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	15.15%	33	10.58%	3640	0.85	Yes	0.00%	33	9.79%	3964	-1.88	Yes	15.00%	40	10.39%	3733	0.94	Yes	18.60%	43	10.67%	5606	1.57	Yes	11.90%
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	0.00%	11	15.22%	381	-1.39	Yes	30.00%	20	11.20%	500	2.23	No	12.50%	24	11.81%	508	0.15	Yes	2.78%
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	0.00%	29	9.75%	3817	-1.76	Yes	11.43%	35	10.24%	3566	0.28	Yes	19.51%	41	10.54%	5416	1.72	No	13.51%
ID	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.56%	9530	1.10%	439414	-5.02	Yes	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%
ID	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.42%	9537	0.95%	441777	-5.29	Yes	0.57%	9724	0.92%	442162	-3.62	Yes	0.63%	10309	1.34%	443075	-6.17	Yes	0.70%
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	20	98.82%	1184	-0.49	Yes	100.00%	15	97.16%	881	-0.66	Yes	100.00%	28	97.95%	1073	-0.76	Yes	100.00%	45	97.82%	1193	-0.98	Yes	100.00%
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100.00%	33	93.87%	3640	-1.46	Yes	96.97%	33	95.11%	3964	-0.49	Yes	100.00%	40	95.29%	3733	-1.4	Yes	90.70%	43	94.31%	5606	0.99	Yes	92.86%
ID	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	42.39%	92	38.43%	7835	0.78	N/A	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%
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P			######	18		N/A			100.00%	14		N/A			100.00%	6		N/A			100.00%	1		N/A	
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			90.00%	20		N/A			93.33%	15		N/A			100.00%	19		N/A			100.00%	15		N/A	
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P			1.72	18		N/A			3.36	14		N/A			2.17	6		N/A			1	1		N/A	
ID	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			5.86	21		N/A			4.6	15		N/A			5.53	19		N/A			3.6	15		N/A	
ID	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			91.18%	34		N/A			92.59%	27		N/A			85.71%	21		N/A			63.16%	19		N/A	
ID	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			96.30%	27		N/A			95.24%	21		N/A			73.68%	19		N/A	
ID	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			1	2		N/A			4	1		N/A						N/A						N/A	
ID	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			29	1		N/A						N/A						N/A						N/A	
ID	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			247.33	9		N/A			173.5	16		N/A			173.56	16		N/A			162.67	15		N/A	
ID	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			1			N/A			1			N/A			2			N/A			2			N/A	
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			######	12		N/A			100.00%	9		N/A			100.00%	7		N/A			100.00%	9		N/A	
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			90.91%	11		N/A			95.00%	20		N/A			85.71%	21		N/A			94.44%	18		N/A	
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			######	20		N/A			100.00%	15		N/A			100.00%	15		N/A			100.00%	21		N/A	
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			######	12		N/A			96.77%	31		N/A			93.55%	31		N/A			100.00%	22		N/A	
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			2:12	20		N/A			4:08	15		N/A			3:05	15		N/A			6:31	21		N/A	
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			12:11	12		N/A			11:22	31		N/A			13:40	31		N/A			9:13	22		N/A	
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			0.00%	20		N/A			0.00%	15		N/A			13.33%	15		N/A			4.76%	21		N/A	
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			0.00%	12		N/A			16.13%	31		N/A			3.23%	31		N/A			13.04%	23		N/A	
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			0.00%	7		N/A			16.67%	6		N/A			9.09%	11		N/A	
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			13.33%	30		N/A			3.33%	30		N/A			13.64%	22		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	162				Yes	100.00%	135				Yes	0					
ID	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	144				Yes	100.00%	55				Yes	0					
ID	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	1				Yes						N/A	0					
ID	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	16				No	92.31%	13				Yes	3	101	90.1%			
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%	15				Yes	100.00%	10				Yes	1	50	98.0%			
ID	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	3				Yes	100.00%	12				Yes	1	38	92.1%			
ID	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	455				Yes	0:53:00	469				Yes	0					
ID	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	703				Yes	1:38:00	650				Yes	0					
ID	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	589	97.32%	67878	-2.99	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		97.32%	67878		N/A			97.84%	78325		N/A	0					
ID	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	4	4.06	285	1.91	No	2	2	3.85	187	0.13	Yes	1	14	2.22	4.85	(2.63)	
ID	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5	4.06	285	-0.03	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	1	4.06	285	0.89	Yes			3.85	187		N/A	0					
ID	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	4	25.30%	249	1.04	Yes	66.67%	3	17.31%	283	-2.25	Yes	0					
ID	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	1	25.30%	249	0.3	Yes	0.00%	6	17.31%	283	1.03	Yes	1	89	5.6%	25.2%	-19.6%	
ID	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		0.00%	2		N/A	0.00%	1				N/A	0					
ID	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	1	25.30%	249	0.3	Yes	0.00%	2	17.31%	283	0.4	Yes	0					
ID	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518		Yes	82.78%	22897	80.68%	468753		Yes	1	134,843	84.4%	83.3%	1.1%	
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	44	93.82%	3447	-1.07	Yes	96.97%	33	93.68%	3703	-0.77	Yes	1	219	92.7%	93.8%	-1.1%	
ID	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	59	99.59%	5827	-0.49	Yes	100.00%	63	99.57%	6285	-0.52	Yes	0					
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	44	5.16	3459	-1.92	Yes	5.7	33	5.27	3710	0.53	Yes	2	221	5.86	5.33	0.53	
ID	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	25	3.54	4682	-3.81	Yes	3.18	33	3.49	5022	-1.69	Yes	0					
ID	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	100	90.83%	9645	3.03	No	85.07%	134	89.45%	9561	1.58	Yes	2	568	87.1%	90.6%	-3.5%	
ID	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	100	92.47%	9645	2.23	No	90.30%	134	91.31%	9561	0.44	Yes	2	499	89.6%	92.2%	-2.6%	
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P		6.97	79		N/A	1	1	4.88	91	-0.61	Yes	1	7	7.14	5.02	2.13	
ID	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P		14.5	18		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	1	8.84	138	0.66	Yes			8.49	145		N/A	1	11	13.73	9.01	4.72	
ID	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		4.86	7		N/A			6.33	3		N/A	0					
ID	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	8	81.4	513	-0.68	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		166		0.31	N/A	-		152		-1.18	N/A	0					
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	12	98.53%	681	-0.42	Yes	100.00%	20	95.65%	736	-0.94	Yes	0					
ID	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	37	92.09%	3149	-1.17	Yes	92.68%	41	90.48%	3465	-0.48	Yes	0					
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	52	99.77%	1323	-0.34	Yes	100.00%	60	99.49%	1560	-0.55	Yes	0					
ID	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	42	98.42%	4050	-0.82	Yes	98.08%	52	98.08%	4586	0.1	Yes	0					
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	52	4:57	1323	-2.13	Yes	3:43	60	6:15	1560	-1.98	Yes	0					
ID	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	42	13:31	4050	-1.93	Yes	10:07	52	13:53	4586	-1.94	Yes	0					
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	52	9.52%	1323	-0.44	Yes	11.67%	60	11.99%	1560	-0.08	Yes	1	220	11.8%	10.3%	1.5%	
ID	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	42	10.58%	4110	0.32	Yes	13.21%	53	12.86%	4659	0.12	Yes	0					
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	36	10.40%	692	-1.46	Yes	15.63%	32	12.28%	733	0.59	Yes	1	123	12.2%	11.9%	0.3%	
ID	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	37	10.58%	3952	0.6	Yes	12.24%	49	12.94%	4507	-0.14	Yes	1	191	12.0%	10.9%	1.2%	
ID	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	10434	1.22%	444128	-2.96	Yes	1.06%	10654	1.40%	445485	-2.92	Yes	0					
ID	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	10434	1.05%	444128	-3.43	Yes	0.76%	10654	1.18%	445485	-3.94	Yes	0					
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	52	98.79%	1323	-0.78	Yes	96.67%	60	97.05%	1560	0.24	Yes	0					
ID	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	42	92.58%	4110	-0.07	Yes	90.57%	53	91.97%	4659	0.42	Yes	0					
ID	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	142	35.41%	8411	-0.4	N/A	35.43%	175	33.31%	9325	0.59	N/A	0					
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P					N/A			100.00%	3		N/A	0					
ID	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P		85.71%	21		N/A			85.19%	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-4	Install Interv, UNE P, Centrex, Avg Days	D	P		6	21		N/A			4.41	27		N/A	0					
ID	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P		73.08%	26		N/A			70.83%	24		N/A	0					
ID	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P		80.77%	26		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		1	1		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		13	2		N/A						N/A	0					
ID	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS		129.63	19		N/A			111.37	19		N/A	0					
ID	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS		2			N/A			2			N/A	0					
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P		100.00%	15		N/A			87.50%	16		N/A	0					
ID	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P		100.00%	12		N/A			94.12%	17		N/A	0					
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P		100.00%	26		N/A			96.55%	29		N/A	0					
ID	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P		100.00%	18		N/A			100.00%	27		N/A	0					
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P		5:26	26		N/A			6:50	29		N/A	0					
ID	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P		8:47	18		N/A			8:39	27		N/A	0					
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		19.23%	26		N/A			13.79%	29		N/A	0					
ID	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P		16.67%	18		N/A			17.86%	28		N/A	0					
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		20.00%	10		N/A			16.67%	12		N/A	0					
ID	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P		17.65%	17		N/A			18.52%	27		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.29%	10897		N/A			0.41%	11100		N/A			0.41%	11164		N/A			0.39%	11185		N/A	0.00%
ID	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.33%	11100		N/A			0.32%	11164		N/A			0.30%	11185		N/A	0.00%
ID	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			46.67%	60		N/A			40.26%	77		N/A			39.47%	76		N/A			35.29%	68		N/A	
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			96.55%	29		N/A	100.00%	1	100.00%	30	.	Yes			99.29%	564		N/A			100.00%	25		N/A	
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			88.10%	42		N/A			89.09%	55		N/A			93.75%	48		N/A			80.43%	46		N/A	
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			3.36	22		N/A			3.86	21		N/A			4.95	334		N/A			3.59	22		N/A	
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			7.33	42		N/A			6.82	56		N/A			5.46	50		N/A			8.62	47		N/A	
ID	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100.00%	1	83.54%	79	-0.44	Yes	100.00%	1	94.57%	350	-0.24	Yes			94.17%	343		N/A			69.35%	62		N/A	
ID	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100.00%	1	95.71%	350	-0.21	Yes			95.63%	343		N/A			77.42%	62		N/A	
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			5	1		N/A						N/A			2	4		N/A						N/A	
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			4	2		N/A			9	4		N/A			3	2		N/A			15.67	6		N/A	
ID	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			6	3		N/A			1.5	2		N/A			5	2		N/A			8.67	3		N/A	
ID	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			116.46	13		N/A			96.08	13		N/A			66.71	17		N/A			56	18		N/A	
ID	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			1			N/A			1			N/A			1			N/A			3			N/A	
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			92.31%	26		N/A			87.50%	16		N/A			100.00%	10		N/A			91.30%	23		N/A	
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			96.08%	51		N/A			89.83%	59		N/A			98.00%	50		N/A			97.22%	72		N/A	
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			######	54		N/A			97.14%	35		N/A			100.00%	30		N/A			98.04%	51		N/A	
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			######	64		N/A			94.52%	73		N/A			100.00%	63		N/A			100.00%	86		N/A	
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			5:09	54		N/A			6:11	35		N/A			3:54	30		N/A			7:23	51		N/A	
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			8:45	64		N/A			13:42	73		N/A			11:40	63		N/A			9:25	86		N/A	
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			22.22%	54		N/A			22.86%	35		N/A			6.67%	30		N/A			7.84%	51		N/A	
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			14.06%	64		N/A			12.33%	73		N/A			15.87%	63		N/A			11.63%	86		N/A	
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			28.00%	25		N/A			11.76%	17		N/A			8.00%	25		N/A	
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			10.61%	66		N/A			14.81%	54		N/A			11.25%	80		N/A	
ID	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.00%	17	0.57%	20560	-0.31	Yes	0.00%	39	0.52%	20594	-0.45	Yes	0.00%	24	0.46%	20129	-0.33	Yes	0.00%	24	0.69%	19939	-0.41	Yes	0.00%
ID	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	39	0.44%	20594	-0.42	Yes	0.00%	24	0.35%	20129	-0.29	Yes	0.00%	24	0.53%	19939	-0.36	Yes	0.00%
ID	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			30.59%	170		N/A			38.98%	177		N/A			34.97%	143		N/A			35.38%	212		N/A	
ID	02--05	OP-3	Install Commit Met, EELs%		90%	84.62%	26				No	86.67%	15				No	84.62%	13				No	80.00%	10				No	100.00%
ID	02--05	OP-4	Install Interv, EELs, Avg Days		NS	6.9	10				N/A	8.88	8				N/A	7.2	10				N/A	11.5	10				N/A	9.17
ID	02--05	OP-5	New Service Install Quality, EELs%		NS	95.83%	24				N/A	88.89%	18				N/A	90.00%	20				N/A	83.33%	18				N/A	73.33%
ID	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	94.44%	18				N/A	90.00%	20				N/A	83.33%	18				N/A	80.00%
ID	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS						N/A	4	2				N/A	4	4				N/A	10	3				N/A	3
ID	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	4.75	4				N/A						N/A						N/A						N/A	
ID	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS						N/A						N/A	0.67	3				N/A						N/A	
ID	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS						N/A						N/A	-					N/A						N/A	
ID	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	66.67%	3				N/A	83.33%	6				N/A	71.43%	7				N/A	100.00%	7				N/A	100.00%
ID	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2:34	3				N/A	1:32	6				N/A	2:44	7				N/A	1:40	7				N/A	2:06
ID	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	33.33%	3				N/A	0.00%	6				N/A	14.29%	7				N/A	57.14%	7				N/A	33.33%
ID	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	0.00%	3				N/A	20.00%	5				N/A	66.67%	6				N/A	25.00%
ID	02--05	MR-8	Trouble Rate, EELs%		NS	2.00%	150				N/A	4.62%	130				N/A	7.87%	89				N/A	8.86%	79				N/A	25.00%
ID	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	2.31%	130				N/A	5.62%	89				N/A	7.59%	79				N/A	22.22%
ID	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	100.00%
ID	04--01	OP-3	Install Commit Met, UBL Analog%		90%	98.55%	207	94.54%	3697	-2.47	Yes	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	100.00%
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	3
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.86	120	5.15	3714	-0.59	Yes	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
ID	04--01	OP-5	New Service Install Quality, UBL Analog%		P	96.92%	195	75.43%	3692	-6.79	Yes	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%
ID	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.59%	245	81.55%	3815	-7.06	Yes	99.56%	454	79.28%	3730	-10.07	Yes	99.56%	456	75.83%	3480	-11.13	Yes	100.00%
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P			4.75	79		N/A	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	
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	2	3	8.36	135	-0.82	Yes			10.22	147		N/A			10.07	175		N/A			7.8	147		N/A	
ID	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			122.3	249		N/A	13	3	106.01	271	-1.43	N/A	2.31	16	93.15	286	-3.37	N/A			82.03	285		N/A	
ID	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS			107			N/A	3		118		1.77	N/A	14		114		3.79	N/A			129			N/A	
ID	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	24	95.31%	3344	-1.08	Yes	100.00%	29	91.57%	3620	-1.63	Yes	100.00%	43	92.56%	3483	-1.85	Yes	98.04%	51	94.09%	5229	-1.19	Yes	100.00%
ID	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	28	99.26%	4761	-0.45	Yes	100.00%	32	98.71%	4789	-0.65	Yes	100.00%	47	98.91%	4753	-0.72	Yes	100.00%	52	98.90%	6704	-0.76	Yes	100.00%
ID	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:15	28	11:19	4761	-3.99	Yes	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
ID	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	7.14%	28	10.14%	4824	-0.52	Yes	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	0.00%
ID	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	23.08%	26	10.24%	4198	1.91	No	28.57%	28	10.35%	4066	2.68	No	9.68%	31	10.65%	5924	-0.18	Yes	0.00%
ID	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.54%	5222	1.10%	439414	-3.87	Yes	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%
ID	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.50%	5224	0.95%	441777	-3.35	Yes	0.54%	5214	0.92%	442162	-2.88	Yes	0.62%	5035	1.34%	443075	-4.43	Yes	0.33%
ID	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	57.58%	66	38.43%	7835	3.12	N/A	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%
ID	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100.00%	15	90.91%	22	-0.94	Yes	96.43%	28	91.43%	35	-0.7	Yes	100.00%	21	90.48%	21	-1.05	Yes	100.00%	15	100.00%	67	.	Yes	100.00%
ID	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.86	14	7.81	21	-1.76	Yes	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
ID	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	91.30%	23	83.33%	30	-0.77	Yes	100.00%	26	89.66%	29	-1.26	Yes	100.00%	21	95.56%	45	-0.82	Yes	100.00%	18	90.16%	61	-1.23	Yes	100.00%
ID	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100.00%	26	100.00%	29	.	Yes	100.00%	21	97.78%	45	-0.57	Yes	100.00%	18	93.44%	61	-0.99	Yes	100.00%
ID	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			10	1		N/A	4	1	10.5	4	-0.72	Yes			67	1		N/A						N/A	
ID	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			7	2		N/A						N/A			3	1		N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	4	0.39%	11197	-0.13	Yes	0.00%	4	0.50%	11303	-0.14	Yes	0					
ID	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	4	0.24%	11197	-0.1	Yes	0.00%	4	0.35%	11303	-0.12	Yes	0					
ID	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS		25.42%	59		N/A			30.49%	82		N/A	0					
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P		91.30%	23		N/A			100.00%	19		N/A	0					
ID	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P		82.76%	29		N/A			93.02%	43		N/A	0					
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P		3	14		N/A			3.21	14		N/A	0					
ID	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P		5.45	29		N/A			5.77	43		N/A	0					
ID	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P		75.44%	57		N/A	100.00%	1	74.39%	82	-0.58	Yes	0					
ID	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P		80.70%	57		N/A	100.00%	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	ND	P		2.5	2		N/A						N/A	0					
ID	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		1.5	2		N/A			6.5	2		N/A	0					
ID	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		8.33	3		N/A			5	1		N/A	0					
ID	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS		61.77	13		N/A			74.47	15		N/A	0					
ID	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS		3			N/A			1			N/A	0					
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P		100.00%	28		N/A			100.00%	23		N/A	0					
ID	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P		94.92%	59		N/A			92.98%	57		N/A	0					
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P		100.00%	53		N/A			94.83%	58		N/A	0					
ID	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P		97.18%	71		N/A			98.70%	77		N/A	0					
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P		3:05	53		N/A			8:45	58		N/A	0					
ID	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P		11:21	71		N/A			12:01	77		N/A	0					
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		15.09%	53		N/A			12.07%	58		N/A	0					
ID	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		12.50%	72		N/A			11.69%	77		N/A	0					
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		10.34%	29		N/A			8.33%	24		N/A	0					
ID	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		13.85%	65		N/A			11.11%	72		N/A	0					
ID	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	26	0.62%	20094	-0.4	Yes	0.00%	24	0.67%	20059	-0.4	Yes	0					
ID	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	26	0.47%	20094	-0.35	Yes	0.00%	24	0.48%	20059	-0.34	Yes	0					
ID	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS		33.86%	189		N/A			32.16%	199		N/A	0					
ID	02--05	OP-3	Install Commit Met, EELs%		90%	8				Yes	92.31%	13				Yes	4	85	87.1%			
ID	02--05	OP-4	Install Interv, EELs, Avg Days		NS	6				N/A	10.5	6				N/A	0					
ID	02--05	OP-5	New Service Install Quality, EELs%		NS	15				N/A	90.91%	11				N/A	0					
ID	02--05	OP-5*	New Service Install Quality, EELs%		NS	15				N/A	90.91%	11				N/A	0					
ID	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	1				N/A	11	2				N/A	0					
ID	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS					N/A						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	9				N/A	100.00%	1				N/A	0					
ID	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	9				N/A	3:16	1				N/A	0					
ID	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	9				N/A	0.00%	1				N/A	0					
ID	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	8				N/A	0.00%	1				N/A	0					
ID	02--05	MR-8	Trouble Rate, EELs%		NS	36				N/A	4.55%	22				N/A	0					
ID	02--05	MR-8*	Trouble Rate, EELs%		NS	36				N/A	4.55%	22				N/A	0					
ID	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%	1	93.82%	3447	-0.26	Yes			93.68%	3703		N/A	0					
ID	04--01	OP-3	Install Commit Met, UBL Analog%		90%	309	93.82%	3447	-4.32	Yes	99.68%	314	93.68%	3703	-4.2	Yes	0					
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	1	5.16	3459	-0.4	Yes			5.27	3710		N/A	0					
ID	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	131	5.16	3459	-0.28	Yes	5.15	124	5.27	3710	-0.23	Yes	0					
ID	04--01	OP-5	New Service Install Quality, UBL Analog%		P	312	75.34%	3585	-9.57	Yes	99.13%	346	72.34%	3648	-10.65	Yes	0					
ID	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	312	79.75%	3585	-8.54	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		6.97	79		N/A			4.88	91		N/A	0					
ID	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P		6.97	79		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		8.84	138		N/A			8.49	145		N/A	0					
ID	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		8.84	138		N/A			8.49	145		N/A	0					
ID	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS		76.73	276		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		114			N/A	-		94		-0.67	N/A	0					
ID	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	21	93.24%	3830	-1.23	Yes	100.00%	26	91.38%	4201	-1.56	Yes	0					
ID	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	21	98.75%	5373	-0.51	Yes	100.00%	28	98.44%	6146	-0.67	Yes	0					
ID	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	21	11:24	5373	-2.61	Yes	2:56	28	11:57	6146	-3.55	Yes	0					
ID	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	21	10.33%	5433	-1.55	Yes	17.86%	28	12.64%	6219	0.83	Yes	0					
ID	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	15	10.55%	4644	-1.33	Yes	6.25%	16	12.84%	5240	-0.79	Yes	2	116	15.5%	11.0%	4.5%	
ID	04--01	MR-8	Trouble Rate, UBL Analog%		P	4543	1.22%	444128	-4.64	Yes	0.64%	4376	1.40%	445485	-4.24	Yes	0					
ID	04--01	MR-8*	Trouble Rate, UBL Analog%		P	4543	1.05%	444128	-4.72	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	27	35.41%	8411	-1.43	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%	17	79.25%	53	-1.84	Yes	96.15%	26	86.67%	30	-1.04	Yes	0					
ID	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	16	15.29	52	-2.89	Yes	4.24	25	10.56	27	-2.8	Yes	0					
ID	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	22	100.00%	43	.	Yes	95.83%	24	80.00%	35	-1.49	Yes	0					
ID	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	22	100.00%	43	.	Yes	100.00%	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		23.09	11		N/A	7	1	13.75	4	-0.82	Yes	0					
ID	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P					N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			227.29	7		N/A			239	6		N/A			156	9		N/A			158.88	8		N/A	
ID	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS			2			N/A			1			N/A			1			N/A			-			N/A	
ID	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	3	######	57	.	Yes	100.00%	1	100.00%	43	.	Yes	100.00%	3	97.06%	34	-0.29	Yes	100.00%	5	100.00%	50	.	Yes	
ID	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	3	######	57	.	Yes	100.00%	1	100.00%	44	.	Yes	100.00%	3	100.00%	34	.	Yes	100.00%	5	100.00%	50	.	Yes	
ID	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1:54	3	2:36	57	-0.43	Yes	1:48	1	2:10	44	-0.17	Yes	3:46	3	3:25	34	0.43	Yes	2:00	5	2:32	50	-0.43	Yes	
ID	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	33.33%	3	5.26%	57	1.32	Yes	0.00%	1	20.45%	44	-0.5	Yes	0.00%	3	20.59%	34	-0.85	Yes	0.00%	5	22.00%	50	-1.13	Yes	
ID	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A			22.58%	31		N/A	0.00%	1	14.29%	21	-0.4	Yes	0.00%	1	11.11%	27	-0.35	Yes	
ID	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.63%	474	2.03%	2813	-1.99	Yes	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	0.00%
ID	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.00%	468	1.10%	2813	-2.11	Yes	0.22%	449	0.74%	2855	-1.18	Yes	0.23%	434	0.94%	2869	-1.43	Yes	0.00%
ID	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	40.00%	5	25.97%	77	0.64	N/A	0.00%	1	18.52%	54	-0.47	N/A	25.00%	4	10.53%	38	0.7	N/A	0.00%	5	9.09%	55	-0.68	N/A	
ID	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100.00%	1	82.26%	186	-0.46	Yes			73.53%	170		N/A			85.89%	241		N/A			90.42%	167		N/A	
ID	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			14.31	219		N/A			20.35	242		N/A			18.76	275		N/A			14.9	202		N/A	
ID	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	100.00%	1	95.74%	235	-0.21	Yes			93.51%	262		N/A			91.29%	241		N/A			86.08%	194		N/A	
ID	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			94.66%	262		N/A			97.10%	241		N/A			89.18%	194		N/A	
ID	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			22.91	32		N/A			19.11	64		N/A			21.38	37		N/A			11.74	19		N/A	
ID	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			19.8	10		N/A			20.83	12		N/A			9.33	3		N/A						N/A	
ID	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			30.78	18		N/A			78.84	25		N/A			63.91	35		N/A			44.46	48		N/A	
ID	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			9			N/A			8			N/A			13			N/A			12			N/A	
ID	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			73.12%	93		N/A			79.31%	116		N/A			90.71%	140		N/A			83.05%	177		N/A	
ID	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:47	93		N/A			3:04	116		N/A			1:41	140		N/A			2:42	177		N/A	
ID	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			29.03%	93		N/A			20.69%	116		N/A			27.86%	140		N/A			24.86%	177		N/A	
ID	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			21.95%	82		N/A			40.68%	59		N/A			24.60%	126		N/A	
ID	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	0.00%	1	1.11%	8404	-0.11	Yes			1.39%	8342		N/A			1.67%	8361		N/A			2.14%	8285		N/A	
ID	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			0.98%	8342		N/A			0.71%	8361		N/A			1.52%	8285		N/A	
ID	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			31.11%	135		N/A			25.64%	156		N/A			19.08%	173		N/A			12.38%	202		N/A	
ID	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100.00%	1	82.26%	186	-0.46	Yes	100.00%	7	73.53%	170	-1.56	Yes	66.67%	3	85.89%	241	0.79	Yes			90.42%	167		N/A	100.00%
ID	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	7	1	14.31	219	-0.45	Yes	4.43	7	20.35	242	-2.28	Yes	7	3	18.76	275	-0.9	Yes			14.9	202		N/A	
ID	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	4	95.74%	235	-0.42	Yes	100.00%	5	93.51%	262	-0.58	Yes	100.00%	2	91.29%	241	-0.44	Yes	100.00%	1	86.08%	194	-0.4	Yes	100.00%
ID	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	5	94.66%	262	-0.53	Yes	100.00%	2	97.10%	241	-0.24	Yes	100.00%	1	89.18%	194	-0.35	Yes	100.00%
ID	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			22.91	32		N/A			19.11	64		N/A	1	1	21.38	37	-0.37	Yes			11.74	19		N/A	
ID	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			19.8	10		N/A			20.83	12		N/A			9.33	3		N/A						N/A	
ID	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			30.78	18		N/A			78.84	25		N/A	13	1	63.91	35	-0.57	N/A			44.46	48		N/A	
ID	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS			9			N/A			8			N/A	-		13		-0.76	N/A			12			N/A	
ID	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P			73.12%	93		N/A	100.00%	1	79.31%	116	-0.51	Yes	50.00%	2	90.71%	140	1.31	Yes	100.00%	1	83.05%	177	-0.45	Yes	
ID	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P			2:47	93		N/A	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	
ID	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P			29.03%	93		N/A	100.00%	1	20.69%	116	1.26	Yes	50.00%	2	27.86%	140	0.57	Yes	0.00%	1	24.86%	177	-0.57	Yes	
ID	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	100.00%	1	21.95%	82	1.23	Yes	50.00%	2	40.68%	59	0.18	Yes	0.00%	1	24.60%	126	-0.57	Yes	
ID	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	0.00%	36	1.11%	8404	-0.63	Yes	2.94%	34	1.39%	8342	0.73	Yes	7.14%	28	1.67%	8361	1.7	No	3.85%	26	2.14%	8285	0.61	Yes	0.00%
ID	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	2.94%	34	0.98%	8342	0.97	Yes	7.14%	28	0.71%	8361	2.39	No	3.85%	26	1.52%	8285	0.86	Yes	0.00%
ID	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS			31.11%	135		N/A	0.00%	1	25.64%	156	-0.59	N/A	0.00%	2	19.08%	173	-0.68	N/A	0.00%	1	12.38%	202	-0.37	N/A	
ID	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	10	90.91%	22	-0.83	Yes	87.50%	8	91.43%	35	0.29	Yes	100.00%	4	90.48%	21	-0.59	Yes	100.00%	2	100.00%	67	.	Yes	83.33%
ID	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.7	10	7.81	21	-1.24	Yes	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
ID	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	66.67%	9	83.33%	30	1	Yes	100.00%	7	89.66%	29	-0.81	Yes	75.00%	4	95.56%	45	1.19	Yes	75.00%	4	90.16%	61	0.78	Yes	100.00%
ID	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	7	100.00%	29	.	Yes	75.00%	4	97.78%	45	1.45	Yes	100.00%	4	93.44%	61	-0.51	Yes	100.00%
ID	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			10	1		N/A	4	1	10.5	4	-0.72	Yes			67	1		N/A						N/A	1
ID	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P			7	2		N/A						N/A			3	1		N/A						N/A	
ID	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			227.29	7		N/A			239	6		N/A			156	9		N/A			158.88	8		N/A	
ID	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			2			N/A			1			N/A			1			N/A			-			N/A	
ID	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	7	######	57	.	Yes	100.00%	1	100.00%	43	.	Yes	100.00%	1	97.06%	34	-0.17	Yes	100.00%	3	100.00%	50	.	Yes	100.00%
ID	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	7	######	57	.	Yes	100.00%	1	100.00%	44	.	Yes	100.00%	1	100.00%	34	.	Yes	100.00%	3	100.00%	50	.	Yes	100.00%
ID	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	3:16	7	2:36	57	0.66	Yes	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
ID	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	42.86%	7	5.26%	57	2.5	No	0.00%	1	20.45%	44	-0.5	Yes	0.00%	1	20.59%	34	-0.5	Yes	0.00%	3	22.00%	50	-0.89	Yes	50.00%
ID	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A			22.58%	31		N/A	0.00%	1	14.29%	21	-0.4	Yes			11.11%	27		N/A	
ID	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	5.07%	138	2.03%	2813	2.11	No	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%
ID	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.00%	130	1.10%	2813	-1.18	Yes	0.80%	125	0.74%	2855	0.15	Yes	0.00%	120	0.94%	2869	-1.05	Yes	0.00%
ID	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	22.22%	9	25.97%	77	-0.24	N/A	0.00%	1	18.52%	54	-0.47	N/A	0.00%	1	10.53%	38	-0.34	N/A	0.00%	3	9.09%	55	-0.53	N/A	0.00%
ID	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			98.48%	132		N/A			92.70%	178		N/A			95.03%	161		N/A			94.55%	202		N/A	
ID	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.5	132		N/A			5.54	178		N/A			5.55	163		N/A			6.37	203		N/A	
ID	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			94.19%	155		N/A			100.00%	171		N/A			98.36%	183		N/A			96.49%	171		N/A	
ID	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	171		N/A			98.91%	183		N/A			99.42%	171		N/A	
ID	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			8	2		N/A			2.64	11		N/A			3.63	8		N/A			2.55	11		N/A	
ID	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A			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			90.11%	91		N/A			81.82%	55		N/A			90.16%	122		N/A			83.17%	101		N/A	
ID	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			96.74%	92		N/A			94.55%	55		N/A			95.90%	122		N/A			95.10%	102		N/A	
ID	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			8:22	92		N/A			14:36	55		N/A			8:11	122		N/A			11:27	102		N/A	
ID	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			45.65%	92		N/A			43.64%	55		N/A			29.51%	122		N/A			27.45%	102		N/A	
ID	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			57.14%	28		N/A			42.86%	49		N/A			35.14%	37		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS		132.67	9		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			-			N/A	0					
ID	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P		97.37%	38		N/A	100.00%	4	100.00%	47	.	Yes	0					
ID	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P		100.00%	38		N/A	100.00%	4	100.00%	47	.	Yes	0					
ID	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P		4:36	38		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		15.79%	38		N/A	25.00%	4	21.28%	47	0.15	Yes	0					
ID	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P		15.38%	26		N/A	33.33%	3	25.00%	24	0.23	Yes	0					
ID	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	423	1.32%	2872	-2.22	Yes	0.97%	411	1.64%	2870	-0.99	Yes	0					
ID	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	423	0.91%	2872	-1.84	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		13.64%	44		N/A	0.00%	4	14.55%	55	-0.8	N/A	0					
ID	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P		85.03%	147		N/A			92.25%	142		N/A	0					
ID	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		13.66	180		N/A			12.4	166		N/A	0					
ID	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P		97.14%	175		N/A			92.57%	148		N/A	0					
ID	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		98.86%	175		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		12.04	27		N/A			15	13		N/A	0					
ID	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		46.67	3		N/A			3	1		N/A	0					
ID	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		71.52	25		N/A			83.18	22		N/A	0					
ID	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		4			N/A			5			N/A	0					
ID	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		82.02%	89		N/A			83.21%	137		N/A	0					
ID	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		2:20	89		N/A			2:14	137		N/A	0					
ID	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		25.84%	89		N/A			37.23%	137		N/A	0					
ID	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		28.07%	57		N/A			40.79%	76		N/A	0					
ID	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P		1.10%	8128		N/A			1.70%	8081		N/A	0					
ID	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P		0.70%	8128		N/A			0.94%	8081		N/A	0					
ID	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		30.47%	128		N/A			12.18%	156		N/A	0					
ID	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	1	85.03%	147	-0.42	Yes	100.00%	2	92.25%	142	-0.41	Yes	0					
ID	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P		13.66	180		N/A	9	1	12.4	166	-0.43	Yes	0					
ID	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	2	97.14%	175	-0.24	Yes	100.00%	3	92.57%	148	-0.49	Yes	0					
ID	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	2	98.86%	175	-0.15	Yes	100.00%	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		12.04	27		N/A			15	13		N/A	0					
ID	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P		46.67	3		N/A			3	1		N/A	0					
ID	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS		71.52	25		N/A			83.18	22		N/A	0					
ID	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS		4			N/A			5			N/A	0					
ID	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P		82.02%	89		N/A			83.21%	137		N/A	0					
ID	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P		2:20	89		N/A			2:14	137		N/A	0					
ID	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P		25.84%	89		N/A			37.23%	137		N/A	0					
ID	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P		28.07%	57		N/A			40.79%	76		N/A	0					
ID	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	25	1.10%	8128	-0.53	Yes	0.00%	25	1.70%	8081	-0.66	Yes	1	174	2.3%	1.5%	0.8%	
ID	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	25	0.70%	8128	-0.42	Yes	0.00%	25	0.94%	8081	-0.49	Yes	1	138	2.9%	1.0%	1.9%	
ID	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS		30.47%	128		N/A			12.18%	156		N/A	0					
ID	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	6	79.25%	53	-0.23	Yes	100.00%	9	86.67%	30	-1.03	Yes	0					
ID	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	6	15.29	52	-1.82	Yes	4.25	8	10.56	27	-1.93	Yes	0					
ID	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	8	100.00%	43	.	Yes	77.78%	9	80.00%	35	0.13	Yes	0					
ID	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	8	100.00%	43	.	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	1	23.09	11	-1.35	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		132.67	9		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			-			N/A	0					
ID	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	4	97.37%	38	-0.31	Yes	100.00%	2	100.00%	47	.	Yes	0					
ID	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	4	100.00%	38	.	Yes	100.00%	2	100.00%	47	.	Yes	0					
ID	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	4	4:36	38	-0.95	Yes	7:34	2	2:24	47	1.7	No	1	18.0	2:48	2:52	-0:04	
ID	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	4	15.79%	38	1.4	Yes	0.00%	2	21.28%	47	-0.72	Yes	1	18	27.8%	17.0%	10.7%	
ID	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P		15.38%	26		N/A	0.00%	2	25.00%	24	-0.78	Yes	0					
ID	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	119	1.32%	2872	1.64	Yes	1.69%	118	1.64%	2870	0.12	Yes	1	750	2.4%	1.6%	0.8%	
ID	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	119	0.91%	2872	-1.02	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	4	13.64%	44	-0.76	N/A	0.00%	2	14.55%	55	-0.57	N/A	0					
ID	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%		95.62%	137		N/A			97.65%	170		N/A	0					
ID	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		9.93	138		N/A			9.91	171		N/A	0					
ID	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P		98.71%	155		N/A	100.00%	1	95.24%	189	-0.22	Yes	0					
ID	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P		98.71%	155		N/A	100.00%	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		3.33	6		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		87.01%	77		N/A			88.12%	101		N/A	0					
ID	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		94.81%	77		N/A			98.02%	101		N/A	0					
ID	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		13:27	77		N/A			9:35	101		N/A	0					
ID	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		27.27%	77		N/A			32.67%	101		N/A	0					
ID	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		31.82%	44		N/A			36.92%	65		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			2.06%	4459		N/A			1.19%	4625		N/A			2.57%	4753		N/A			2.09%	4883		N/A	
ID	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			0.61%	4625		N/A			1.03%	4753		N/A			0.76%	4883		N/A	
ID	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			52.08%	192		N/A			55.28%	123		N/A			45.29%	223		N/A			44.26%	183		N/A	
ID	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			90.00%	20		N/A			87.50%	8		N/A			100.00%	25		N/A			80.00%	5		N/A	
ID	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			13.21	19		N/A			23.85	20		N/A			33.26	31		N/A			14.83	6		N/A	17
ID	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			######	20		N/A			100.00%	26		N/A			100.00%	19		N/A	100.00%	1	92.31%	13	-0.28	Yes	100.00%
ID	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	26		N/A			100.00%	19		N/A	100.00%	1	100.00%	13	.	Yes	100.00%
ID	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			14	1		N/A			7.67	3		N/A						N/A			1	1		N/A	8
ID	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			76	1		N/A			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	2		N/A			6	1		N/A			47	1		N/A			15	2		N/A	
ID	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			1			N/A			-			N/A			-			N/A			-			N/A	
ID	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			######	1		N/A			100.00%	4		N/A			100.00%	7		N/A			75.00%	4		N/A	
ID	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			0:25	1		N/A			0:21	4		N/A			0:52	7		N/A			2:09	4		N/A	
ID	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			######	1		N/A			0.00%	4		N/A			14.29%	7		N/A			0.00%	4		N/A	
ID	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0.00%	1		N/A			16.67%	6		N/A			0.00%	2		N/A	
ID	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.19%	525		N/A			0.74%	540		N/A			1.29%	541		N/A			0.75%	530		N/A	
ID	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.19%	540		N/A			1.11%	541		N/A			0.38%	530		N/A	
ID	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			50.00%	2		N/A			42.86%	7		N/A			41.67%	12		N/A			33.33%	6		N/A	
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02:00	95				N/A	0:02:00	62				N/A	0:03:00	95				N/A	0:02:00	110				N/A	0:02:00
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A	
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	4				Yes	100.00%	8				Yes	100.00%	6				Yes	100.00%	5				Yes	100.00%
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100.00%	29				Yes	100.00%	21				Yes	100.00%	23				Yes	100.00%	42				Yes	96.30%
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	29				N/A	0.00%	21				N/A	0.00%	23				N/A	0.00%	42				N/A	0.00%
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	4				N/A	0.00%	8				N/A	0.00%	6				N/A	0.00%	5				N/A	0.00%
ID	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	100.00%	1				Yes	14.29%	7				No	100.00%	2				Yes	100.00%	4				Yes	
ID	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	5	1				Yes	11	2				Yes						N/A	8	2				Yes	
ID	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100.00%	2	99.56%	6126	-0.09	Yes	100.00%	1	99.60%	5990	-0.06	Yes			99.64%	7293		N/A	100.00%	1	99.62%	6018	-0.06	Yes	100.00%
ID	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			94.54%	3697		N/A			93.18%	3649		N/A			93.41%	3947		N/A			94.01%	3489		N/A	
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.68	5246		N/A			3.76	5121		N/A			3.47	5960		N/A			3.6	4821		N/A	
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.15	3714		N/A			5.64	3670		N/A			5.62	3959		N/A			5.1	3501		N/A	
ID	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100.00%	2	90.70%	9754	-0.45	Yes	100.00%	1	92.05%	10457	-0.29	Yes	100.00%	1	91.14%	10389	-0.31	Yes	100.00%	1	89.52%	9408	-0.34	Yes	0.00%
ID	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100.00%	1	93.27%	10457	-0.27	Yes	100.00%	1	92.56%	10389	-0.28	Yes	100.00%	1	91.06%	9408	-0.31	Yes	100.00%
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			8.35	26		N/A			4.23	22		N/A			2.9	20		N/A			5.67	18		N/A	
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.75	79		N/A			4.93	120		N/A			4.22	88		N/A			4.41	66		N/A	
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			8.2	5		N/A			2.67	3		N/A			6.17	6		N/A			8.86	7		N/A	
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			8.36	135		N/A			10.22	147		N/A			10.07	175		N/A			7.8	147		N/A	
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			98.48%	528		N/A			94.46%	415		N/A			98.06%	516		N/A			98.29%	586		N/A	
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			94.71%	2816		N/A			91.20%	3205		N/A			91.61%	2967		N/A			93.56%	4643		N/A	
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.92%	1184		N/A			99.77%	881		N/A			99.72%	1073		N/A			99.92%	1193		N/A	100.00%
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			99.05%	3577		N/A			98.46%	3908		N/A			98.67%	3680		N/A			98.68%	5511		N/A	
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:12	1184		N/A			6:40	881		N/A			6:08	1073		N/A			5:56	1193		N/A	20:36
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			13:00	3577		N/A			13:49	3908		N/A			14:00	3680		N/A			12:17	5511		N/A	
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			45.59%	68		N/A			41.46%	41		N/A			29.00%	100		N/A			26.92%	78		N/A	0.00%
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			45.83%	24		N/A			50.00%	14		N/A			31.82%	22		N/A			29.17%	24		N/A	
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			47.62%	21		N/A			40.48%	42		N/A			33.33%	36		N/A	
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			85.71%	7		N/A			57.14%	7		N/A			100.00%	1		N/A	
ID	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.00%	7	1.10%	439414	-0.28	Yes	0.00%	4	1.10%	441777	-0.21	Yes	0.00%	4	1.09%	442162	-0.21	Yes	0.00%	4	1.53%	443075	-0.25	Yes	33.33%
ID	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.00%	4	0.95%	441777	-0.2	Yes	0.00%	4	0.92%	442162	-0.19	Yes	0.00%	4	1.34%	443075	-0.23	Yes	0.00%
ID	05--01	OP-3	Install Commit Met, UDIT DS1%		P			82.26%	186		N/A			73.53%	170		N/A			85.89%	241		N/A			90.42%	167		N/A	
ID	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			14.31	219		N/A			20.35	242		N/A			18.76	275		N/A			14.9	202		N/A	
ID	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			95.74%	235		N/A			93.51%	262		N/A			91.29%	241		N/A			86.08%	194		N/A	
ID	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			94.66%	262		N/A			97.10%	241		N/A			89.18%	194		N/A	
ID	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			22.91	32		N/A			19.11	64		N/A			21.38	37		N/A			11.74	19		N/A	
ID	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			19.8	10		N/A			20.83	12		N/A			9.33	3		N/A						N/A	
ID	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			30.78	18		N/A			78.84	25		N/A			63.91	35		N/A			44.46	48		N/A	
ID	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			9			N/A			8			N/A			13			N/A			12			N/A	
ID	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			73.12%	93		N/A	100.00%	1	79.31%	116	-0.51	Yes			90.71%	140		N/A	100.00%	2	83.05%	177	-0.64	Yes	100.00%
ID	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:47	93		N/A	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
ID	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			29.03%	93		N/A	0.00%	1	20.69%	116	-0.51	Yes			27.86%	140		N/A	50.00%	2	24.86%	177	0.66	Yes	0.00%
ID	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			21.95%	82		N/A			40.68%	59		N/A			24.60%	126		N/A	0.00%
ID	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	19	1.11%	8404	-0.46	Yes	5.26%	19	1.39%	8342	1.12	Yes	0.00%	19	1.67%	8361	-0.57	Yes	10.53%	19	2.14%	8285	1.83	No	5.26%
ID	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	19	0.98%	8342	-0.43	Yes	0.00%	19	0.71%	8361	-0.37	Yes	0.00%	19	1.52%	8285	-0.54	Yes	5.26%
ID	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			31.11%	135		N/A	0.00%	1	25.64%	156	-0.59	N/A			19.08%	173		N/A	0.00%	2	12.38%	202	-0.53	N/A	0.00%
ID	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			90.00%	20		N/A			87.50%	8		N/A			100.00%	25		N/A			80.00%	5		N/A	
ID	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			13.21	19		N/A			23.85	20		N/A			33.26	31		N/A			14.83	6		N/A	
ID	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			######	20		N/A			100.00%	26		N/A			100.00%	19		N/A			92.31%	13		N/A	
ID	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100.00%	26		N/A			100.00%	19		N/A			100.00%	13		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P		1.54%	5005		N/A			1.96%	5163		N/A	0					
ID	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P		0.88%	5005		N/A			1.26%	5163		N/A	0					
ID	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		46.15%	143		N/A			35.67%	157		N/A	0					
ID	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		42.86%	14		N/A			80.00%	10		N/A	0					
ID	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	1	31.68	19	-0.36	Yes			21.96	26		N/A	0					
ID	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	1	100.00%	23	.	Yes			100.00%	20		N/A	0					
ID	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	1	100.00%	23	.	Yes			100.00%	20		N/A	0					
ID	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	1	38	9	-0.58	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		74.5	2		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		100.00%	1		N/A			100.00%	2		N/A	0					
ID	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		0:32	1		N/A			0:47	2		N/A	0					
ID	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		0.00%	1		N/A			50.00%	2		N/A	0					
ID	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		0.00%	1		N/A			50.00%	2		N/A	0					
ID	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		0.19%	537		N/A			0.38%	526		N/A	0					
ID	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.19%	537		N/A			0.38%	526		N/A	0					
ID	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		0.00%	1		N/A			60.00%	5		N/A	0					
ID	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	66				N/A	0:03:00	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%	2				Yes	83.33%	6				No	1	31	96.8%			
ID	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	27				Yes	100.00%	42				Yes	0					
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	27				N/A	0.00%	42				N/A	0					
ID	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	2				N/A	0.00%	6				N/A	0					
ID	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%					N/A	100.00%	1				Yes	1	15	60.0%			
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%	ND	95%	1	99.59%	5827	-0.06	Yes	100.00%	1	99.57%	6285	-0.07	Yes	0					
ID	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		93.82%	3447		N/A			93.68%	3703		N/A	0					
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3		3.54	4682		N/A			3.49	5022		N/A	0					
ID	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		5.16	3459		N/A			5.27	3710		N/A	0					
ID	04--10	OP-5	New Service Install Quality, Line Sharing%		P	1	90.83%	9645	1.69	No	100.00%	1	89.45%	9561	-0.34	Yes	1	7	85.7%	90.6%	-4.9%	
ID	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	1	92.47%	9645	-0.29	Yes	100.00%	1	91.31%	9561	-0.31	Yes	0					
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS		14.5	18		N/A			3.96	25		N/A	0					
ID	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		6.97	79		N/A			4.88	91		N/A	0					
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS		4.86	7		N/A			6.33	3		N/A	0					
ID	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		8.84	138		N/A			8.49	145		N/A	0					
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P		98.53%	681		N/A			95.65%	736		N/A	0					
ID	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P		92.09%	3149		N/A			90.48%	3465		N/A	0					
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	1	99.77%	1323	-0.05	Yes			99.49%	1560		N/A	0					
ID	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P		98.42%	4050		N/A			98.08%	4586		N/A	0					
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	1	4:57	1323	1.88	No			6:15	1560		N/A	1	1.0	20:36	5:59	14:36	
ID	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P		13:31	4050		N/A			13:53	4586		N/A	0					
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	1	27.45%	51	-0.61	N/A			31.58%	76		N/A	0					
ID	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS		26.92%	26		N/A			36.00%	25		N/A	0					
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		36.36%	33		N/A			38.18%	55		N/A	0					
ID	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS		18.18%	11		N/A			30.00%	10		N/A	0					
ID	04--10	MR-8	Trouble Rate, Line Sharing%		P	3	1.22%	444128	2.09	No	0.00%	3	1.40%	445485	-0.21	Yes	1	25	4.0%	1.2%	2.8%	
ID	04--10	MR-8*	Trouble Rate, Line Sharing%		P	3	1.05%	444128	-0.18	Yes	0.00%	3	1.18%	445485	-0.19	Yes	0					
ID	05--01	OP-3	Install Commit Met, UDIT DS1%		P		85.03%	147		N/A			92.25%	142		N/A	0					
ID	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		13.66	180		N/A			12.4	166		N/A	0					
ID	05--01	OP-5	New Service Install Quality, UDIT DS1%		P		97.14%	175		N/A			92.57%	148		N/A	0					
ID	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P		98.86%	175		N/A			95.95%	148		N/A	0					
ID	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		12.04	27		N/A			15	13		N/A	0					
ID	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		46.67	3		N/A			3	1		N/A	0					
ID	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		71.52	25		N/A			83.18	22		N/A	0					
ID	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS		4			N/A			5			N/A	0					
ID	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	1	82.02%	89	-0.47	Yes			83.21%	137		N/A	0					
ID	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1	2:20	89	-0.11	Yes			2:14	137		N/A	0					
ID	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	1	25.84%	89	-0.59	Yes			37.23%	137		N/A	0					
ID	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	1	28.07%	57	-0.62	Yes			40.79%	76		N/A	0					
ID	05--01	MR-8	Trouble Rate, UDIT DS1%		P	19	1.10%	8128	1.26	Yes	0.00%	19	1.70%	8081	-0.57	Yes	1	114	3.5%	1.5%	2.0%	
ID	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	19	0.70%	8128	1.5	Yes	0.00%	19	0.94%	8081	-0.42	Yes	0					
ID	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	1	30.47%	128	-0.66	N/A			12.18%	156		N/A	0					
ID	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		42.86%	14		N/A			80.00%	10		N/A	0					
ID	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P		31.68	19		N/A			21.96	26		N/A	0					
ID	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	23		N/A			100.00%	20		N/A	0					
ID	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	23		N/A			100.00%	20		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			14	1		N/A			7.67	3		N/A						N/A			1	1		N/A	
ID	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			76	1		N/A			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	2		N/A			6	1		N/A			47	1		N/A			15	2		N/A	
ID	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			1			N/A			-			N/A			-			N/A			-			N/A	
ID	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100.00%	1	######	1	.	Yes			100.00%	4		N/A			100.00%	7		N/A			75.00%	4		N/A	
ID	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	0:04	1	0:25	1	.	N/A			0:21	4		N/A			0:52	7		N/A			2:09	4		N/A	
ID	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	0.00%	1	######	1	.	N/A			0.00%	4		N/A			14.29%	7		N/A			0.00%	4		N/A	
ID	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0.00%	1		N/A			16.67%	6		N/A			0.00%	2		N/A	
ID	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	8.33%	12	0.19%	525	2.08	No	0.00%	12	0.74%	540	-0.3	Yes	0.00%	12	1.29%	541	-0.39	Yes	0.00%	5	0.75%	530	-0.19	Yes	0.00%
ID	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	12	0.19%	540	-0.15	Yes	0.00%	12	1.11%	541	-0.36	Yes	0.00%	5	0.38%	530	-0.14	Yes	0.00%
ID	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	0.00%	1	50.00%	2	-0.82	N/A			42.86%	7		N/A			41.67%	12		N/A			33.33%	6		N/A	
ID	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	2:01	30036				N/A	0:37	25046				N/A	0:44	31816				N/A	1:11	29071				N/A	2:27
ID	07--01	OP-3	Install Commit Met, E911%		P						N/A						N/A						N/A			0.00%	2		N/A	
ID	07--01	OP-4	Install Interv, E911, Avg Days		P						N/A			28	1		N/A						N/A			49	2		N/A	
ID	07--01	OP-5	New Service Install Quality, E911%		P			######	1		N/A			100.00%	1		N/A			100.00%	2		N/A			100.00%	2		N/A	
ID	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	1		N/A			100.00%	2		N/A			100.00%	2		N/A	
ID	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						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						N/A	
ID	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A						N/A	
ID	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A						N/A	
ID	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A						N/A	
ID	07--01	MR-8	Trouble Rate, E911%		P	0.00%	28	0.00%	195	.	Yes	0.00%	28	0.00%	195	.	Yes	0.00%	28	0.00%	192	.	Yes	0.00%	28	0.00%	192	.	Yes	0.00%
ID	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	28	0.00%	195	.	N/A	0.00%	28	0.00%	192	.	N/A	0.00%	28	0.00%	192	.	N/A	0.00%
ID	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A						N/A						N/A	
ID	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.66	1		N/A			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A	
ID	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.52	1		N/A			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A	
ID	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.16	89327				N/A	0.1	35888				N/A	0.09	44282				N/A	0.11	39087				N/A	0.09
ID	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	96.85%	68522				N/A	94.29%	29822				N/A	96.79%	34904				N/A	96.65%	33234				N/A	96.00%
ID	09--01	NP-1A	NXX Code Activation, All%		P						N/A	100.00%	1				N/A						N/A						N/A	100.00%
ID	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A	0.00%	1				N/A						N/A						N/A	0.00%
ID	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
ID	11--01	OP-8B	LNP Timeliness, LNP%		95%	100.00%	95				Yes	100.00%	62				Yes	100.00%	96				Yes	100.00%	97				Yes	100.00%
ID	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	100.00%	224				Yes	99.85%	1320				Yes	100.00%	446				Yes	98.62%	650				Yes	98.92%
ID	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	344				Yes	100.00%	1401				Yes	100.00%	595				Yes	100.00%	832				Yes	100.00%
ID	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	344				N/A	100.00%	1401				N/A	100.00%	595				N/A	100.00%	832				N/A	100.00%
ID	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			51.52%	528		N/A			47.71%	415		N/A			49.81%	516		N/A			46.93%	586		N/A	
ID	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.92%	1184		N/A			99.77%	881		N/A	100.00%	1	99.72%	1073	-0.05	Yes			99.92%	1193		N/A	
ID	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100.00%	10725.8524				Yes	100.00%	11156.8249				Yes	100.00%	10643.4826				Yes	100.00%	10096.7521				Yes	100.00%
ID	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100.00%	10725.8524				Yes	100.00%	11156.8249				Yes	100.00%	10643.4826				Yes	100.00%	10096.7521				Yes	100.00%
ID	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	87	99.63%	5908	-0.57	Yes	100.00%	81	99.64%	5802	-0.54	Yes	100.00%	85	99.64%	7126	-0.55	Yes	100.00%	101	99.66%	5841	-0.58	Yes	100.00%
ID	14--01	OP-3	Install Commit Met, Residence%	D	P	98.15%	54	95.09%	2892	-1.03	Yes	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%
ID	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.84	50	3.67	5095	-3.82	Yes	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
ID	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.56	54	5.05	2897	-2.06	Yes	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
ID	14--01	OP-5	New Service Install Quality, Residence%		P	94.44%	144	90.77%	8761	-1.51	Yes	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%
ID	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	98.65%	148	93.49%	9503	-2.53	Yes	97.45%	157	92.79%	9482	-2.24	Yes	97.04%	169	91.31%	8526	-2.62	Yes	98.63%
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			3.29	21		N/A			4.37	19		N/A			2.9	20		N/A			5.76	17		N/A	
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P			3.72	32		N/A	4	1	4.42	69	-0.08	Yes			3.68	47		N/A	2	1	3.73	45	-0.41	Yes	
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			8.2	5		N/A			2.67	3		N/A			6.17	6		N/A			5.8	5		N/A	
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	9	1	8.39	111	0.8	Yes	6	1	9.73	117	-0.14	Yes	11	1	8.12	130	0.71	Yes			7.08	121		N/A	8.75
ID	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	6	1	112.69	414	-0.87	N/A	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
ID	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	1		134		0.99	N/A	1		139		0.06	N/A	1		147		-1.04	N/A	1		154		-0.07	N/A	-
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	10	98.20%	445	-0.42	Yes	100.00%	4	93.57%	342	-0.52	Yes	100.00%	7	97.94%	436	-0.38	Yes	100.00%	3	98.39%	496	-0.22	Yes	100.00%
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	94.12%	34	94.56%	2537	0.19	Yes	91.67%	36	91.00%	2901	-0.14	Yes	94.12%	34	91.47%	2672	-0.55	Yes	94.59%	37	93.47%	4168	-0.27	Yes	100.00%
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	17	99.90%	973	-0.13	Yes	100.00%	14	99.73%	734	-0.19	Yes	100.00%	14	99.66%	891	-0.22	Yes	100.00%	16	99.90%	991	-0.13	Yes	100.00%
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	97.67%	43	99.13%	3226	0.89	Yes	100.00%	40	98.52%	3517	-0.77	Yes	100.00%	41	98.67%	3316	-0.74	Yes	100.00%	48	98.64%	4939	-0.81	Yes	98.15%
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:27	17	6:23	973	-1.53	Yes	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
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	10:35	43	13:09	3226	-1.53	Yes	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
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	5.88%	17	8.43%	973	-0.37	Yes	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%
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	17.78%	45	10.61%	3279	1.46	Yes	12.20%	41	9.81%	3566	0.54	Yes	2.44%	41	10.61%	3364	-1.69	Yes	8.00%	50	10.54%	5019	-0.58	Yes	7.41%
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	25.00%	8	14.75%	305	0.77	Yes	20.00%	5	11.39%	395	0.57	Yes	14.29%	7	11.86%	413	0.24	Yes	22.22%
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	12.50%	40	9.74%	3439	0.61	Yes	2.44%	41	10.40%	3220	-1.66	Yes	6.12%	49	10.39%	4869	-0.97	Yes	7.84%
ID	14--01	MR-8	Trouble Rate, Residence%		P	1.11%	5610	1.22%	347473	-0.8	Yes	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%
ID	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.86%	5605	1.07%	349511	-1.55	Yes	0.81%	5713	1.03%	349369	-1.7	Yes	0.95%	5907	1.51%	350160	-3.5	Yes	1.00%
ID	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	17	98.87%	973	-0.44	Yes	92.86%	14	97.82%	734	1.01	Yes	92.86%	14	98.32%	891	1.17	Yes	100.00%	16	98.28%	991	-0.52	Yes	100.00%
ID	14--01	MR-9	Repair Appoint Met, Residence%	D	P	100.00%	45	94.42%	3279	-1.62	Yes	100.00%	41	95.54%	3566	-1.38	Yes	100.00%	41	95.51%	3364	-1.38	Yes	98.00%	50	94.78%	5019	-1.02	Yes	98.15%
ID	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	25.30%	83	38.02%	6860	-2.37	N/A	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%
ID	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	2	97.71%	218	-0.22	Yes	100.00%	1	98.40%	188	-0.13	Yes	100.00%	15	100.00%	167	.	Yes	100.00%	3	98.31%	177	-0.23	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		38	9		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		74.5	2		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		100.00%	1		N/A			100.00%	2		N/A	0					
ID	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P		0:32	1		N/A			0:47	2		N/A	0					
ID	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		0.00%	1		N/A			50.00%	2		N/A	0					
ID	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		0.00%	1		N/A			50.00%	2		N/A	0					
ID	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	5	0.19%	537	-0.1	Yes	0.00%	5	0.38%	526	-0.14	Yes	1	51	2.0%	0.6%	1.4%	
ID	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	5	0.19%	537	-0.1	Yes	0.00%	5	0.38%	526	-0.14	Yes	0					
ID	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS		0.00%	1		N/A			60.00%	5		N/A	0					
ID	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	26063				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	28	0.00%	186	.	Yes	0.00%	29	0.00%	186	.	Yes	0					
ID	07--01	MR-8*	Trouble Rate, E911%		P	28	0.00%	186	.	N/A	0.00%	29	0.00%	186	.	N/A	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		8.54	.		N/A			7.95	.		N/A	0					
ID	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.26	.		N/A			9.42	.		N/A	0					
ID	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	38151				N/A	0.09	46010				N/A	0					
ID	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	29342				N/A	96.33%	32550				N/A	0					
ID	09--01	NP-1A	NXX Code Activation, All%		P	1				N/A						N/A	0					
ID	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	1				N/A						N/A	0					
ID	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	6559733				N/A	1.25	7032415				N/A	0					
ID	11--01	OP-8B	LNP Timeliness, LNP%		95%	66				Yes	96.74%	92				Yes	0					
ID	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	371				Yes	99.74%	378				Yes	0					
ID	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	449				Yes	100.00%	488				Yes	0					
ID	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	449				N/A	100.00%	488				N/A	0					
ID	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		63.88%	681		N/A			45.65%	736		N/A	0					
ID	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		99.77%	1323		N/A			99.49%	1560		N/A	0					
ID	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	18172.9313				Yes	100.00%	18437.3453				Yes	0					
ID	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	18172.9313				Yes	97.34%	18437.3453				Yes	0					
ID	14--01	OP-3	Install Commit Met, Residence%	ND	P	104	99.59%	5647	-0.65	Yes	100.00%	62	99.64%	6072	-0.47	Yes	0					
ID	14--01	OP-3	Install Commit Met, Residence%	D	P	69	94.24%	2726	0.07	Yes	94.55%	55	94.20%	2899	-0.11	Yes	0					
ID	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	60	3.55	4546	-3.02	Yes	2.75	40	3.48	4893	-5.12	Yes	0					
ID	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	69	4.99	2734	-0.59	Yes	4	56	5.03	2903	-1.48	Yes	0					
ID	14--01	OP-5	New Service Install Quality, Residence%		P	146	90.96%	8682	-2.63	Yes	95.54%	157	89.82%	8574	-2.35	Yes	0					
ID	14--01	OP-5*	New Service Install Quality, Residence%		P	146	92.54%	8682	-2.78	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	ND	P		15.18	17		N/A			3.24	21		N/A	0					
ID	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P		6.26	50		N/A	2	1	4.96	54	-0.44	Yes	0					
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		4.86	7		N/A			2	2		N/A	0					
ID	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	4	8.11	110	0.34	Yes	3.5	2	7.57	114	-0.76	Yes	0					
ID	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	4	80.37	397	2.41	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		124		-1.34	N/A	3		118		0.96	N/A	0					
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	9	98.25%	571	-0.4	Yes	100.00%	7	95.19%	644	-0.59	Yes	0					
ID	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	42	92.03%	2787	-1.89	Yes	94.74%	38	90.42%	3099	-0.9	Yes	0					
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	22	99.73%	1094	-0.24	Yes	100.00%	25	99.46%	1301	-0.36	Yes	0					
ID	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	54	98.44%	3585	0.25	Yes	100.00%	54	98.06%	4080	-1.03	Yes	0					
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	22	5:21	1094	-1.2	Yes	4:14	25	6:33	1301	-1.17	Yes	0					
ID	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	54	13:44	3585	-2.47	Yes	10:37	54	14:02	4080	-1.78	Yes	0					
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	22	8.68%	1094	0.13	Yes	20.00%	25	12.53%	1301	1.08	Yes	0					
ID	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	54	10.69%	3640	-0.77	Yes	10.91%	55	12.94%	4143	-0.45	Yes	0					
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	9	9.21%	554	1.17	Yes	33.33%	9	13.22%	605	1.53	Yes	0					
ID	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	51	10.67%	3513	-0.65	Yes	11.76%	51	13.02%	4018	-0.26	Yes	0					
ID	14--01	MR-8	Trouble Rate, Residence%		P	5979	1.35%	351109	-0.51	Yes	1.33%	6027	1.54%	352737	-1.35	Yes	0					
ID	14--01	MR-8*	Trouble Rate, Residence%		P	5979	1.16%	351109	-1.11	Yes	1.00%	6027	1.31%	352737	-2.13	Yes	0					
ID	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	22	98.81%	1094	-0.51	Yes	100.00%	25	96.85%	1301	-0.89	Yes	0					
ID	14--01	MR-9	Repair Appoint Met, Residence%	D	P	54	93.13%	3640	-1.45	Yes	96.36%	55	92.45%	4143	-1.09	Yes	0					
ID	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	96	35.19%	7304	-2.93	N/A	33.88%	121	33.02%	8128	0.21	N/A	0					
ID	14--02	OP-3	Install Commit Met, Business%	ND	P	2	99.44%	180	-0.11	Yes	100.00%	9	97.65%	213	-0.46	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	5	92.55%	805	-0.63	Yes	100.00%	1	90.33%	755	-0.33	Yes	100.00%	4	89.30%	785	-0.69	Yes	100.00%	2	93.24%	680	-0.38	Yes	100.00%
ID	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	0	1	4.1	151	-0.35	Yes	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
ID	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4.8	5	5.5	817	-0.28	Yes	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
ID	14--02	OP-5	New Service Install Quality, Business%		P	100.00%	5	90.13%	993	-0.74	Yes	100.00%	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%
ID	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	11	91.09%	954	-1.03	Yes	100.00%	12	90.20%	908	-1.13	Yes	83.33%	6	88.68%	883	0.43	Yes	100.00%
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			29.6	5		N/A			3.33	3		N/A						N/A			4	1		N/A	
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			5.45	47		N/A			5.63	51		N/A			4.83	41		N/A			5.86	21		N/A	
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A			16.5	2		N/A	
ID	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			8.25	24		N/A			12.13	30		N/A			15.71	45		N/A			11.15	26		N/A	
ID	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			118.17	100		N/A			97.33	116		N/A			92.52	127		N/A			87.08	120		N/A	
ID	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			36			N/A			37			N/A			39			N/A			40			N/A	
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			######	83		N/A			98.63%	73		N/A	100.00%	2	98.75%	80	-0.16	Yes			97.78%	90		N/A	100.00%
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	1	96.06%	279	-0.2	Yes	100.00%	1	93.09%	304	-0.27	Yes			92.88%	295		N/A	100.00%	2	94.32%	475	-0.35	Yes	100.00%
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P			######	211		N/A			100.00%	147		N/A	100.00%	4	100.00%	182	.	Yes	100.00%	3	100.00%	202	.	Yes	100.00%
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	1	98.29%	351	-0.13	Yes	100.00%	1	97.95%	391	-0.14	Yes	100.00%	1	98.63%	364	-0.12	Yes	100.00%	2	98.95%	572	-0.15	Yes	100.00%
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P			5:21	211		N/A			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
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	1:27	1	11:37	351	-0.9	Yes	4:07	1	11:38	391	-0.63	Yes	0:47	1	11:40	364	1.36	Yes	2:52	2	11:35	572	-0.96	Yes	21:53
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P			10.43%	211		N/A			12.24%	147		N/A	25.00%	4	9.34%	182	0.87	Yes	33.33%	3	10.89%	202	0.97	Yes	0.00%
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	1	10.25%	361	-0.34	Yes	0.00%	1	9.55%	398	-0.32	Yes	0.00%	1	8.40%	369	-0.3	Yes	0.00%	2	11.75%	587	-0.52	Yes	0.00%
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			17.11%	76		N/A	0.00%	1	10.48%	105	-0.34	Yes			11.58%	95		N/A	
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	1	9.79%	378	-0.33	Yes	0.00%	1	8.67%	346	-0.31	Yes	0.00%	2	11.88%	547	-0.52	Yes	0.00%
ID	14--02	MR-8	Trouble Rate, Business%		P	0.19%	514	0.62%	91941	-1.23	Yes	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%
ID	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.20%	494	0.49%	92266	-0.92	Yes	0.38%	531	0.49%	92793	-0.36	Yes	0.39%	511	0.69%	92915	-0.82	Yes	0.19%
ID	14--02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	1	88.92%	361	-0.35	Yes	0.00%	1	91.21%	398	1.71	No	100.00%	1	93.22%	369	-0.27	Yes	100.00%	2	90.29%	587	-0.46	Yes	100.00%
ID	14--02	MR-9	Repair Appoint Met, Business%	ND	P			98.58%	211		N/A			93.88%	147		N/A	100.00%	4	96.15%	182	-0.4	Yes	100.00%	3	95.54%	202	-0.37	Yes	100.00%
ID	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	50.00%	2	41.33%	975	0.21	N/A	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	50.00%
ID	14--03	OP-3	Install Commit Met, Centrex%	ND	P			######	18		N/A			100.00%	14		N/A			100.00%	6		N/A			100.00%	1		N/A	
ID	14--03	OP-3	Install Commit Met, Centrex%	D	P			90.00%	20		N/A			93.33%	15		N/A			100.00%	19		N/A			100.00%	15		N/A	
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			1.72	18		N/A			3.36	14		N/A			2.17	6		N/A			1	1		N/A	
ID	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			5.86	21		N/A			4.6	15		N/A			5.53	19		N/A			3.6	15		N/A	
ID	14--03	OP-5	New Service Install Quality, Centrex%		P			91.18%	34		N/A			92.59%	27		N/A			85.71%	21		N/A			63.16%	19		N/A	
ID	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			96.30%	27		N/A			95.24%	21		N/A			73.68%	19		N/A	
ID	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			1	2		N/A			4	1		N/A						N/A						N/A	
ID	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			29	1		N/A						N/A						N/A						N/A	
ID	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			247.33	9		N/A			173.5	16		N/A			173.56	16		N/A			162.67	15		N/A	
ID	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			1			N/A			1			N/A			2			N/A			2			N/A	
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			######	12		N/A			100.00%	9		N/A			100.00%	7		N/A			100.00%	9		N/A	
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			90.91%	11		N/A			95.00%	20		N/A			85.71%	21		N/A			94.44%	18		N/A	
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			######	20		N/A			100.00%	15		N/A			100.00%	15		N/A			100.00%	21		N/A	
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			######	12		N/A			96.77%	31		N/A			93.55%	31		N/A			100.00%	22		N/A	
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			2:12	20		N/A			4:08	15		N/A			3:05	15		N/A			6:31	21		N/A	
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			12:11	12		N/A			11:22	31		N/A			13:40	31		N/A			9:13	22		N/A	
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0.00%	20		N/A			0.00%	15		N/A			13.33%	15		N/A			4.76%	21		N/A	
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			0.00%	12		N/A			16.13%	31		N/A			3.23%	31		N/A			13.04%	23		N/A	
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0.00%	7		N/A			16.67%	6		N/A			9.09%	11		N/A	
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			13.33%	30		N/A			3.33%	30		N/A			13.64%	22		N/A	
ID	14--03	MR-8	Trouble Rate, Centrex%		P	0.00%	6	0.29%	10897	-0.13	Yes	0.00%	5	0.41%	11100	-0.14	Yes	0.00%	5	0.41%	11164	-0.14	Yes	0.00%	5	0.39%	11185	-0.14	Yes	0.00%
ID	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.00%	5	0.33%	11100	-0.13	Yes	0.00%	5	0.32%	11164	-0.13	Yes	0.00%	5	0.30%	11185	-0.12	Yes	0.00%
ID	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			93.75%	16		N/A			100.00%	12		N/A			91.67%	12		N/A			73.68%	19		N/A	
ID	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			41.67%	12		N/A			75.00%	28		N/A			58.06%	31		N/A			55.00%	20		N/A	
ID	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			46.67%	60		N/A			40.26%	77		N/A			39.47%	76		N/A			35.29%	68		N/A	
ID	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			96.55%	29		N/A			100.00%	30		N/A			99.29%	564		N/A			100.00%	25		N/A	100.00%
ID	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100.00%	1	88.10%	42	-0.36	Yes			89.09%	55		N/A			93.75%	48		N/A			80.43%	46		N/A	
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.36	22		N/A			3.86	21		N/A			4.95	334		N/A			3.59	22		N/A	5
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	4	1	7.33	42	-0.42	Yes			6.82	56		N/A			5.46	50		N/A			8.62	47		N/A	
ID	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	1	83.54%	79	-0.44	Yes			94.57%	350		N/A			94.17%	343		N/A	100.00%	1	69.35%	62	-0.66	Yes	100.00%
ID	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			95.71%	350		N/A			95.63%	343		N/A	100.00%	1	77.42%	62	-0.54	Yes	100.00%
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			5	1		N/A						N/A			2	4		N/A						N/A	
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			4	2		N/A			9	4		N/A			3	2		N/A			15.67	6		N/A	
ID	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			6	3		N/A			1.5	2		N/A			5	2		N/A			8.67	3		N/A	
ID	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			116.46	13		N/A			96.08	13		N/A			66.71	17		N/A			56	18		N/A	
ID	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			1			N/A			1			N/A			1			N/A			3			N/A	
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			92.31%	26		N/A			87.50%	16		N/A			100.00%	10		N/A			91.30%	23		N/A	
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			96.08%	51		N/A			89.83%	59		N/A			98.00%	50		N/A			97.22%	72		N/A	100.00%
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			######	54		N/A	100.00%	1	97.14%	35	-0.17	Yes			100.00%	30		N/A			98.04%	51		N/A	
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			######	64		N/A	100.00%	1	94.52%	73	-0.24	Yes			100.00%	63		N/A			100.00%	86		N/A	100.00%
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			5:09	54		N/A	5:56	1	6:11	35	-0.02	Yes			3:54	30		N/A			7:23	51		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	14--02	OP-3	Install Commit Met, Business%	D	P	4	92.23%	721	-0.58	Yes	100.00%	3	91.79%	804	-0.52	Yes	0					
ID	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	1	3.23	136	-1.16	Yes	2.11	9	3.83	129	-1.49	Yes	0					
ID	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4	5.82	725	-0.76	Yes	3.33	3	6.14	807	-0.64	Yes	0					
ID	14--02	OP-5	New Service Install Quality, Business%		P	9	89.72%	963	1.85	No	96.15%	26	86.23%	988	-1.45	Yes	1	69	89.9%	88.4%	1.5%	
ID	14--02	OP-5*	New Service Install Quality, Business%		P	9	91.90%	963	-0.89	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	ND	P		3	1		N/A			7.75	4		N/A	0					
ID	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		8.21	29		N/A			4.76	37		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-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		11.71	28		N/A			11.87	31		N/A	0					
ID	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS		84.96	116		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		42			N/A	-		34		-1.02	N/A	0					
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	2	100.00%	110	.	Yes			98.91%	92		N/A	0					
ID	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	1	92.54%	362	-0.28	Yes	100.00%	4	90.98%	366	-0.63	Yes	0					
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	3	100.00%	229	.	Yes			99.61%	259		N/A	0					
ID	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	1	98.28%	465	-0.13	Yes	100.00%	5	98.22%	506	-0.3	Yes	0					
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3	3:02	229	1.48	Yes			4:44	259		N/A	0					
ID	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	1	11:51	465	1.05	Yes	8:46	5	12:44	506	-0.68	Yes	0					
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	3	13.54%	229	-0.68	Yes			9.27%	259		N/A	0					
ID	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	1	9.79%	470	-0.33	Yes	0.00%	5	12.21%	516	-0.83	Yes	0					
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P		15.22%	138		N/A			7.81%	128		N/A	0					
ID	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	1	9.80%	439	-0.33	Yes	0.00%	5	12.27%	489	-0.83	Yes	0					
ID	14--02	MR-8	Trouble Rate, Business%		P	527	0.75%	93019	0.02	Yes	0.99%	507	0.84%	92748	0.37	Yes	0					
ID	14--02	MR-8*	Trouble Rate, Business%		P	527	0.62%	93019	-1.26	Yes	0.99%	507	0.67%	92748	0.89	Yes	0					
ID	14--02	MR-9	Repair Appoint Met, Business%	D	P	1	88.30%	470	-0.36	Yes	100.00%	5	88.18%	516	-0.81	Yes	1	11	90.9%	89.9%	1.0%	
ID	14--02	MR-9	Repair Appoint Met, Business%	ND	P	3	98.69%	229	-0.2	Yes			98.07%	259		N/A	0					
ID	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	8	36.86%	1107	0.74	N/A	44.44%	9	35.25%	1197	0.56	N/A	0					
ID	14--03	OP-3	Install Commit Met, Centrex%	ND	P					N/A			100.00%	3		N/A	0					
ID	14--03	OP-3	Install Commit Met, Centrex%	D	P		85.71%	21		N/A			85.19%	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-4	Install Interv, Centrex, Avg Days	D	P		6	21		N/A			4.41	27		N/A	0					
ID	14--03	OP-5	New Service Install Quality, Centrex%		P		73.08%	26		N/A			70.83%	24		N/A	0					
ID	14--03	OP-5*	New Service Install Quality, Centrex%		P		80.77%	26		N/A			83.33%	24		N/A	0					
ID	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		1	1		N/A			3.25	4		N/A	0					
ID	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		13	2		N/A						N/A	0					
ID	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		129.63	19		N/A			111.37	19		N/A	0					
ID	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS		2			N/A			2			N/A	0					
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		100.00%	15		N/A			87.50%	16		N/A	0					
ID	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P		100.00%	12		N/A			94.12%	17		N/A	0					
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		100.00%	26		N/A			96.55%	29		N/A	0					
ID	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P		100.00%	18		N/A			100.00%	27		N/A	0					
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		5:26	26		N/A			6:50	29		N/A	0					
ID	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P		8:47	18		N/A			8:39	27		N/A	0					
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		19.23%	26		N/A			13.79%	29		N/A	0					
ID	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P		16.67%	18		N/A			17.86%	28		N/A	0					
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		20.00%	10		N/A			16.67%	12		N/A	0					
ID	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P		17.65%	17		N/A			18.52%	27		N/A	0					
ID	14--03	MR-8	Trouble Rate, Centrex%		P	5	0.39%	11197	-0.14	Yes	0.00%	5	0.50%	11303	-0.16	Yes	0					
ID	14--03	MR-8*	Trouble Rate, Centrex%		P	5	0.24%	11197	-0.11	Yes	0.00%	5	0.35%	11303	-0.13	Yes	0					
ID	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P		84.00%	25		N/A			93.10%	29		N/A	0					
ID	14--03	MR-9	Repair Appoint Met, Centrex%	D	P		72.22%	18		N/A			82.14%	28		N/A	0					
ID	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS		25.42%	59		N/A			30.49%	82		N/A	0					
ID	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	1	91.30%	23	-0.3	Yes			100.00%	19		N/A	0					
ID	14--04	OP-3	Install Commit Met, Centrex 21%	D	P		82.76%	29		N/A			93.02%	43		N/A	0					
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	1	3	14	0.9	Yes			3.21	14		N/A	0					
ID	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P		5.45	29		N/A			5.77	43		N/A	0					
ID	14--04	OP-5	New Service Install Quality, Centrex 21%		P	1	75.44%	57	-0.57	Yes			74.39%	82		N/A	0					
ID	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	1	80.70%	57	-0.48	Yes			84.15%	82		N/A	0					
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P		2.5	2		N/A						N/A	0					
ID	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		1.5	2		N/A			6.5	2		N/A	0					
ID	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		8.33	3		N/A			5	1		N/A	0					
ID	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		61.77	13		N/A			74.47	15		N/A	0					
ID	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		3			N/A			1			N/A	0					
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		100.00%	28		N/A			100.00%	23		N/A	0					
ID	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	1	94.92%	59	-0.23	Yes			92.98%	57		N/A	0					
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P		100.00%	53		N/A			94.83%	58		N/A	0					
ID	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	1	97.18%	71	-0.17	Yes			98.70%	77		N/A	0					
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P		3:05	53		N/A			8:45	58		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			8:45	64		N/A	7:01	1	13:42	73	-0.37	Yes			11:40	63		N/A			9:25	86		N/A	4:41
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			22.22%	54		N/A	0.00%	1	22.86%	35	-0.54	Yes			6.67%	30		N/A			7.84%	51		N/A	
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			14.06%	64		N/A	0.00%	1	12.33%	73	-0.37	Yes			15.87%	63		N/A			11.63%	86		N/A	0.00%
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	0.00%	1	28.00%	25	-0.61	Yes			11.76%	17		N/A			8.00%	25		N/A	
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	1	10.61%	66	-0.34	Yes			14.81%	54		N/A			11.25%	80		N/A	0.00%
ID	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.00%	69	0.57%	20560	-0.63	Yes	2.90%	69	0.52%	20594	1.92	No	0.00%	71	0.46%	20129	-0.57	Yes	0.00%	72	0.69%	19939	-0.7	Yes	1.35%
ID	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	2.90%	69	0.44%	20594	2.06	No	0.00%	71	0.35%	20129	-0.5	Yes	0.00%	72	0.53%	19939	-0.62	Yes	1.35%
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			92.59%	54		N/A	0.00%	1	94.29%	35	1.8	No			93.33%	30		N/A			94.12%	51		N/A	
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P			85.94%	64		N/A	100.00%	1	83.56%	73	-0.44	Yes			90.48%	63		N/A			93.02%	86		N/A	100.00%
ID	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS			30.59%	170		N/A	50.00%	4	38.98%	177	0.4	N/A			34.97%	143		N/A			35.38%	212		N/A	0.00%
ID	14--05	OP-3	Install Commit Met, PBX%	ND	P						N/A			50.00%	2		N/A			100.00%	4		N/A						N/A	
ID	14--05	OP-3	Install Commit Met, PBX%	D	P			66.67%	3		N/A			100.00%	4		N/A			100.00%	10		N/A			83.33%	6		N/A	
ID	14--05	OP-3	Install Commit Met, PBX%		P			80.00%	5		N/A			100.00%	2		N/A			61.54%	13		N/A			100.00%	12		N/A	
ID	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A			0	1		N/A			1	4		N/A						N/A	
ID	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			4	3		N/A			5.75	4		N/A			9.4	10		N/A			6.5	6		N/A	
ID	14--05	OP-4	Install Interv, PBX, Avg Days		P			9.43	7		N/A			13.86	7		N/A			11.07	14		N/A			9.13	16		N/A	15
ID	14--05	OP-5	New Service Install Quality, PBX%		P			83.33%	12		N/A			73.91%	23		N/A			77.78%	27		N/A	100.00%	1	84.00%	25	-0.43	Yes	100.00%
ID	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A			78.26%	23		N/A			85.19%	27		N/A	100.00%	1	92.00%	25	-0.29	Yes	100.00%
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A			10	1		N/A						N/A						N/A	
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			2	1		N/A						N/A						N/A			16	1		N/A	
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P						N/A			16.5	2		N/A			15.4	5		N/A			13	1		N/A	
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A	
ID	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			3	1		N/A						N/A						N/A						N/A	
ID	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			92.33	3		N/A			109.5	2		N/A			59.75	4		N/A			79	2		N/A	
ID	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			-			N/A			-			N/A			1			N/A			-			N/A	
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			######	20		N/A	100.00%	1	100.00%	15	.	Yes	100.00%	3	87.50%	16	-0.6	Yes			100.00%	28		N/A	
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			90.91%	11		N/A			100.00%	16		N/A			92.31%	13		N/A			76.47%	17		N/A	
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P			######	23		N/A	100.00%	1	100.00%	19	.	Yes	100.00%	3	100.00%	17	.	Yes			100.00%	30		N/A	
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			######	11		N/A			100.00%	16		N/A			100.00%	15		N/A			100.00%	18		N/A	
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			2:09	23		N/A	1:10	1	1:40	19	-0.28	Yes	0:56	3	6:03	17	-0.82	Yes			2:06	30		N/A	
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			10:11	11		N/A			6:02	16		N/A			8:50	15		N/A			11:44	18		N/A	
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P			8.70%	23		N/A	0.00%	1	10.53%	19	-0.33	Yes	33.33%	3	11.76%	17	0.74	Yes			13.33%	30		N/A	
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			9.09%	11		N/A			6.25%	16		N/A			6.67%	15		N/A			22.22%	18		N/A	
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	1	12.50%	8	-0.36	Yes			16.67%	6		N/A			6.25%	16		N/A	
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			7.14%	14		N/A			7.69%	13		N/A			13.33%	15		N/A	
ID	14--05	MR-8	Trouble Rate, PBX%		P	0.00%	450	0.22%	15746	-0.97	Yes	0.24%	416	0.22%	16102	0.18	Yes	0.75%	401	0.20%	16355	1.92	No	0.00%	406	0.29%	16567	-1.07	Yes	0.00%
ID	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.24%	416	0.14%	16102	0.57	Yes	0.00%	401	0.12%	16355	-0.67	Yes	0.00%	406	0.19%	16567	-0.86	Yes	0.00%
ID	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			######	6		N/A			100.00%	4		N/A			66.67%	3		N/A			100.00%	5		N/A	
ID	14--05	MR-9	Repair Appoint Met, PBX%	D	P			50.00%	4		N/A			60.00%	5		N/A			57.14%	7		N/A			62.50%	8		N/A	
ID	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS			24.44%	45		N/A	0.00%	1	23.91%	46	-0.55	N/A	40.00%	5	28.89%	45	0.47	N/A			23.81%	63		N/A	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A			100.00%	6		N/A	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A			100.00%	2		N/A			0.00%	1		N/A						N/A	
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			90.91%	22		N/A			90.91%	33		N/A			95.00%	20		N/A			100.00%	61		N/A	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A			2.4	5		N/A	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A			7.5	2		N/A			69	1		N/A						N/A	
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			7.81	21		N/A			8.97	33		N/A			10.29	14		N/A			21.74	62		N/A	
ID	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			83.33%	30		N/A			89.66%	29		N/A			95.56%	45		N/A			90.16%	61		N/A	
ID	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100.00%	29		N/A			97.78%	45		N/A			93.44%	61		N/A	
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			67	1		N/A						N/A	
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			10	1		N/A			10.5	4		N/A						N/A						N/A	
ID	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			7	2		N/A						N/A			3	1		N/A						N/A	
ID	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			227.29	7		N/A			239	6		N/A			156	9		N/A			158.88	8		N/A	
ID	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			2			N/A			1			N/A			1			N/A			-			N/A	
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	32		N/A			100.00%	28		N/A			100.00%	23		N/A			100.00%	30		N/A	
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	25		N/A			100.00%	15		N/A			90.91%	11		N/A			100.00%	20		N/A	
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	32		N/A			100.00%	28		N/A			100.00%	23		N/A			100.00%	30		N/A	
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	25		N/A			100.00%	16		N/A			100.00%	11		N/A			100.00%	20		N/A	
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:30	32		N/A			1:38	28		N/A			2:00	23		N/A			1:20	30		N/A	
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:01	25		N/A			3:07	16		N/A			6:23	11		N/A			4:20	20		N/A	
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			9.38%	32		N/A			17.86%	28		N/A			21.74%	23		N/A			20.00%	30		N/A	
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			0.00%	25		N/A			25.00%	16		N/A			18.18%	11		N/A			25.00%	20		N/A	
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			15.79%	19		N/A			16.67%	12		N/A			0.00%	10		N/A	
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			33.33%	12		N/A			11.11%	9		N/A			17.65%	17		N/A	
ID	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	2	2.03%	2813	-0.2	Yes	0.00%	2	1.56%	2813	-0.18	Yes	0.00%	2	1.19%	2855	-0.16	Yes	0.00%	2	1.74%	2869	-0.19	Yes	0.00%
ID	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	2	1.10%	2813	-0.15	Yes	0.00%	2	0.74%	2855	-0.12	Yes	0.00%	2	0.94%	2869	-0.14	Yes	0.00%
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A						N/A	
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A			100.00%	1		N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	1	11:21	71	-0.55	Yes			12:01	77		N/A	0					
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P		15.09%	53		N/A			12.07%	58		N/A	0					
ID	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	1	12.50%	72	-0.38	Yes			11.69%	77		N/A	0					
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		10.34%	29		N/A			8.33%	24		N/A	0					
ID	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	1	13.85%	65	-0.4	Yes			11.11%	72		N/A	0					
ID	14--04	MR-8	Trouble Rate, Centrex 21%		P	74	0.62%	20094	0.75	Yes	0.00%	83	0.67%	20059	-0.75	Yes	1	438	0.7%	0.6%	0.1%	
ID	14--04	MR-8*	Trouble Rate, Centrex 21%		P	74	0.47%	20094	0.95	Yes	0.00%	83	0.48%	20059	-0.63	Yes	1	369	0.8%	0.5%	0.4%	
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P		98.11%	53		N/A			94.83%	58		N/A	1	1	0.0%	94.7%	-94.7%	
ID	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	1	86.11%	72	-0.4	Yes			80.52%	77		N/A	0					
ID	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	1	33.86%	189	-0.71	N/A			32.16%	199		N/A	0					
ID	14--05	OP-3	Install Commit Met, PBX%	ND	P		100.00%	2		N/A			100.00%	2		N/A	0					
ID	14--05	OP-3	Install Commit Met, PBX%	D	P		80.00%	10		N/A			90.00%	10		N/A	0					
ID	14--05	OP-3	Install Commit Met, PBX%		P		57.14%	7		N/A			100.00%	3		N/A	0					
ID	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P		4	2		N/A			3	1		N/A	0					
ID	14--05	OP-4	Install Interv, PBX, Avg Days	D	P		3.6	10		N/A			7.9	10		N/A	0					
ID	14--05	OP-4	Install Interv, PBX, Avg Days		P	1	16.46	13	-0.12	Yes			5.67	3		N/A	0					
ID	14--05	OP-5	New Service Install Quality, PBX%		P	1	75.00%	24	-0.57	Yes			82.35%	17		N/A	0					
ID	14--05	OP-5*	New Service Install Quality, PBX%		P	1	79.17%	24	-0.5	Yes			88.24%	17		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	D	P		1	1		N/A						N/A	0					
ID	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		12.57	7		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		132	1		N/A			56	2		N/A	0					
ID	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		-			N/A			-			N/A	0					
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P		100.00%	18		N/A			100.00%	14		N/A	0					
ID	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		89.47%	19		N/A	100.00%	2	100.00%	11	.	Yes	0					
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P		100.00%	21		N/A			100.00%	15		N/A	0					
ID	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P		100.00%	23		N/A	100.00%	2	100.00%	13	.	Yes	0					
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P		1:13	21		N/A			0:55	15		N/A	0					
ID	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P		8:44	23		N/A	14:01	2	7:22	13	1.46	Yes	0					
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P		23.81%	21		N/A			20.00%	15		N/A	0					
ID	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P		13.04%	23		N/A	0.00%	2	7.69%	13	-0.38	Yes	0					
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P		9.09%	11		N/A			0.00%	3		N/A	0					
ID	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		11.11%	18		N/A	0.00%	2	10.00%	10	-0.43	Yes	0					
ID	14--05	MR-8	Trouble Rate, PBX%		P	399	0.26%	16755	-1.01	Yes	0.52%	387	0.17%	16801	1.38	Yes	1	2,459	0.2%	0.2%	0.0%	
ID	14--05	MR-8*	Trouble Rate, PBX%		P	399	0.17%	16755	-0.82	Yes	0.52%	387	0.08%	16801	2.03	No	1	2,009	0.1%	0.1%	0.0%	
ID	14--05	MR-9	Repair Appoint Met, PBX%	ND	P		100.00%	9		N/A			100.00%	4		N/A	0					
ID	14--05	MR-9	Repair Appoint Met, PBX%	D	P		85.71%	7		N/A	100.00%	2	100.00%	7	.	Yes	0					
ID	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS		26.67%	60		N/A	0.00%	2	37.78%	45	-1.08	N/A	0					
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		100.00%	2		N/A			100.00%	5		N/A	0					
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		33.33%	3		N/A			100.00%	3		N/A	0					
ID	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		81.25%	48		N/A			81.82%	22		N/A	0					
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P		3	2		N/A			2.8	5		N/A	0					
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		20.67	3		N/A			5	3		N/A	0					
ID	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		15.47	47		N/A			13.47	19		N/A	0					
ID	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		100.00%	43		N/A			80.00%	35		N/A	0					
ID	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		100.00%	43		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		22.5	2		N/A						N/A	0					
ID	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		23.22	9		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		132.67	9		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			-			N/A	0					
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	22		N/A			100.00%	31		N/A	0					
ID	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		93.75%	16		N/A			100.00%	16		N/A	0					
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	22		N/A			100.00%	31		N/A	0					
ID	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	16		N/A			100.00%	16		N/A	0					
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		1:57	22		N/A			1:23	31		N/A	0					
ID	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		8:14	16		N/A			4:21	16		N/A	0					
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		22.73%	22		N/A			19.35%	31		N/A	0					
ID	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		6.25%	16		N/A			25.00%	16		N/A	0					
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		30.00%	10		N/A			16.67%	12		N/A	0					
ID	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		6.25%	16		N/A			33.33%	12		N/A	0					
ID	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	2	1.32%	2872	-0.16	Yes	0.00%	2	1.64%	2870	-0.18	Yes	0					
ID	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	2	0.91%	2872	-0.14	Yes	0.00%	2	0.84%	2870	-0.13	Yes	0					
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		100.00%	1		N/A						N/A	0					
ID	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P		100.00%	2		N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			25.97%	77		N/A			18.52%	54		N/A			10.53%	38		N/A			9.09%	55		N/A	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.75%	787		N/A			99.57%	930		N/A			99.50%	807		N/A			98.96%	1158		N/A	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			98.44%	128		N/A			92.66%	177		N/A			95.00%	160		N/A			94.47%	199		N/A	
ID	14--07	OP-3	Install Commit Met, Qwest DSL%		P			######	12		N/A			100.00%	2		N/A			100.00%	7		N/A			100.00%	12		N/A	
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.82	600		N/A			4.85	719		N/A			4.87	625		N/A			4.9	596		N/A	
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.52	128		N/A			5.55	177		N/A			5.57	162		N/A			6.44	200		N/A	
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.5	12		N/A			4.5	2		N/A			6.71	7		N/A			5.08	12		N/A	
ID	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			99.12%	1019		N/A			100.00%	1043		N/A			99.74%	1174		N/A			99.49%	1184		N/A	100.00%
ID	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	1043		N/A			99.83%	1174		N/A			99.92%	1184		N/A	100.00%
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			4.5	2		N/A			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	D	P			8	2		N/A			2.64	11		N/A			3.63	8		N/A			2.55	11		N/A	
ID	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A						N/A	
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A			2	1		N/A						N/A						N/A	
ID	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A			8	2		N/A						N/A						N/A	
ID	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			90.11%	91		N/A			81.82%	55		N/A			90.16%	122		N/A			83.17%	101		N/A	
ID	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			96.74%	92		N/A			94.55%	55		N/A			95.90%	122		N/A			95.10%	102		N/A	
ID	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			8:22	92		N/A			14:36	55		N/A			8:11	122		N/A			11:27	102		N/A	
ID	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			45.65%	92		N/A			43.64%	55		N/A			29.51%	122		N/A			27.45%	102		N/A	
ID	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			57.14%	28		N/A			42.86%	49		N/A			35.14%	37		N/A	
ID	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	4	2.06%	4459	-0.29	Yes	0.00%	5	1.19%	4625	-0.25	Yes	0.00%	4	2.57%	4753	-0.32	Yes	0.00%	4	2.09%	4883	-0.29	Yes	0.00%
ID	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	5	0.61%	4625	-0.17	Yes	0.00%	4	1.03%	4753	-0.2	Yes	0.00%	4	0.76%	4883	-0.17	Yes	0.00%
ID	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			52.08%	192		N/A			55.28%	123		N/A			45.29%	223		N/A			44.26%	183		N/A	
ID	14--08	OP-3	Install Commit Met, ISDN Primary%		P			60.00%	10		N/A			40.00%	5		N/A	25.00%	4	91.07%	56	2.85	No			84.42%	77		N/A	
ID	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A						N/A			100.00%	2		N/A			0.00%	1		N/A	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A			2.5	2		N/A			22	1		N/A	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			17.9	49		N/A			28.56	18		N/A	14	4	13.8	74	0.43	Yes			11.62	162		N/A	
ID	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			######	34		N/A	100.00%	2	98.31%	59	-0.18	Yes	100.00%	2	100.00%	132	.	Yes			97.83%	92		N/A	
ID	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100.00%	2	98.31%	59	-0.18	Yes	100.00%	2	100.00%	132	.	Yes			100.00%	92		N/A	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A			20	1		N/A	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
ID	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			37.67	6		N/A			28.23	13		N/A	1.33	3	26.46	13	-2.23	Yes			12.41	17		N/A	
ID	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			36.33	3		N/A						N/A						N/A						N/A	
ID	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			8.8	5		N/A						N/A			24	20		N/A			3.95	22		N/A	
ID	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			-			N/A						N/A			19			N/A			-			N/A	
ID	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100.00%	1	88.89%	9	-0.34	Yes			100.00%	7		N/A			91.67%	12		N/A	100.00%	2	64.29%	14	-0.99	Yes	
ID	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:28	1	1:41	9	-0.76	Yes			1:32	7		N/A			1:16	12		N/A	0:46	2	4:11	14	-0.82	Yes	
ID	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0.00%	1	0.00%	9	.	Yes			14.29%	7		N/A			25.00%	12		N/A	50.00%	2	7.14%	14	1.19	Yes	
ID	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0.00%	2		N/A			25.00%	4		N/A			0.00%	6		N/A	
ID	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.76%	131	0.03%	29351	2.04	No	0.00%	131	0.02%	28925	-0.18	Yes	0.00%	131	0.04%	28661	-0.23	Yes	3.39%	59	0.05%	29465	3.56	No	0.00%
ID	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	131	0.01%	28925	-0.09	Yes	0.00%	131	0.01%	28661	-0.13	Yes	0.00%	59	0.02%	29465	-0.11	Yes	0.00%
ID	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0.00%	1	40.00%	15	-0.79	N/A			22.22%	9		N/A			42.86%	21		N/A	0.00%	2	17.65%	17	-0.62	N/A	
ID	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A						N/A						N/A						N/A	
ID	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A						N/A	
ID	14--09	OP-3	Install Commit Met, DS0%		P			80.00%	5		N/A			85.71%	7		N/A			71.43%	7		N/A			71.43%	7		N/A	
ID	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A	
ID	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
ID	14--09	OP-4	Install Interv, DS0, Avg Days		P			7	3		N/A			6.6	10		N/A			50.2	5		N/A			18.63	8		N/A	
ID	14--09	OP-5	New Service Install Quality, DS0%		P			44.44%	9		N/A			0.00%	11		N/A			60.00%	10		N/A			25.00%	12		N/A	
ID	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			0.00%	11		N/A			60.00%	10		N/A			33.33%	12		N/A	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			5	1		N/A			9	1		N/A			55.25	4		N/A			18.33	3		N/A	
ID	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A			27	1		N/A	
ID	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS						N/A			2	1		N/A						N/A						N/A	
ID	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS						N/A			-			N/A						N/A						N/A	
ID	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100.00%	1	83.33%	102	-0.45	Yes			76.67%	120		N/A	100.00%	1	75.41%	122	-0.57	Yes			73.91%	184		N/A	
ID	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	2:41	1	2:51	102	-0.03	Yes			3:00	120		N/A	0:01	1	3:31	122	-0.63	Yes			3:08	184		N/A	
ID	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	1	22.55%	102	-0.54	Yes			15.83%	120		N/A	0.00%	1	20.49%	122	-0.51	Yes			19.57%	184		N/A	
ID	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			15.94%	69		N/A			23.46%	81		N/A			20.33%	123		N/A	
ID	14--09	MR-8	Trouble Rate, DS0%		P	3.57%	28	0.53%	19122	1.45	Yes	0.00%	54	0.67%	18032	-0.6	Yes	1.85%	54	0.66%	18593	0.93	Yes	0.00%	28	0.98%	18764	-0.53	Yes	0.00%
ID	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	54	0.38%	18032	-0.45	Yes	0.00%	54	0.44%	18593	-0.49	Yes	0.00%	28	0.66%	18764	-0.43	Yes	0.00%
ID	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	0.00%	1	17.74%	124	-0.46	N/A			43.40%	212		N/A	0.00%	1	30.68%	176	-0.66	N/A			23.65%	241		N/A	
ID	14--10	OP-3	Install Commit Met, DS1%		P			82.26%	186		N/A			73.53%	170		N/A			85.89%	241		N/A			90.42%	167		N/A	
ID	14--10	OP-4	Install Interv, DS1, Avg Days		P			14.31	219		N/A			20.35	242		N/A			18.76	275		N/A			14.9	202		N/A	
ID	14--10	OP-5	New Service Install Quality, DS1%		P			95.74%	235		N/A			93.51%	262		N/A			91.29%	241		N/A			86.08%	194		N/A	0.00%
ID	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			94.66%	262		N/A			97.10%	241		N/A			89.18%	194		N/A	0.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		13.64%	44		N/A			14.55%	55		N/A	0					
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P		100.00%	848		N/A	100.00%	3	99.18%	854	-0.16	Yes	0					
ID	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		95.59%	136		N/A			97.60%	167		N/A	0					
ID	14--07	OP-3	Install Commit Met, Qwest DSL%		P		100.00%	12		N/A			92.31%	13		N/A	0					
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P		9.25	589		N/A	2	1	9.64	580	-5.33	Yes	0					
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		9.97	137		N/A			9.99	168		N/A	0					
ID	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		8.55	11		N/A			6.38	13		N/A	0					
ID	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	2	99.80%	1016	-0.06	Yes	100.00%	2	99.16%	1068	-0.13	Yes	0					
ID	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	2	99.80%	1016	-0.06	Yes	100.00%	2	99.34%	1068	-0.11	Yes	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	D	P		3.33	6		N/A			2.25	4		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	ND	P					N/A						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	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		87.01%	77		N/A			88.12%	101		N/A	0					
ID	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		94.81%	77		N/A			98.02%	101		N/A	0					
ID	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		13:27	77		N/A			9:35	101		N/A	0					
ID	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		27.27%	77		N/A			32.67%	101		N/A	0					
ID	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		31.82%	44		N/A			36.92%	65		N/A	0					
ID	14--07	MR-8	Trouble Rate, Qwest DSL%		P	4	1.54%	5005	-0.25	Yes	0.00%	5	1.96%	5163	-0.32	Yes	0					
ID	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	4	0.88%	5005	-0.19	Yes	0.00%	5	1.26%	5163	-0.25	Yes	0					
ID	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		46.15%	143		N/A			35.67%	157		N/A	0					
ID	14--08	OP-3	Install Commit Met, ISDN Primary%		P		100.00%	9		N/A			100.00%	17		N/A	1	4	25.0%	86.2%	-61.2%	
ID	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		100.00%	5		N/A						N/A	0					
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		6	4		N/A			8	2		N/A	0					
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P		55	1		N/A			9	2		N/A	0					
ID	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		9.73	15		N/A			6.06	18		N/A	0					
ID	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		100.00%	23		N/A			100.00%	37		N/A	0					
ID	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		100.00%	23		N/A			100.00%	37		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	D	P		42	1		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-6B	Delayed Days for 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		19.25	4		N/A			2.33	3		N/A	0					
ID	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		1			N/A			1			N/A	0					
ID	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		71.43%	7		N/A			100.00%	7		N/A	0					
ID	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		4:06	7		N/A			0:36	7		N/A	0					
ID	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		0.00%	7		N/A			14.29%	7		N/A	0					
ID	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P		0.00%	3		N/A			0.00%	1		N/A	0					
ID	14--08	MR-8	Trouble Rate, ISDN Primary%		P	59	0.03%	26531	-0.12	Yes	0.00%	59	0.03%	26412	-0.12	Yes	2	570	0.5%	0.0%	0.5%	
ID	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	59	0.01%	26531	-0.08	Yes	0.00%	59	0.00%	26412	-0.05	Yes	0					
ID	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		22.22%	9		N/A			0.00%	7		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%	D	P		33.33%	3		N/A			80.00%	5		N/A	0					
ID	14--09	OP-3	Install Commit Met, DS0%		P		50.00%	8		N/A			0.00%	3		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	D	P		17.67	3		N/A			6.14	7		N/A	0					
ID	14--09	OP-4	Install Interv, DS0, Avg Days		P		8.29	7		N/A			7.88	8		N/A	0					
ID	14--09	OP-5	New Service Install Quality, DS0%		P		100.00%	16		N/A			72.73%	11		N/A	0					
ID	14--09	OP-5*	New Service Install Quality, DS0%		P		100.00%	16		N/A			90.91%	11		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	D	P		14	2		N/A			3	1		N/A	0					
ID	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		5.8	5		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		26	2		N/A			7.33	3		N/A	0					
ID	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS		2			N/A			2			N/A	0					
ID	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P		84.00%	125		N/A			85.81%	148		N/A	0					
ID	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		2:15	125		N/A			2:08	148		N/A	0					
ID	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		27.20%	125		N/A			22.30%	148		N/A	0					
ID	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		32.00%	75		N/A			20.69%	116		N/A	0					
ID	14--09	MR-8	Trouble Rate, DS0%		P	28	0.67%	18577	-0.44	Yes	0.00%	28	0.79%	18670	-0.47	Yes	0					
ID	14--09	MR-8*	Trouble Rate, DS0%		P	28	0.40%	18577	-0.34	Yes	0.00%	28	0.62%	18670	-0.42	Yes	0					
ID	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		33.16%	187		N/A			31.80%	217		N/A	0					
ID	14--10	OP-3	Install Commit Met, DS1%		P		85.03%	147		N/A			92.25%	142		N/A	0					
ID	14--10	OP-4	Install Interv, DS1, Avg Days		P		13.66	180		N/A	30	1	12.4	166	1.64	No	1	1	30.00	16.16	13.84	
ID	14--10	OP-5	New Service Install Quality, DS1%		P	1	97.14%	175	2.16	No	100.00%	1	92.57%	148	-0.28	Yes	1	2	50.0%	92.7%	-42.7%	
ID	14--10	OP-5*	New Service Install Quality, DS1%		P	1	98.86%	175	2.44	No	100.00%	1	95.95%	148	-0.2	Yes	1	2	50.0%	95.1%	-45.1%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ID	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			22.91	32		N/A			19.11	64		N/A			21.38	37		N/A			11.74	19		N/A	
ID	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			19.8	10		N/A			20.83	12		N/A			9.33	3		N/A						N/A	
ID	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			30.78	18		N/A			78.84	25		N/A			63.91	35		N/A			44.46	48		N/A	
ID	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			9			N/A			8			N/A			13			N/A			12			N/A	
ID	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P			73.12%	93		N/A	66.67%	3	79.31%	116	0.47	Yes	100.00%	2	90.71%	140	-0.45	Yes	100.00%	6	83.05%	177	-1.09	Yes	100.00%
ID	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P			2:47	93		N/A	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
ID	14--10	MR-7	Repair Repeat Report Rate, DS1%		P			29.03%	93		N/A	33.33%	3	20.69%	116	0.47	Yes	50.00%	2	27.86%	140	0.57	Yes	33.33%	6	24.86%	177	0.46	Yes	0.00%
ID	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	50.00%	2	21.95%	82	0.75	Yes	0.00%	1	40.68%	59	-0.82	Yes	66.67%	3	24.60%	126	1.39	Yes	0.00%
ID	14--10	MR-8	Trouble Rate, DS1%		P	0.00%	73	1.11%	8404	-0.9	Yes	4.11%	73	1.39%	8342	1.65	No	2.74%	73	1.67%	8361	0.72	Yes	10.53%	57	2.14%	8285	3.18	No	4.05%
ID	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	2.74%	73	0.98%	8342	1.29	Yes	1.37%	73	0.71%	8361	0.66	Yes	5.26%	57	1.52%	8285	1.84	No	2.70%
ID	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS			31.11%	135		N/A	0.00%	3	25.64%	156	-1.01	N/A	0.00%	2	19.08%	173	-0.68	N/A	0.00%	6	12.38%	202	-0.91	N/A	0.00%
ID	14--11	OP-3	Install Commit Met, DS3%		P			90.00%	20		N/A			87.50%	8		N/A			100.00%	25		N/A			80.00%	5		N/A	
ID	14--11	OP-4	Install Interv, DS3, Avg Days		P			13.21	19		N/A			23.85	20		N/A			33.26	31		N/A			14.83	6		N/A	
ID	14--11	OP-5	New Service Install Quality, DS3%		P			######	20		N/A			100.00%	26		N/A			100.00%	19		N/A			92.31%	13		N/A	
ID	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	26		N/A			100.00%	19		N/A			100.00%	13		N/A	
ID	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			14	1		N/A			7.67	3		N/A						N/A			1	1		N/A	
ID	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			76	1		N/A			1	1		N/A						N/A						N/A	
ID	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			6	2		N/A			6	1		N/A			47	1		N/A			15	2		N/A	
ID	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			1			N/A			-			N/A			-			N/A			-			N/A	
ID	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			######	1		N/A			100.00%	4		N/A			100.00%	7		N/A			75.00%	4		N/A	
ID	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:25	1		N/A			0:21	4		N/A			0:52	7		N/A			2:09	4		N/A	
ID	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			######	1		N/A			0.00%	4		N/A			14.29%	7		N/A			0.00%	4		N/A	
ID	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0.00%	1		N/A			16.67%	6		N/A			0.00%	2		N/A	
ID	14--11	MR-8	Trouble Rate, DS3%		P			0.19%	525		N/A			0.74%	540		N/A			1.29%	541		N/A			0.75%	530		N/A	
ID	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.19%	540		N/A			1.11%	541		N/A			0.38%	530		N/A	
ID	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			50.00%	2		N/A			42.86%	7		N/A			41.67%	12		N/A			33.33%	6		N/A	
ID	14--12	OP-3	Install Commit Met, Frame Relay%		P			86.96%	46		N/A			82.61%	46		N/A			94.29%	70		N/A			89.89%	89		N/A	
ID	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A			14	1		N/A						N/A						N/A	
ID	14--12	OP-5	New Service Install Quality, Frame Relay%		P			######	52		N/A			93.94%	66		N/A			100.00%	87		N/A			91.89%	74		N/A	
ID	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			98.48%	66		N/A			100.00%	87		N/A			94.59%	74		N/A	
ID	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			22	1		N/A			9.5	4		N/A			6.67	3		N/A			12.3	10		N/A	
ID	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			7.2	5		N/A			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			3.8	5		N/A			9	1		N/A			14.43	7		N/A			21.89	9		N/A	
ID	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			-			N/A			1			N/A			5			N/A			1			N/A	
ID	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			91.89%	37		N/A			79.55%	44		N/A	100.00%	1	77.78%	36	-0.53	Yes			86.36%	88		N/A	
ID	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:55	37		N/A			2:54	44		N/A	0:44	1	2:35	36	-0.66	Yes			1:59	88		N/A	
ID	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			27.03%	37		N/A			11.36%	44		N/A	0.00%	1	19.44%	36	-0.48	Yes			17.05%	88		N/A	
ID	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			14.29%	35		N/A			25.00%	24		N/A			19.61%	51		N/A	
ID	14--12	MR-8	Trouble Rate, Frame Relay%		P	0.00%	1	1.01%	3663	-0.1	Yes	0.00%	1	1.18%	3739	-0.11	Yes	100.00%	1	0.95%	3791	2.6	No	0.00%	1	2.37%	3718	-0.16	Yes	0.00%
ID	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	0.00%	1	0.94%	3739	-0.1	Yes	0.00%	1	0.63%	3791	-0.08	Yes	0.00%	1	1.37%	3718	-0.12	Yes	0.00%
ID	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			21.28%	47		N/A			13.73%	51		N/A	0.00%	1	18.18%	44	-0.47	N/A			10.20%	98		N/A	
MT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	4	95.83%	24	-0.39	Yes	100.00%	4	100.00%	7	.	Yes	100.00%	5	83.33%	6	-0.74	Yes			80.00%	5		N/A	100.00%
MT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	13.25	8	18.4	25	-1.76	Yes	16	4	15.33	12	0.29	Yes	21.6	5	19.1	10	1.06	Yes			20.47	15		N/A	14.6
MT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	83.33%	6	######	19	1.22	Yes	60.00%	5	100.00%	11	1.78	No	100.00%	3	100.00%	13	.	Yes	100.00%	3	100.00%	12	.	Yes	100.00%
MT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	60.00%	5	100.00%	11	1.78	No	100.00%	3	100.00%	13	.	Yes	100.00%	3	100.00%	12	.	Yes	100.00%
MT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			3	1		N/A						N/A			6	1		N/A			5.5	2		N/A	
MT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A	1	1				N/A						N/A						N/A	
MT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS						N/A	1					N/A						N/A						N/A	
MT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	1	90.91%	11	-0.3	Yes	100.00%	4	100.00%	5	.	Yes	0.00%	1	80.00%	5	1.02	Yes			100.00%	9		N/A	100.00%
MT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:09	1	0:54	11	-0.47	Yes	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
MT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0.00%	1	18.18%	11	-0.45	Yes	50.00%	4	20.00%	5	0.75	Yes	0.00%	1	20.00%	5	-0.46	Yes			11.11%	9		N/A	50.00%
MT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	50.00%	4	25.00%	4	0.36	Yes	0.00%	1	33.33%	3	-0.61	Yes			0.00%	5		N/A	50.00%
MT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	10284	0.04%	26567	-1.34	Yes	0.04%	10116	0.02%	26123	1.26	Yes	0.01%	9678	0.02%	26603	-0.52	Yes	0.00%	9486	0.03%	26579	-1.54	Yes	0.02%
MT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.04%	10116	0.02%	26123	1.67	No	0.01%	9678	0.01%	26603	-0.07	Yes	0.00%	9486	0.02%	26579	-1.15	Yes	0.02%
MT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	50.00%	2	31.25%	16	0.37	N/A	0.00%	4	28.57%	7	-1.01	N/A	0.00%	1	44.44%	9	-0.85	N/A			55.00%	20		N/A	33.33%
MT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.00%	1488	0.00%	1053	.	Yes	0.06%	936	0.01%	936	236.88	Yes	0.00%	1176	0.01%	936	-24.65	Yes	0.00%	1176	0.00%	936	.	Yes	0.00%
MT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.01%	4272	0.00%	1272	.	Yes	0.00%	4248	0.00%	1272	.	Yes	0.00%	4248	0.00%	1272	.	Yes	0.00%	4176	0.04%	1272	-7.65	Yes	0.00%
MT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.00%	1488	0.00%	1053	.	N/A	2.66%	1416	0.01%	936	12634	N/A	0.00%	1176	0.01%	936	-24.65	N/A	0.00%	1176	0.00%	936	.	N/A	0.00%
MT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.29%	4392	0.00%	1272	.	N/A	0.11%	4344	0.00%	1272	.	N/A	0.06%	4344	0.00%	1272	.	N/A	0.18%	4344	0.04%	1272	27.31	N/A	0.40%
MT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A						N/A						N/A	10
MT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A						N/A						N/A	100.00%
MT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.5	1491883	3.18	2989718	-330.32	Yes	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
MT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100.00%	31113				Yes	100.00%	33749				Yes	100.00%	48181				Yes	100.00%	54419				Yes	100.00%
MT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.53	1418931	3.18	2989718	-320.09	N/A	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
MT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.03	72952	3.18	2989718	-113.29	N/A	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
MT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	2379				N/A	100.00%	2401				N/A	100.00%	2384				N/A	100.00%	2420				N/A	100.00%
MT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.99%	722254.74	99.48%	16823687.9	-59.05	Yes	99.78%	776090.87	99.18%	16594638.91	-57.3	Yes	99.21%	735158.87	99.43%	16531608.41	23.74	No	98.98%	695667.84	96.86%	16734366.72	-99.32	Yes	99.34%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ID	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		12.04	27		N/A	20	1	15	13	0.64	Yes	0					
ID	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		46.67	3		N/A			3	1		N/A	0					
ID	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		71.52	25		N/A			83.18	22		N/A	0					
ID	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		4			N/A			5			N/A	0					
ID	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	3	82.02%	89	-0.8	Yes	50.00%	2	83.21%	137	0.95	Yes	0					
ID	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	3	2:20	89	-0.4	Yes	2:19	2	2:14	137	0.34	Yes	0					
ID	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	3	25.84%	89	-1.01	Yes	100.00%	2	37.23%	137	1.51	Yes	0					
ID	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	2	28.07%	57	-0.87	Yes	100.00%	1	40.79%	76	0.82	Yes	0					
ID	14--10	MR-8	Trouble Rate, DS1%		P	74	1.10%	8128	1.92	No	3.13%	64	1.70%	8081	0.86	Yes	3	414	3.9%	1.5%	2.3%	
ID	14--10	MR-8*	Trouble Rate, DS1%		P	74	0.70%	8128	1.6	Yes	1.56%	64	0.94%	8081	0.54	Yes	1					
ID	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	3	30.47%	128	-1.13	N/A	0.00%	2	12.18%	156	-0.52	N/A	0					
ID	14--11	OP-3	Install Commit Met, DS3%		P		42.86%	14		N/A			80.00%	10		N/A	0					
ID	14--11	OP-4	Install Interv, DS3, Avg Days		P		31.68	19		N/A			21.96	26		N/A	0					
ID	14--11	OP-5	New Service Install Quality, DS3%		P		100.00%	23		N/A			100.00%	20		N/A	0					
ID	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	23		N/A			100.00%	20		N/A	0					
ID	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		38	9		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		74.5	2		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		100.00%	1		N/A			100.00%	2		N/A	0					
ID	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		0:32	1		N/A			0:47	2		N/A	0					
ID	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		0.00%	1		N/A			50.00%	2		N/A	0					
ID	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		0.00%	1		N/A			50.00%	2		N/A	0					
ID	14--11	MR-8	Trouble Rate, DS3%		P		0.19%	537		N/A			0.38%	526		N/A	0					
ID	14--11	MR-8*	Trouble Rate, DS3%		P		0.19%	537		N/A			0.38%	526		N/A	0					
ID	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		0.00%	1		N/A			60.00%	5		N/A	0					
ID	14--12	OP-3	Install Commit Met, Frame Relay%		P		75.00%	48		N/A			98.00%	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		96.30%	54		N/A			96.00%	50		N/A	0					
ID	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		98.15%	54		N/A			98.00%	50		N/A	0					
ID	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		17	13		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		24	7		N/A			57.5	2		N/A	0					
ID	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		1			N/A			-			N/A	0					
ID	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		81.25%	48		N/A			80.85%	47		N/A	0					
ID	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		2:16	48		N/A			2:03	47		N/A	0					
ID	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		20.83%	48		N/A			19.15%	47		N/A	0					
ID	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		24.14%	29		N/A			25.81%	31		N/A	0					
ID	14--12	MR-8	Trouble Rate, Frame Relay%		P	1	1.29%	3727	-0.11	Yes			1.23%	3815		N/A	1	5	20.0%	1.3%	18.7%	
ID	14--12	MR-8*	Trouble Rate, Frame Relay%		P	1	0.78%	3727	-0.09	Yes			0.81%	3815		N/A	0					
ID	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		21.31%	61		N/A			24.19%	62		N/A	0					
MT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	4	50.00%	4	-1.41	Yes	100.00%	7	100.00%	10	.	Yes	0					
MT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	5	24.5	8	-1.5	Yes	18.38	8	18.31	13	0.06	Yes	0					
MT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	7	100.00%	11	.	Yes	100.00%	6	100.00%	11	.	Yes	1	30	90.0%	100.0%	-10.0%	
MT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	7	100.00%	11	.	Yes	100.00%	6	100.00%	11	.	Yes	1	24	91.7%	100.0%	-8.3%	
MT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P		18.5	2		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	2	100.00%	3	.	Yes			80.00%	5		N/A	0					
MT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	2	1:26	3	-0.71	Yes			3:17	5		N/A	0					
MT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	2	0.00%	3	0.84	Yes			20.00%	5		N/A	0					
MT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	2	0.00%	1	0.33	Yes			33.33%	3		N/A	0					
MT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	9870	0.01%	26267	0.7	Yes	0.00%	9854	0.02%	26099	-1.17	Yes	0					
MT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	9870	0.00%	26267	2.26	No	0.00%	9854	0.01%	26099	-0.91	Yes	2	49,004	0.0%	0.0%	0.0%	
MT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	3	50.00%	6	-0.47	N/A			16.67%	6		N/A	0					
MT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	1320	0.00%	864	.	Yes	0.00%	1392	0.01%	864	-27.3	Yes	0					
MT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	4416	0.00%	1272	.	Yes	0.00%	3816	0.11%	1272	-7.28	Yes	0					
MT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	1320	0.00%	864	.	N/A	0.00%	1392	0.01%	864	-27.3	N/A	0					
MT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	4536	0.00%	1272	.	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	1				Yes						N/A	0					
MT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	1				Yes						N/A	0					
MT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1127097	4.75	2335859	-302.93	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%	24900				Yes	93.64%	14930				No	1	207,292	99.5%			
MT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1067834	4.75	2335859	-294.2	N/A						N/A	0					
MT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	59263	4.75	2335859	-99.78	N/A						N/A	0					
MT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	2285				N/A	100.00%	2391				N/A	0					
MT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	698561.16	98.78%	16653906.43	-41.6	Yes	89.39%	635108.35	97.54%	16642536.38	411.9	No	2	4,262,842	98.0%	98.5%	-0.6%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.31%	2904	99.41%	49380	0.7	Yes	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%
MT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
MT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
MT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
MT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
MT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
MT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
MT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
MT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
MT	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
MT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
MT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
MT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
MT	02--01	OA-1	Order Accuracy, %		NS	99.90%	1047				N/A	100.00%	1536				N/A	99.64%	1953				N/A	99.06%	1490				N/A	
MT	02--01	PO-10	LSR Accountability, Product Aggr%		NS	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
MT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.04	1318	0.02	8456	3.4	N/A	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
MT	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
MT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
MT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
MT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
MT	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
MT	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
MT	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
MT	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
MT	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
MT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
MT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
MT	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
MT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
MT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
MT	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
MT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
MT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
MT	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
MT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
MT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
MT	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
MT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
MT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
MT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
MT	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
MT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
MT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
MT	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
MT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
MT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
MT	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
MT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
MT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
MT	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
MT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
MT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
MT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
MT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
MT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
MT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
MT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
MT	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
MT	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
MT	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
MT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
MT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	2623	99.33%	49286	-0.13	Yes	98.09%	2095	98.89%	52509	3.43	No	3	19,383	99.1%	99.2%	-0.1%	
MT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
MT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
MT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
MT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
MT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
MT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
MT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
MT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
MT	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
MT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
MT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	1379	0.08	8296	-1.15	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	100.00%	5				Yes	0					
MT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
MT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
MT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
MT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
MT	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				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	470				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	470				N/A	19.92	540				N/A	0					
MT	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
MT	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
MT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
MT	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
MT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
MT	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
MT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
MT	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
MT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
MT	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
MT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
MT	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
MT	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
MT	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
MT	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
MT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
MT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
MT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
MT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
MT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
MT	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
MT	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
MT	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	85.35%	2791				N/A						N/A						N/A						N/A	
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	66.78%	286				N/A						N/A						N/A						N/A	
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	51.01%	198				N/A						N/A						N/A						N/A	
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	42.42%	66				N/A						N/A						N/A						N/A	
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	50.35%	141				N/A	60.00%	115				N/A	55.80%	138				N/A	63.83%	141				N/A	66.86%
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	45.16%	62				N/A	56.82%	44				N/A	35.53%	76				N/A	40.00%	80				N/A	31.68%
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	85.91%	2370				N/A	77.43%	1050				N/A	88.79%	2819				N/A	83.92%	2544				N/A	85.66%
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	80.21%	96				N/A	82.61%	46				N/A	88.89%	45				N/A	67.39%	46				N/A	61.11%
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	52.63%	57				N/A	56.14%	57				N/A	51.16%	43				N/A	66.29%	89				N/A	61.54%
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0.00%	4				N/A	0.00%	2				N/A	0.00%	4				N/A	0.00%	6				N/A	
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	82.19%	421				N/A	85.58%	326				N/A	93.23%	266				N/A	82.19%	73				N/A	75.64%
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	60.00%	190				N/A	68.95%	306				N/A	63.61%	371				N/A	61.06%	226				N/A	61.29%
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	97.95%	195				N/A						N/A						N/A						N/A	
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	98.11%	2428				N/A						N/A						N/A						N/A	
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	90.99%	111				N/A						N/A						N/A						N/A	
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	100.00%	28				N/A						N/A						N/A						N/A	
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	100.00%	28				Yes	100.00%	25				Yes	90.00%	30				No	91.43%	35				No	94.12%
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	97.47%	79				Yes	97.44%	39				Yes	100.00%	40				Yes	96.88%	32				Yes	91.67%
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	97.98%	2078				Yes	97.37%	835				Yes	98.43%	2543				Yes	97.27%	2196				Yes	96.50%
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	97.26%	73				Yes	95.83%	72				Yes	91.67%	84				Yes	94.74%	95				Yes	100.00%
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	78.95%	38				No	80.00%	40				Yes	78.57%	28				No	88.06%	67				Yes	96.00%
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	98.28%	116				Yes	95.91%	220				Yes	91.83%	257				Yes	90.79%	152				Yes	84.92%
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	98.86%	350				Yes	97.89%	285				Yes	98.80%	251				Yes	96.77%	62				Yes	100.00%
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%						N/A	0.00%	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	2:35:00	50				Yes	13:20:00	39				No	1:46:00	60				Yes	1:11:00	64				Yes	4:19:00
MT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
MT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1:41:00	21				Yes	2:09:00	40				Yes	1:58:00	54				Yes	2:05:00	25				Yes	1:22:00
MT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
MT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	2:37:00	53				Yes	9:06:00	43				Yes	9:00:00	50				Yes	14:25:00	17				Yes	9:08:00
MT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
MT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
MT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
MT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
MT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	26.77%	198				N/A	20.28%	212				N/A	24.88%	201				N/A	8.54%	199				N/A	11.11%
MT	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	99.14%	1972				Yes	100.00%	835				Yes	99.96%	2361				Yes	99.61%	2076				Yes	99.87%
MT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	100.00%	55				Yes	100.00%	52				Yes	100.00%	66				Yes	100.00%	69				Yes	100.00%
MT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100.00%	26				Yes	100.00%	19				Yes	100.00%	25				Yes	100.00%	32				Yes	100.00%
MT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	99.56%	454				Yes	100.00%	487				Yes	100.00%	480				Yes	100.00%	196				Yes	99.05%
MT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100.00%	4				Yes	100.00%	9				Yes	100.00%	2				Yes	100.00%	5				Yes	100.00%
MT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	99.70%	331				Yes	100.00%	234				Yes	99.66%	290				Yes	99.75%	403				Yes	99.63%
MT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	95.40%	87				Yes	96.34%	82				Yes	95.92%	98				Yes	94.44%	90				Yes	99.12%
MT	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100.00%	30				Yes	100.00%	19				Yes	100.00%	46				Yes	100.00%	45				Yes	100.00%
MT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	100.00%	147				Yes	98.51%	134				Yes	100.00%	152				Yes	99.00%	100				Yes	100.00%
MT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	98.00%	50				Yes	92.50%	40				Yes	97.30%	37				Yes	93.83%	81				Yes	97.22%
MT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100.00%	4				Yes	100.00%	1				Yes	100.00%	4				Yes	100.00%	5				Yes	
MT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	96.21%	132				Yes	98.75%	160				Yes	99.25%	133				Yes	100.00%	161				Yes	97.20%
MT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100.00%	1				Yes						N/A	100.00%	7				Yes	100.00%	3				Yes	100.00%
MT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100.00%	4				Yes	100.00%	6				Yes	100.00%	6				Yes	100.00%	4				Yes	100.00%
MT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100.00%	7				Yes	100.00%	4				Yes	100.00%	4				Yes	100.00%	3				Yes	100.00%
MT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:14:00	2212				Yes	0:52:00	1249				Yes	0:27:00	2684				Yes	0:52:00	2189				Yes	0:23:00
MT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:20:00	604				Yes	1:02:00	648				Yes	0:59:00	635				Yes	0:52:00	255				Yes	0:35:00
MT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.89%	1853	99.65%	51844	-1.76	Yes	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%
MT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			99.65%	51844		N/A			98.60%	47698		N/A			98.62%	52686		N/A			98.44%	50276		N/A	
MT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P			6.9	283		N/A	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
MT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5	16	6.9	283	0.43	Yes	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
MT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A	
MT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	30.67	3	6.9	283	-2.89	Yes	5	2	6.4	297	-0.15	Yes	3	1	5.12	273	-0.24	Yes			6.74	238		N/A	2.75
MT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0.00%	1	40.21%	194	0.52	Yes	33.33%	6	40.50%	242	0.3	Yes	0.00%	2	32.46%	268	0.76	Yes	0.00%	3	37.50%	240	1.19	Yes	50.00%
MT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	0.00%	2	40.21%	194	0.94	Yes	100.00%	1	40.50%	242	-1.21	Yes	0.00%	2	32.46%	268	0.76	Yes	50.00%	8	37.50%	240	-0.72	Yes	12.50%
MT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0.00%	1		N/A			0.00%	1		N/A			0.00%	1		N/A			0.00%	2		N/A	
MT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	50.00%	2	40.21%	194	-0.28	Yes	0.00%	1	40.50%	242	0.52	Yes			32.46%	268		N/A	0.00%	3	37.50%	240	1.19	Yes	33.33%
MT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	23	99.47%	4698	-0.35	Yes	100.00%	60	99.46%	5525	-0.57	Yes	100.00%	174	99.43%	5987	-0.98	Yes	100.00%	67	99.30%	4735	-0.68	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
MT	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
MT	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
MT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	175				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	101				N/A	37.31%	67				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	1869				N/A	79.21%	1419				N/A	0					
MT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	54				N/A	64.44%	90				N/A	0					
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	39				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, Resale Aggr W/O UNE-P-POTS%		NS	78				N/A	33.33%	15				N/A	0					
MT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	248				N/A	60.77%	599				N/A	0					
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
MT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	34				Yes	92.59%	27				Yes	2	179	94.4%			
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	36				Yes	85.29%	68				No	1	294	94.2%			
MT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	1659				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%	117				Yes	93.18%	88				Yes	0					
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	25				Yes	80.00%	25				Yes	2	223	83.9%			
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	179				Yes	83.68%	435				Yes	0					
MT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	59				Yes	71.43%	7				No	1	1,014	98.3%			
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	0.0%			
MT	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	114				Yes	1:29:00	101				Yes	1	428.0	3:26			
MT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
MT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	38				Yes	1:26:00	114				Yes	0					
MT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
MT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	19				Yes	10:41:00	22				Yes	0					
MT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
MT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
MT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
MT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
MT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	171				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%	1566				Yes	100.00%	1158				Yes	0					
MT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	82				Yes	100.00%	49				Yes	0					
MT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	32				Yes	100.00%	24				Yes	0					
MT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	210				Yes	100.00%	365				Yes	0					
MT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	2				Yes	100.00%	5				Yes	0					
MT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	267				Yes	100.00%	313				Yes	0					
MT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	114				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%	64				Yes	100.00%	41				Yes	0					
MT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	109				Yes	100.00%	235				Yes	0					
MT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	36				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%	143				Yes	97.16%	141				Yes	0					
MT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	5				Yes	93.91%	115				Yes	0					
MT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	1				Yes	100.00%	7				Yes	0					
MT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	1				Yes	100.00%	12				Yes	0					
MT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	1724				Yes	0:40:00	1561				Yes	0					
MT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	384				Yes	2:00:00	555				Yes	0					
MT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	2112	97.39%	46643	-4.42	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		97.39%	46643		N/A			97.64%	51155		N/A	0					
MT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3	4.37	223	1.63	Yes	4	2	4.07	174	-0.38	Yes	1	17	2.76	5.74	(2.97)	
MT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	10	4.37	223	-0.67	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	4	4.37	223	0.72	Yes	17	1	4.07	174	-2.5	Yes	0					
MT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	2	32.69%	208	-0.52	Yes	0.00%	4	30.00%	240	1.21	Yes	0					
MT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	8	32.69%	208	1.17	Yes	11.11%	9	30.00%	240	1.2	Yes	0					
MT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		0.00%	4		N/A						N/A	0					
MT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	3	32.69%	208	-0.02	Yes	0.00%	1	30.00%	240	0.37	Yes	0					
MT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	160	99.58%	4712	-0.81	Yes	100.00%	426	99.56%	4779	-1.31	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	93.94%	33	92.86%	2380	-0.24	Yes	84.62%	13	91.43%	2404	0.84	Yes	100.00%	29	90.86%	2428	-1.7	Yes	95.45%	22	90.74%	2214	-0.76	Yes	93.18%
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.56	9	3.8	3859	-1.79	Yes	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
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	8.61	33	6.98	2392	1.14	Yes	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
MT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	84.62%	65	91.89%	7521	1.96	No	92.75%	138	91.24%	8187	-0.62	Yes	89.73%	146	89.83%	7697	0.07	Yes	91.16%	147	88.00%	6977	-1.16	Yes	96.08%
MT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	95.65%	138	92.63%	8187	-1.35	Yes	92.47%	146	91.71%	7697	-0.33	Yes	91.16%	147	90.30%	6977	-0.35	Yes	97.59%
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			6.09	22		N/A			4.79	24		N/A			6.88	25		N/A			11.45	22		N/A	
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			10.97	64		N/A	6	1	5.03	75	0.6	Yes			5.55	74		N/A			5.68	93		N/A	4
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			5.6	5		N/A			18.42	12		N/A			18.33	9		N/A			23.36	14		N/A	
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	6.5	2	13.69	113	-0.53	Yes	1	1	11.04	138	-0.68	Yes			13.67	153		N/A	15	1	14.74	115	0.52	Yes	5.5
MT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	21	1	91.39	362	-0.63	N/A	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
MT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	-		198		-1.1	N/A	1		224		0.58	N/A	1		226		-0.21	N/A	-		221		-1.15	N/A	-
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	4	99.80%	497	-0.09	Yes	100.00%	5	95.60%	318	-0.48	Yes	100.00%	3	97.67%	472	-0.27	Yes	100.00%	9	95.59%	522	-0.64	Yes	100.00%
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	100.00%	10	96.23%	1591	-0.62	Yes	100.00%	14	94.09%	2200	-0.93	Yes	100.00%	25	95.65%	2989	-1.06	Yes	95.00%	20	89.73%	3261	-0.77	Yes	100.00%
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	17	######	892	.	Yes	100.00%	26	99.09%	659	-0.48	Yes	100.00%	22	99.22%	894	-0.41	Yes	100.00%	23	99.31%	1008	-0.4	Yes	100.00%
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	12	98.40%	2181	-0.44	Yes	100.00%	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	96.00%
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:31	17	5:08	892	-1.01	Yes	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
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	7:22	12	11:50	2181	-1.33	Yes	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
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	16.67%	12	12.57%	2212	0.46	Yes	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%
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	11.76%	17	11.10%	892	0.15	Yes	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	10.00%
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	14.29%	14	14.29%	2793	0	Yes	27.59%	29	13.29%	3761	2.04	No	18.75%	32	15.59%	4023	0.52	Yes	12.00%
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	0.00%	10	15.73%	248	-1.34	Yes	16.67%	12	12.32%	341	0.47	Yes	11.76%	17	15.23%	407	-0.39	Yes	0.00%
MT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.56%	5176	0.97%	318848	-3	Yes	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%
MT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.46%	5219	0.95%	319453	-3.63	Yes	0.81%	5042	1.28%	320257	-2.93	Yes	1.01%	4841	1.37%	322360	-2.15	Yes	0.78%
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100.00%	12	97.02%	2212	-0.61	Yes	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%
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	17	98.77%	892	-0.46	Yes	96.15%	26	98.18%	659	0.69	Yes	100.00%	22	98.32%	894	-0.61	Yes	91.30%	23	97.82%	1008	1.63	Yes	96.67%
MT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	34.09%	44	34.36%	4729	-0.04	N/A	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%
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P			######	4		N/A						N/A						N/A						N/A	
MT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			66.67%	3		N/A						N/A			75.00%	4		N/A			83.33%	6		N/A	
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P			3	4		N/A						N/A						N/A						N/A	
MT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			9.67	3		N/A						N/A			2.75	4		N/A			6.5	6		N/A	
MT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			50.00%	4		N/A			100.00%	2		N/A			100.00%	5		N/A			87.50%	8		N/A	
MT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			100.00%	2		N/A			100.00%	5		N/A			87.50%	8		N/A	
MT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			11	1		N/A						N/A			3	1		N/A						N/A	
MT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A						N/A						N/A			19	1		N/A	
MT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			281	1		N/A			129	2		N/A			238	1		N/A			102.33	3		N/A	
MT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			-			N/A			-			N/A			-			N/A			1			N/A	
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			######	1		N/A			100.00%	1		N/A						N/A			100.00%	1		N/A	
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			######	1		N/A			100.00%	1		N/A			100.00%	2		N/A			100.00%	3		N/A	
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			######	3		N/A			100.00%	1		N/A						N/A			100.00%	1		N/A	
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			######	1		N/A			100.00%	1		N/A			100.00%	3		N/A			100.00%	5		N/A	
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			7:04	3		N/A			2:42	1		N/A						N/A			5:01	1		N/A	
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			4:41	1		N/A			17:42	1		N/A			11:43	3		N/A			7:23	5		N/A	
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			0.00%	3		N/A			0.00%	1		N/A						N/A			0.00%	1		N/A	
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			0.00%	1		N/A			0.00%	1		N/A			0.00%	3		N/A			20.00%	5		N/A	
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			0.00%	1		N/A						N/A			0.00%	1		N/A	
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			0.00%	1		N/A			0.00%	2		N/A			20.00%	5		N/A	
MT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.21%	1888		N/A			0.11%	1889		N/A			0.16%	1931		N/A			0.30%	1984		N/A	
MT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.11%	1889		N/A			0.10%	1931		N/A			0.30%	1984		N/A	
MT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			42.86%	7		N/A			33.33%	3		N/A			0.00%	3		N/A			45.45%	11		N/A	
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			######	14		N/A			100.00%	14		N/A			100.00%	57		N/A			100.00%	14		N/A	
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			96.43%	28		N/A			76.47%	17		N/A			91.30%	23		N/A			89.74%	39		N/A	
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			3	7		N/A			3.3	10		N/A			3.71	7		N/A			2.64	14		N/A	
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			6.46	28		N/A			7.59	17		N/A			9.3	23		N/A			5.05	40		N/A	
MT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P			62.16%	37		N/A			85.71%	56		N/A			71.64%	67		N/A			70.45%	44		N/A	100.00%
MT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A			85.71%	56		N/A			76.12%	67		N/A			75.00%	44		N/A	100.00%
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						N/A	
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			1	1		N/A			8	3		N/A			7	1		N/A			3.33	3		N/A	
MT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P						N/A			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			124.57	7		N/A			137.43	7		N/A			86.09	11		N/A			74.64	11		N/A	
MT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			2			N/A			2			N/A			2			N/A			3			N/A	
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			######	8		N/A			100.00%	5		N/A			100.00%	10		N/A			100.00%	15		N/A	
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			97.14%	35		N/A			87.50%	40		N/A			100.00%	48		N/A			85.29%	34		N/A	
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			######	30		N/A			100.00%	21		N/A			100.00%	30		N/A			100.00%	28		N/A	
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			97.44%	39		N/A			97.87%	47		N/A			98.44%	64		N/A			95.56%	45		N/A	
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			3:41	30		N/A			4:20	21		N/A			3:53	30		N/A			6:14	28		N/A	
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			8:33	39		N/A			10:44	47		N/A			9:52	64		N/A			12:18	45		N/A	
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			10.00%	30		N/A			14.29%	21		N/A			16.67%	30		N/A			10.71%	28		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	44	92.18%	2251	-0.24	Yes	100.00%	34	91.60%	2405	-1.75	Yes	0					
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	53	3.52	3569	-3.17	Yes	2.82	147	3.5	3635	-7.86	Yes	0					
MT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	44	6.2	2275	-0.53	Yes	5.29	34	6.7	2423	-0.85	Yes	0					
MT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	332	87.82%	7099	-4.5	Yes	93.73%	319	88.51%	6525	-2.86	Yes	1	1,147	92.9%	89.6%	3.3%	
MT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	332	89.66%	7099	-4.64	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	ND	P		3.67	12		N/A			4.2	25		N/A	0					
MT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	3.56	79	0.68	Yes			6.23	90		N/A	0					
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		10	8		N/A			26	1		N/A	0					
MT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	2	14.2	101	-0.7	Yes			19.09	116		N/A	0					
MT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	1	64.63	378	-0.31	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		210		-1.12	N/A	-		177		-0.98	N/A	0					
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	10	96.38%	497	-0.61	Yes	100.00%	7	97.70%	479	-0.4	Yes	0					
MT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	17	84.86%	3296	-1.74	Yes	100.00%	18	91.20%	2522	-1.31	Yes	0					
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	30	98.88%	982	-0.57	Yes	100.00%	27	99.39%	976	-0.4	Yes	0					
MT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	25	94.98%	4320	-0.23	Yes	100.00%	30	97.33%	3410	-0.9	Yes	0					
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	30	6:21	982	-1.47	Yes	3:25	27	6:21	976	-1.49	Yes	0					
MT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	25	17:10	4320	-0.8	Yes	13:33	30	14:29	3410	-0.31	Yes	0					
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	26	15.64%	4381	-0.57	Yes	6.45%	31	12.56%	3456	-1.02	Yes	1	153	16.3%	14.3%	2.0%	
MT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	30	14.77%	982	-0.72	Yes	0.00%	27	12.19%	976	-1.91	Yes	0					
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	25	15.22%	4074	-0.45	Yes	3.70%	27	12.38%	3214	-1.36	Yes	1	127	15.7%	14.2%	1.5%	
MT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	12	16.75%	418	-1.53	Yes	0.00%	16	14.57%	357	-1.62	Yes	0					
MT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	4718	1.66%	323654	-2.51	Yes	1.40%	4155	1.36%	326122	0.2	Yes	0					
MT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	4718	1.39%	323654	-3.52	Yes	1.03%	4155	1.10%	326122	-0.37	Yes	0					
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	26	90.18%	4381	-0.36	Yes	80.65%	31	92.27%	3456	2.09	No	1	153	91.5%	92.8%	-1.3%	
MT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	30	98.88%	982	0.93	Yes	100.00%	27	99.18%	976	-0.47	Yes	0					
MT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	84	29.91%	7652	0.69	N/A	22.67%	75	31.62%	6481	-1.66	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-3	Install Commit Met, UNE P, Centrex%	D	P		100.00%	3		N/A			100.00%	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-4	Install Interv, UNE P, Centrex, Avg Days	D	P		9	9		N/A			11	1		N/A	0					
MT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P		100.00%	5		N/A			100.00%	2		N/A	0					
MT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P		100.00%	5		N/A			100.00%	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					
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		129.5	2		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			-			N/A	0					
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P					N/A			100.00%	1		N/A	0					
MT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P		100.00%	4		N/A			100.00%	9		N/A	0					
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P		100.00%	1		N/A			100.00%	2		N/A	0					
MT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P		100.00%	6		N/A			100.00%	9		N/A	0					
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P		1:14	1		N/A			9:35	2		N/A	0					
MT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P		11:03	6		N/A			7:24	9		N/A	0					
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		0.00%	1		N/A			0.00%	2		N/A	0					
MT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P		16.67%	6		N/A			11.11%	9		N/A	0					
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		0.00%	1		N/A						N/A	0					
MT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P		16.67%	6		N/A			11.11%	9		N/A	0					
MT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P		0.36%	1959		N/A			0.56%	1959		N/A	0					
MT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P		0.36%	1959		N/A			0.46%	1959		N/A	0					
MT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS		41.67%	12		N/A			21.43%	14		N/A	0					
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P		100.00%	12		N/A	100.00%	1	100.00%	24	.	Yes	0					
MT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P		90.48%	21		N/A			100.00%	21		N/A	0					
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P		2.64	11		N/A	3	1	1.75	24	0.76	Yes	0					
MT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P		6.43	21		N/A			4	21		N/A	0					
MT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	1	66.67%	39	-0.7	Yes	100.00%	1	72.22%	54	-0.61	Yes	0					
MT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	1	69.23%	39	-0.66	Yes	100.00%	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	ND	P					N/A						N/A	0					
MT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		1.5	2		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		58.27	11		N/A			63.55	11		N/A	0					
MT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS		4			N/A			2			N/A	0					
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P		100.00%	9		N/A			100.00%	16		N/A	0					
MT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P		87.18%	39		N/A			87.50%	56		N/A	0					
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P		95.24%	21		N/A			100.00%	32		N/A	0					
MT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P		96.55%	58		N/A			97.30%	74		N/A	0					
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P		8:38	21		N/A			5:10	32		N/A	0					
MT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P		14:58	58		N/A			13:27	74		N/A	0					
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		19.05%	21		N/A			18.75%	32		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			17.50%	40		N/A			14.58%	48		N/A			6.25%	64		N/A			23.91%	46		N/A	
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			8.33%	12		N/A			7.14%	14		N/A			16.67%	18		N/A	
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			14.63%	41		N/A			6.00%	50		N/A			25.00%	40		N/A	
MT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.00%	2	0.64%	10998	-0.11	Yes	0.00%	2	0.63%	10952	-0.11	Yes	0.00%	2	0.86%	10930	-0.13	Yes	0.00%	2	0.68%	10957	-0.12	Yes	0.00%
MT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	2	0.48%	10952	-0.1	Yes	0.00%	2	0.59%	10930	-0.11	Yes	0.00%	2	0.53%	10957	-0.1	Yes	0.00%
MT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			23.91%	92		N/A			33.65%	104		N/A			32.37%	139		N/A			32.11%	109		N/A	
MT	02--05	OP-3	Install Commit Met, EELs%		90%						N/A						N/A	100.00%	1				Yes						N/A	
MT	02--05	OP-5	New Service Install Quality, EELs%		NS						N/A	100.00%	1				N/A	100.00%	1				N/A						N/A	
MT	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100.00%	1				N/A	100.00%	1				N/A						N/A	
MT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS						N/A	3	1				N/A						N/A	24	1				N/A	2
MT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS						N/A	-					N/A						N/A	-					N/A	-
MT	02--05	MR-8	Trouble Rate, EELs%		NS	0.00%	2				N/A	0.00%	2				N/A	0.00%	2				N/A	0.00%	2				N/A	
MT	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	0.00%	2				N/A	0.00%	2				N/A	0.00%	2				N/A	
MT	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%						N/A						N/A						N/A						N/A	
MT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	
MT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	93.75%	32	92.86%	2380	-0.19	Yes	100.00%	56	91.43%	2404	-2.26	Yes	100.00%	87	90.86%	2428	-2.91	Yes	93.75%	32	90.74%	2214	-0.58	Yes	100.00%
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A						N/A	
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.43	7	6.98	2392	-0.42	Yes	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
MT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.73%	44	74.63%	2404	-3.49	Yes	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%
MT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.61%	72	75.15%	2427	-4.54	Yes	98.33%	60	72.64%	2332	-4.41	Yes	97.73%	44	69.91%	2250	-3.98	Yes	98.72%
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	1	1	10.97	64	-0.28	Yes			5.03	75		N/A			5.55	74		N/A	5	2	5.68	93	-0.09	Yes	
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	3	1	13.69	113	-0.56	Yes			11.04	138		N/A			13.67	153		N/A			14.74	115		N/A	
MT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			98.66	176		N/A			78.52	210		N/A			71.05	203		N/A	13	1	67.18	203	-0.6	N/A	3
MT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS			109			N/A			134			N/A			122			N/A	-		128		-1.3	N/A	-
MT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	5	97.08%	2088	-0.39	Yes	100.00%	10	94.28%	2518	-0.78	Yes	100.00%	7	95.93%	3461	-0.54	Yes	100.00%	9	90.54%	3783	-0.97	Yes	100.00%
MT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	5	98.86%	3073	-0.24	Yes	100.00%	10	97.50%	3641	-0.51	Yes	100.00%	11	97.83%	4877	-0.49	Yes	100.00%	18	95.69%	5288	-0.9	Yes	100.00%
MT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	1:49	5	9:53	3073	-1.67	Yes	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
MT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	20.00%	5	12.15%	3104	0.53	Yes	0.00%	10	14.77%	3683	-1.31	Yes	9.09%	11	13.25%	4929	-0.41	Yes	0.00%	18	15.46%	5355	-1.81	Yes	0.00%
MT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	0.00%	8	14.40%	3041	-1.16	Yes	11.11%	9	13.21%	4102	-0.19	Yes	0.00%	11	15.55%	4430	-1.42	Yes	0.00%
MT	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.29%	1714	0.97%	318848	-2.87	Yes	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%
MT	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.47%	1710	0.95%	319453	-2.06	Yes	0.53%	1693	1.28%	320257	-2.73	Yes	0.66%	1655	1.37%	322360	-2.47	Yes	0.48%
MT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	0.00%	5	34.36%	4729	-1.62	N/A	0.00%	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	0.00%
MT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100.00%	65	95.00%	20	-0.9	Yes	96.88%	64	90.32%	31	-1.01	Yes	100.00%	54	100.00%	11	.	Yes	100.00%	82	77.78%	9	-1.52	Yes	100.00%
MT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.83	60	7	17	-2.31	Yes	4.36	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
MT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	97.06%	68	96.30%	27	-0.18	Yes	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	100.00%
MT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	98.48%	66	100.00%	22	0.22	Yes	98.70%	77	90.91%	11	-0.84	Yes	100.00%	84	85.71%	14	-1.41	Yes	100.00%
MT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			1	1		N/A	1	2	24	4	-1.12	Yes						N/A			35	2		N/A	
MT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A						N/A						N/A						N/A	
MT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	6	3	147.42	12	-3.68	N/A			146.15	13		N/A			148.33	15		N/A			153.44	16		N/A	23
MT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	3		3		2.19	N/A			5			N/A			6			N/A			-			N/A	-
MT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	7	######	15	.	Yes	100.00%	5	100.00%	21	.	Yes	100.00%	5	100.00%	17	.	Yes	100.00%	6	100.00%	22	.	Yes	100.00%
MT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	7	######	15	.	Yes	100.00%	5	100.00%	22	.	Yes	100.00%	5	100.00%	18	.	Yes	100.00%	7	100.00%	22	.	Yes	100.00%
MT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	3:25	7	1:45	15	1.16	Yes	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
MT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0.00%	7	26.67%	15	-1.32	Yes	20.00%	5	18.18%	22	0.05	Yes	20.00%	5	0.00%	18	1.29	Yes	0.00%	7	18.18%	22	-1.09	Yes	0.00%
MT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	20.00%	5	20.00%	5	0	Yes	33.33%	3	0.00%	7	1.06	Yes	0.00%	2	28.57%	7	-0.79	Yes	0.00%
MT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.53%	1310	0.84%	1781	-0.93	Yes	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%
MT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.40%	1256	0.26%	1950	0.77	Yes	0.25%	1204	0.35%	1982	-0.48	Yes	0.17%	1150	0.35%	1992	-0.81	Yes	0.65%
MT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	36.36%	11	50.00%	30	-0.77	N/A	16.67%	6	31.25%	32	-0.71	N/A	16.67%	6	10.00%	20	0.35	N/A	0.00%	7	31.25%	32	-1.62	N/A	10.00%
MT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			85.17%	209		N/A			78.03%	132		N/A			62.79%	258		N/A			74.58%	118		N/A	
MT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			15.64	240		N/A			14.01	175		N/A			24.58	292		N/A			16.39	157		N/A	
MT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			92.09%	215		N/A			92.86%	238		N/A			93.81%	226		N/A			91.72%	145		N/A	
MT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			94.54%	238		N/A			94.69%	226		N/A			94.48%	145		N/A	
MT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			28.96	24		N/A			14.36	28		N/A			18.72	101		N/A			12.11	45		N/A	
MT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			23.89	19		N/A			22.2	5		N/A			10	1		N/A						N/A	
MT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			65.57	53		N/A			60.18	39		N/A			72.39	44		N/A			41.01	118		N/A	
MT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			21			N/A			18			N/A			12			N/A			9			N/A	
MT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			87.76%	98		N/A			83.62%	116		N/A			79.69%	128		N/A			78.57%	126		N/A	
MT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:16	98		N/A			2:16	116		N/A			2:28	128		N/A			2:29	126		N/A	
MT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			27.55%	98		N/A			25.00%	116		N/A			19.53%	128		N/A			29.37%	126		N/A	
MT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			22.86%	70		N/A			17.72%	79		N/A			34.15%	82		N/A	
MT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.37%	7146		N/A			1.65%	7038		N/A			1.79%	7136		N/A			1.82%	6909		N/A	
MT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			0.99%	7038		N/A			1.11%	7136		N/A			1.19%	6909		N/A	
MT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			19.01%	121		N/A			18.31%	142		N/A			11.11%	144		N/A			19.75%	157		N/A	
MT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100.00%	6	85.17%	209	-1.01	Yes	66.67%	3	78.03%	132	0.42	Yes	100.00%	14	62.79%	258	-2.81	Yes	84.62%	13	74.58%	118	-0.79	Yes	77.27%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		20.34%	59		N/A			14.86%	74		N/A	0					
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		18.18%	11		N/A			13.33%	15		N/A	0					
MT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		21.82%	55		N/A			14.52%	62		N/A	0					
MT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	2	0.73%	10999	-0.12	Yes	0.00%	2	0.96%	11006	-0.14	Yes	0					
MT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	2	0.60%	10999	-0.11	Yes	0.00%	2	0.70%	11006	-0.12	Yes	0					
MT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS		37.50%	128		N/A			22.06%	136		N/A	0					
MT	02--05	OP-3	Install Commit Met, EELs%		90%					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	1				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%	ND	90%					N/A						N/A	0					
MT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%		92.18%	2251		N/A			91.60%	2405		N/A	0					
MT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	55	92.18%	2251	-2.13	Yes	97.00%	100	91.60%	2405	-1.91	Yes	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	D	6		6.2	2275		N/A			6.7	2423		N/A	0					
MT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	12	6.2	2275	-0.59	Yes	5.03	38	6.7	2423	-1.07	Yes	0					
MT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	78	63.18%	2349	-6.17	Yes	95.60%	91	66.74%	2255	-5.73	Yes	0					
MT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	78	68.75%	2349	-5.62	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		3.56	79		N/A	18	4	6.23	90	1.72	No	1	7	11.86	6.02	5.84	
MT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		3.56	79		N/A			6.23	90		N/A	0					
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		14.2	101		N/A			19.09	116		N/A	0					
MT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		14.2	101		N/A			19.09	116		N/A	0					
MT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	2	64.23	201	-0.99	N/A			61.09	192		N/A	0					
MT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS		127		-1.84	N/A			102			N/A	0					
MT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	9	86.37%	3793	-1.19	Yes	100.00%	5	92.24%	3001	-0.65	Yes	0					
MT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	9	95.70%	5302	-0.64	Yes	100.00%	7	97.79%	4386	-0.4	Yes	0					
MT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	9	15:10	5302	-2.17	Yes	5:14	7	12:40	4386	-1.28	Yes	0					
MT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	9	15.48%	5363	-1.28	Yes	0.00%	7	12.48%	4432	-1	Yes	0					
MT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	8	15.36%	4492	-1.2	Yes	0.00%	4	12.60%	3571	-0.76	Yes	0					
MT	04--01	MR-8	Trouble Rate, UBL Analog%		P	1677	1.66%	323654	-3.58	Yes	0.42%	1675	1.36%	326122	-3.32	Yes	0					
MT	04--01	MR-8*	Trouble Rate, UBL Analog%		P	1677	1.39%	323654	-3.18	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	9	29.91%	7652	-1.96	N/A	0.00%	7	31.62%	6481	-1.8	N/A	0					
MT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	71	88.24%	17	-1.35	Yes	100.00%	52	91.67%	12	-0.94	Yes	0					
MT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	65	8.47	17	-2.86	Yes	4.21	43	13.15	13	-3.19	Yes	0					
MT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	70	93.75%	16	-0.93	Yes	100.00%	52	81.82%	22	-1.85	Yes	0					
MT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	70	100.00%	16	.	Yes	100.00%	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		6.5	2		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	1	120.33	18	-0.71	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	-		-		.	N/A	0					
MT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	9	100.00%	15	.	Yes	100.00%	6	100.00%	30	.	Yes	0					
MT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	9	100.00%	15	.	Yes	100.00%	6	100.00%	30	.	Yes	0					
MT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	9	1:46	15	2.58	No	2:33	6	2:03	30	0.38	Yes	2	39.0	3:04	1:41	1:23	
MT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	9	13.33%	15	-0.93	Yes	16.67%	6	23.33%	30	-0.35	Yes	0					
MT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	7	25.00%	8	-1.12	Yes	33.33%	3	27.78%	18	0.11	Yes	0					
MT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	1084	0.75%	2008	0.26	Yes	0.58%	1035	1.45%	2074	-1.91	Yes	0					
MT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	1084	0.40%	2008	1.04	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	10	6.25%	16	0.25	N/A	0.00%	6	23.08%	39	-1.25	N/A	0					
MT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P		78.10%	105		N/A			78.95%	152		N/A	0					
MT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		15.07	130		N/A			17.29	185		N/A	0					
MT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P		95.60%	159		N/A			93.08%	159		N/A	0					
MT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		97.48%	159		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		13.83	23		N/A			14.66	38		N/A	0					
MT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		21	6		N/A			62	1		N/A	0					
MT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		73.38	47		N/A			54.53	55		N/A	0					
MT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		5			N/A			5			N/A	0					
MT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		76.30%	135		N/A			77.31%	119		N/A	0					
MT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		4:36	135		N/A			3:24	119		N/A	0					
MT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		27.41%	135		N/A			19.33%	119		N/A	0					
MT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		21.59%	88		N/A			15.38%	78		N/A	0					
MT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P		1.96%	6878		N/A			1.74%	6843		N/A	0					
MT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P		1.28%	6878		N/A			1.14%	6843		N/A	0					
MT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		8.78%	148		N/A			20.13%	149		N/A	0					
MT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	22	78.10%	105	0.09	Yes	94.96%	119	78.95%	152	-3.21	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	7.17	6	15.64	240	-1.37	Yes	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
MT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	5	92.09%	215	-0.65	Yes	100.00%	10	92.86%	238	-0.86	Yes	100.00%	15	93.81%	226	-0.96	Yes	91.30%	23	91.72%	145	0.11	Yes	98.73%
MT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	10	94.54%	238	-0.74	Yes	100.00%	15	94.69%	226	-0.89	Yes	95.65%	23	94.48%	145	-0.23	Yes	100.00%
MT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			28.96	24		N/A	1	1	14.36	28	-0.65	Yes			18.72	101		N/A	8.33	3	12.11	45	-0.4	Yes	4
MT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			23.89	19		N/A			22.2	5		N/A			10	1		N/A						N/A	
MT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			65.57	53		N/A			60.18	39		N/A			72.39	44		N/A			41.01	118		N/A	10
MT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS			21			N/A			18			N/A			12			N/A			9			N/A	-
MT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	87.50%	8	87.76%	98	0.05	Yes	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	100.00%
MT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:59	8	2:16	98	0.91	Yes	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
MT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	25.00%	8	27.55%	98	-0.16	Yes	0.00%	3	25.00%	116	-0.99	Yes	33.33%	12	19.53%	128	1.07	Yes	33.33%	6	29.37%	126	0.21	Yes	40.00%
MT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	0.00%	3	22.86%	70	-0.92	Yes	36.36%	11	17.72%	79	1.35	Yes	50.00%	4	34.15%	82	0.59	Yes	50.00%
MT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	3.67%	218	1.37%	7146	2.41	No	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%
MT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	1.40%	215	0.99%	7038	0.62	Yes	5.09%	216	1.11%	7136	4	No	1.94%	206	1.19%	6909	0.96	Yes	2.11%
MT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0.00%	8	19.01%	121	-1.33	N/A	0.00%	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%
MT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	4	95.00%	20	-0.42	Yes	100.00%	7	90.32%	31	-0.78	Yes	100.00%	3	100.00%	11	.	Yes	100.00%	8	77.78%	9	-1.1	Yes	100.00%
MT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.5	4	7	17	-0.9	Yes	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
MT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	83.33%	6	96.30%	27	0.91	Yes	40.00%	5	95.45%	22	2.56	No	100.00%	6	81.82%	11	-0.93	Yes	88.89%	9	64.29%	14	-1.2	Yes	85.71%
MT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	5	100.00%	22	.	Yes	100.00%	6	90.91%	11	-0.62	Yes	88.89%	9	85.71%	14	-0.21	Yes	100.00%
MT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			1	1		N/A			24	4		N/A						N/A	1	1	35	2	-0.68	Yes	
MT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A						N/A						N/A						N/A	
MT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	15	1	147.42	12	-2.14	N/A			146.15	13		N/A			148.33	15		N/A			153.44	16		N/A	0
MT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	1		3		1.06	N/A			5			N/A			6			N/A			-			N/A	-
MT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	3	######	15	.	Yes	100.00%	5	100.00%	21	.	Yes	100.00%	2	100.00%	17	.	Yes	100.00%	2	100.00%	22	.	Yes	100.00%
MT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	3	######	15	.	Yes	100.00%	5	100.00%	22	.	Yes	100.00%	2	100.00%	18	.	Yes	100.00%	2	100.00%	22	.	Yes	100.00%
MT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:17	3	1:45	15	0.86	Yes	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
MT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	0.00%	3	26.67%	15	-0.95	Yes	20.00%	5	18.18%	22	0.05	Yes	0.00%	2	0.00%	18	.	Yes	0.00%	2	18.18%	22	-0.64	Yes	50.00%
MT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	0.00%	1	20.00%	5	-0.46	Yes			0.00%	7		N/A	0.00%	1	28.57%	7	-0.59	Yes	100.00%
MT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	4.48%	67	0.84%	1781	2.25	No	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%
MT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	1.59%	63	0.26%	1950	1.34	Yes	0.00%	57	0.35%	1982	-0.44	Yes	1.75%	57	0.35%	1992	1.24	Yes	2.04%
MT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	0.00%	3	50.00%	30	-1.65	N/A	0.00%	5	31.25%	32	-1.4	N/A	0.00%	2	10.00%	20	-0.45	N/A	0.00%	2	31.25%	32	-0.92	N/A	33.33%
MT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			85.19%	27		N/A			73.33%	15		N/A			64.29%	14		N/A			92.00%	25		N/A	
MT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			7.67	27		N/A			6.6	15		N/A			8	14		N/A			7.19	26		N/A	
MT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			######	21		N/A			100.00%	15		N/A			100.00%	20		N/A			100.00%	20		N/A	100.00%
MT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	15		N/A			100.00%	20		N/A			100.00%	20		N/A	100.00%
MT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			3.25	4		N/A			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						N/A			1	1		N/A	
MT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			######	7		N/A			100.00%	5		N/A			100.00%	10		N/A			90.00%	10		N/A	
MT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			######	7		N/A			100.00%	5		N/A			100.00%	10		N/A			90.00%	10		N/A	
MT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			5:59	7		N/A			4:18	5		N/A			0:38	10		N/A			10:54	10		N/A	
MT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			14.29%	7		N/A			60.00%	5		N/A			50.00%	10		N/A			10.00%	10		N/A	
MT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			66.67%	3		N/A			33.33%	3		N/A			0.00%	5		N/A	
MT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.00%	59	1.40%	499	-0.87	Yes	0.00%	59	0.98%	508	-0.72	Yes	0.00%	61	1.95%	513	-1.04	Yes	0.00%	62	1.88%	532	-1.03	Yes	0.00%
MT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0.00%	59	0.59%	508	-0.56	Yes	0.00%	61	0.58%	513	-0.57	Yes	0.00%	62	0.94%	532	-0.73	Yes	0.00%
MT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			65.00%	20		N/A			50.00%	10		N/A			41.18%	17		N/A			52.38%	21		N/A	
MT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			75.00%	16		N/A			66.67%	12		N/A			70.59%	17		N/A			57.14%	14		N/A	
MT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			18.33	24		N/A			16.25	20		N/A			19.36	25		N/A			22.82	22		N/A	
MT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			######	23		N/A			95.65%	23		N/A			100.00%	24		N/A			100.00%	17		N/A	
MT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	23		N/A			100.00%	24		N/A			100.00%	17		N/A	
MT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			18.8	5		N/A			34	3		N/A			18.14	7		N/A			14.13	8		N/A	
MT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A			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			48.6	5		N/A			20.38	8		N/A			18.13	8		N/A			41.63	8		N/A	
MT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			3			N/A			4			N/A			4			N/A			1			N/A	
MT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P						N/A			100.00%	3		N/A			100.00%	1		N/A			100.00%	2		N/A	
MT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P						N/A			0:51	3		N/A			1:12	1		N/A			0:01	2		N/A	
MT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0.00%	3		N/A			0.00%	1		N/A			0.00%	2		N/A	
MT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A						N/A						N/A						N/A	
MT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.00%	368		N/A			0.83%	363		N/A			0.28%	358		N/A			0.56%	357		N/A	
MT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.00%	363		N/A			0.00%	358		N/A			0.00%	357		N/A	
MT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS						N/A			25.00%	4		N/A			0.00%	1		N/A			0.00%	2		N/A	
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02:00	6				N/A	0:02:00	10				N/A	0:03:00	18				N/A						N/A	0:03:00
MT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A	
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100.00%	2				Yes	100.00%	4				Yes	100.00%	9				Yes						N/A	100.00%
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%						N/A						N/A						N/A	100.00%	2				Yes	
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	2				N/A	0.00%	4				N/A	0.00%	9				N/A						N/A	0.00%
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS						N/A						N/A						N/A	0.00%	2				N/A	
MT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	100.00%	2				Yes	100.00%	5				Yes	100.00%	9				Yes	88.89%	9				No	100.00%
MT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	9.5	2				Yes	5.25	4				Yes	7.57	7				Yes	8	7				Yes	7.56

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	30	15.07	130	-2.5	Yes	8.8	122	17.29	185	-5.19	Yes	0					
MT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	79	95.60%	159	-1.11	Yes	100.00%	70	93.08%	159	-1.9	Yes	0					
MT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	79	97.48%	159	-1.17	Yes	100.00%	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	8	13.83	23	-1.77	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		21	6		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	1	73.38	47	-0.85	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		5		-0.34	N/A	-		5		-0.31	N/A	0					
MT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	5	76.30%	135	-1.22	Yes	100.00%	2	77.31%	119	-0.76	Yes	1	36	75.0%	80.2%	-5.2%	
MT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	5	4:36	135	-0.86	Yes	2:23	2	3:24	119	-0.26	Yes	0					
MT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	5	27.41%	135	0.58	Yes	0.00%	2	19.33%	119	-0.69	Yes	0					
MT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	4	21.59%	88	1.16	Yes	0.00%	2	15.38%	78	-0.6	Yes	0					
MT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	190	1.96%	6878	0.68	Yes	1.24%	161	1.74%	6843	-0.48	Yes	2	1,206	3.0%	1.7%	1.3%	
MT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	190	1.28%	6878	0.97	Yes	1.24%	161	1.14%	6843	0.2	Yes	1	988	2.4%	1.1%	1.3%	
MT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	7	8.78%	148	1.45	N/A	0.00%	2	20.13%	149	-0.71	N/A	0					
MT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	6	88.24%	17	-0.77	Yes	100.00%	3	91.67%	12	-0.47	Yes	0					
MT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	6	8.47	17	-1.5	Yes	4	2	13.15	13	-1.36	Yes	0					
MT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	7	93.75%	16	0.46	Yes	100.00%	6	81.82%	22	-1.02	Yes	1	39	84.6%	87.5%	-2.9%	
MT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	7	100.00%	16	.	Yes	100.00%	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		6.5	2		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	1	120.33	18	-0.87	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			-			N/A	0					
MT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	2	100.00%	15	.	Yes	100.00%	2	100.00%	30	.	Yes	0					
MT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	2	100.00%	15	.	Yes	100.00%	2	100.00%	30	.	Yes	0					
MT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2	1:46	15	-1.09	Yes	0:54	2	2:03	30	-0.64	Yes	2	16.0	2:02	1:41	0:20	
MT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	2	13.33%	15	0.94	Yes	50.00%	2	23.33%	30	0.66	Yes	0					
MT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	1	25.00%	8	1.01	Yes	50.00%	2	27.78%	18	0.48	Yes	0					
MT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	49	0.75%	2008	1.88	No	4.88%	41	1.45%	2074	1.47	Yes	3	334	4.8%	1.0%	3.8%	
MT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	49	0.40%	2008	1.26	Yes	4.88%	41	0.87%	2074	1.91	No	1	267	1.9%	0.5%	1.4%	
MT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	3	6.25%	16	1.02	N/A	0.00%	2	23.08%	39	-0.76	N/A	0					
MT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%		92.31%	13		N/A	100.00%	1	72.73%	22	-0.6	Yes	0					
MT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		11.31	13		N/A			9.5	22		N/A	0					
MT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	1	100.00%	18	.	Yes	100.00%	1	100.00%	18	.	Yes	0					
MT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	1	100.00%	18	.	Yes	100.00%	1	100.00%	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		11	1		N/A						N/A	0					
MT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P		100.00%	7		N/A			77.78%	9		N/A	0					
MT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		100.00%	7		N/A			88.89%	9		N/A	0					
MT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		5:58	7		N/A			14:33	9		N/A	0					
MT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		28.57%	7		N/A			44.44%	9		N/A	0					
MT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		33.33%	6		N/A			66.67%	3		N/A	0					
MT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	65	1.27%	551	-0.86	Yes	0.00%	67	1.57%	575	-0.98	Yes	0					
MT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	65	1.09%	551	-0.8	Yes	0.00%	67	0.52%	575	-0.56	Yes	0					
MT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		58.82%	17		N/A			50.00%	18		N/A	0					
MT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		81.82%	11		N/A			87.50%	16		N/A	0					
MT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		10	12		N/A			19.29	21		N/A	0					
MT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	17		N/A			100.00%	12		N/A	0					
MT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	17		N/A			100.00%	12		N/A	0					
MT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		3	2		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		21.25	16		N/A			132	1		N/A	0					
MT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS		-			N/A			-			N/A	0					
MT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		100.00%	1		N/A			100.00%	1		N/A	0					
MT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		3:35	1		N/A			2:59	1		N/A	0					
MT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		0.00%	1		N/A			0.00%	1		N/A	0					
MT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		0.00%	1		N/A			0.00%	1		N/A	0					
MT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		0.28%	351		N/A			0.28%	351		N/A	0					
MT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.28%	351		N/A			0.28%	351		N/A	0					
MT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		66.67%	3		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	14				N/A	0:03:00	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%	5				Yes	100.00%	16				Yes	0					
MT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%					N/A	100.00%	1				Yes	0					
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	5				N/A	0.00%	16				N/A	0					
MT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS					N/A	0.00%	1				N/A	0					
MT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	9				Yes	100.00%	13				Yes	1	47	97.9%			
MT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	9				Yes	6.92	13				Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100.00%	8	99.47%	4698	-0.21	Yes	100.00%	20	99.46%	5525	-0.33	Yes	100.00%	18	99.43%	5987	-0.32	Yes	100.00%	14	99.30%	4735	-0.31	Yes	100.00%
MT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			92.86%	2380		N/A			91.43%	2404		N/A			90.86%	2428		N/A			90.74%	2214		N/A	
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.8	3859		N/A	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
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			6.98	2392		N/A			6.76	2415		N/A			6.28	2439		N/A			6.03	2224		N/A	
MT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100.00%	14	91.89%	7521	-1.11	Yes	100.00%	19	91.24%	8187	-1.35	Yes	100.00%	16	89.83%	7697	-1.34	Yes	100.00%	15	88.00%	6977	-1.43	Yes	100.00%
MT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100.00%	19	92.63%	8187	-1.23	Yes	100.00%	16	91.71%	7697	-1.2	Yes	100.00%	15	90.30%	6977	-1.27	Yes	100.00%
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.09	22		N/A			4.79	24		N/A			6.88	25		N/A			11.45	22		N/A	
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			10.97	64		N/A			5.03	75		N/A			5.55	74		N/A			5.68	93		N/A	
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			5.6	5		N/A			18.42	12		N/A			18.33	9		N/A			23.36	14		N/A	
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			13.69	113		N/A			11.04	138		N/A			13.67	153		N/A			14.74	115		N/A	
MT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A						N/A						N/A	30	1				N/A	8
MT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS						N/A						N/A						N/A	-					N/A	-
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			99.80%	497		N/A			95.60%	318		N/A	100.00%	1	97.67%	472	-0.15	Yes			95.59%	522		N/A	
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			96.23%	1591		N/A			94.09%	2200		N/A			95.65%	2989		N/A			89.73%	3261		N/A	
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			######	892		N/A			99.09%	659		N/A	100.00%	1	99.22%	894	-0.09	Yes			99.31%	1008		N/A	
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			98.40%	2181		N/A			97.15%	2982		N/A			97.51%	3983		N/A			94.84%	4280		N/A	
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			5:08	892		N/A			6:14	659		N/A	6:52	1	6:22	894	0.51	Yes			7:13	1008		N/A	
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			11:50	2181		N/A			13:48	2982		N/A			13:45	3983		N/A			16:08	4280		N/A	
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			16.67%	6		N/A			50.00%	4		N/A	100.00%	1	44.44%	9	0.67	N/A			0.00%	7		N/A	
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			0.00%	1		N/A			100.00%	1		N/A			100.00%	1		N/A			33.33%	3		N/A	
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			66.67%	3		N/A	100.00%	1	33.33%	3	0.67	N/A			0.00%	4		N/A	
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A						N/A						N/A			0.00%	1		N/A	
MT	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.00%	291	0.97%	318848	-1.69	Yes	0.00%	298	1.15%	319453	-1.86	Yes	0.36%	281	1.54%	320257	-1.61	Yes	0.00%	286	1.66%	322360	-2.2	Yes	0.00%
MT	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.00%	298	0.95%	319453	-1.69	Yes	0.36%	281	1.28%	320257	-1.38	Yes	0.00%	286	1.37%	322360	-2	Yes	0.00%
MT	05--01	OP-3	Install Commit Met, UDIT DS1%		P			85.17%	209		N/A			78.03%	132		N/A			62.79%	258		N/A	50.00%	2	74.58%	118	0.64	Yes	
MT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			15.64	240		N/A			14.01	175		N/A			24.58	292		N/A	10	2	16.39	157	-0.75	Yes	
MT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			92.09%	215		N/A			92.86%	238		N/A	100.00%	1	93.81%	226	-0.26	Yes	100.00%	1	91.72%	145	-0.3	Yes	
MT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			94.54%	238		N/A	100.00%	1	94.69%	226	-0.24	Yes	100.00%	1	94.48%	145	-0.24	Yes	
MT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			28.96	24		N/A			14.36	28		N/A			18.72	101		N/A	1	1	12.11	45	-0.7	Yes	
MT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			23.89	19		N/A			22.2	5		N/A			10	1		N/A						N/A	
MT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			65.57	53		N/A			60.18	39		N/A			72.39	44		N/A			41.01	118		N/A	
MT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			21			N/A			18			N/A			12			N/A			9			N/A	
MT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			87.76%	98		N/A			83.62%	116		N/A			79.69%	128		N/A	100.00%	1	78.57%	126	-0.52	Yes	
MT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:16	98		N/A			2:16	116		N/A			2:28	128		N/A	1:28	1	2:29	126	-0.43	Yes	
MT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			27.55%	98		N/A			25.00%	116		N/A			19.53%	128		N/A	0.00%	1	29.37%	126	-0.64	Yes	
MT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			22.86%	70		N/A			17.72%	79		N/A	0.00%	1	34.15%	82	-0.72	Yes	
MT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	7	1.37%	7146	-0.31	Yes	0.00%	7	1.65%	7038	-0.34	Yes	0.00%	7	1.79%	7136	-0.36	Yes	14.29%	7	1.82%	6909	1.53	Yes	0.00%
MT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	7	0.99%	7038	-0.27	Yes	0.00%	7	1.11%	7136	-0.28	Yes	14.29%	7	1.19%	6909	1.74	No	0.00%
MT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			19.01%	121		N/A			18.31%	142		N/A			11.11%	144		N/A	0.00%	1	19.75%	157	-0.49	N/A	
MT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			75.00%	16		N/A			66.67%	12		N/A			70.59%	17		N/A			57.14%	14		N/A	
MT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			18.33	24		N/A			16.25	20		N/A			19.36	25		N/A			22.82	22		N/A	
MT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			######	23		N/A			95.65%	23		N/A			100.00%	24		N/A			100.00%	17		N/A	100.00%
MT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100.00%	23		N/A			100.00%	24		N/A			100.00%	17		N/A	100.00%
MT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			18.8	5		N/A			34	3		N/A			18.14	7		N/A			14.13	8		N/A	
MT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A			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			48.6	5		N/A			20.38	8		N/A			18.13	8		N/A			41.63	8		N/A	
MT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			3			N/A			4			N/A			4			N/A			1			N/A	
MT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P						N/A			100.00%	3		N/A			100.00%	1		N/A			100.00%	2		N/A	
MT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P						N/A			0:51	3		N/A			1:12	1		N/A			0:01	2		N/A	
MT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0.00%	3		N/A			0.00%	1		N/A			0.00%	2		N/A	
MT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A						N/A						N/A						N/A	
MT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	2	0.00%	368	.	Yes	0.00%	2	0.83%	363	-0.13	Yes	0.00%	2	0.28%	358	-0.07	Yes	0.00%	1	0.56%	357	-0.07	Yes	0.00%
MT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	2	0.00%	363	.	N/A	0.00%	2	0.00%	358	.	N/A	0.00%	1	0.00%	357	.	N/A	0.00%
MT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS						N/A			25.00%	4		N/A			0.00%	1		N/A			0.00%	2		N/A	
MT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:53	14822				N/A	0:35	12003				N/A	0:30	15658				N/A	1:20	13895				N/A	2:35
MT	07--01	OP-3	Install Commit Met, E911%		P						N/A						N/A			0.00%	3		N/A						N/A	
MT	07--01	OP-4	Install Interv, E911, Avg Days		P						N/A	172	1				N/A			69	3		N/A						N/A	
MT	07--01	OP-5	New Service Install Quality, E911%		P	100.00%	1				N/A	100.00%	1	100.00%	2	.	Yes			100.00%	2		N/A						N/A	
MT	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100.00%	1	100.00%	2	.	Yes			100.00%	2		N/A						N/A	
MT	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A			52	3		N/A						N/A	
MT	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P			######	1		N/A						N/A						N/A						N/A	
MT	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			1:04	1		N/A						N/A						N/A						N/A	
MT	07--01	MR-7	Repair Repeat Report Rate, E911%		P			0.00%	1		N/A						N/A						N/A						N/A	
MT	07--01	MR-8	Trouble Rate, E911%		P	0.00%	12	1.89%	53	-0.43	Yes	0.00%	12	0.00%	53	.	Yes	0.00%	10	0.00%	53	.	Yes	0.00%	10	0.00%	47	.	Yes	0.00%
MT	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	12	0.00%	53	.	N/A	0.00%	10	0.00%	53	.	N/A	0.00%	10	0.00%	47	.	N/A	0.00%
MT	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			0.00%	1		N/A						N/A						N/A						N/A	
MT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.66	1		N/A			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	15	99.58%	4712	-0.25	Yes	100.00%	20	99.56%	4779	-0.3	Yes	0					
MT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		92.18%	2251		N/A			91.60%	2405		N/A	0					
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	2	3.52	3569	-1.49	Yes	3	1	3.5	3635	-0.48	Yes	0					
MT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		6.2	2275		N/A			6.7	2423		N/A	0					
MT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	18	87.82%	7099	-1.58	Yes	100.00%	19	88.51%	6525	-1.57	Yes	0					
MT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	18	89.66%	7099	-1.44	Yes	100.00%	19	90.51%	6525	-1.41	Yes	0					
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS		3.67	12		N/A			4.2	25		N/A	0					
MT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		3.56	79		N/A			6.23	90		N/A	0					
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS		10	8		N/A			26	1		N/A	0					
MT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		14.2	101		N/A			19.09	116		N/A	0					
MT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	1				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%	ND	P		96.38%	497		N/A			97.70%	479		N/A	0					
MT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P		84.86%	3296		N/A			91.20%	2522		N/A	0					
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P		98.88%	982		N/A			99.39%	976		N/A	0					
MT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P		94.98%	4320		N/A			97.33%	3410		N/A	0					
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P		6:21	982		N/A			6:21	976		N/A	0					
MT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P		17:10	4320		N/A			14:29	3410		N/A	0					
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS		16.67%	6		N/A			28.57%	7		N/A	0					
MT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS		100.00%	1		N/A			100.00%	2		N/A	0					
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		20.00%	5		N/A			50.00%	2		N/A	0					
MT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS		100.00%	1		N/A			100.00%	1		N/A	0					
MT	04--10	MR-8	Trouble Rate, Line Sharing%		P	291	1.66%	323654	-2.21	Yes	0.00%	293	1.36%	326122	-2.01	Yes	0					
MT	04--10	MR-8*	Trouble Rate, Line Sharing%		P	291	1.39%	323654	-2.02	Yes	0.00%	293	1.10%	326122	-1.8	Yes	0					
MT	05--01	OP-3	Install Commit Met, UDIT DS1%		P		78.10%	105		N/A			78.95%	152		N/A	0					
MT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		15.07	130		N/A			17.29	185		N/A	0					
MT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P		95.60%	159		N/A			93.08%	159		N/A	0					
MT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P		97.48%	159		N/A			94.97%	159		N/A	0					
MT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		13.83	23		N/A			14.66	38		N/A	0					
MT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		21	6		N/A			62	1		N/A	0					
MT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		73.38	47		N/A			54.53	55		N/A	0					
MT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS		5			N/A			5			N/A	0					
MT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P		76.30%	135		N/A			77.31%	119		N/A	0					
MT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P		4:36	135		N/A			3:24	119		N/A	0					
MT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P		27.41%	135		N/A			19.33%	119		N/A	0					
MT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P		21.59%	88		N/A			15.38%	78		N/A	0					
MT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	5	1.96%	6878	-0.32	Yes	0.00%	5	1.74%	6843	-0.3	Yes	0					
MT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	5	1.28%	6878	-0.25	Yes	0.00%	5	1.14%	6843	-0.24	Yes	1	31	3.2%	1.1%	2.1%	
MT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS		8.78%	148		N/A			20.13%	149		N/A	0					
MT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		81.82%	11		N/A	100.00%	1	87.50%	16	-0.37	Yes	0					
MT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P		10	12		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	1	100.00%	17	.	Yes	100.00%	1	100.00%	12	.	Yes	0					
MT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	1	100.00%	17	.	Yes	100.00%	1	100.00%	12	.	Yes	0					
MT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		3	2		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		21.25	16		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			-			N/A	0					
MT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P		100.00%	1		N/A			100.00%	1		N/A	0					
MT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P		3:35	1		N/A			2:59	1		N/A	0					
MT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		0.00%	1		N/A			0.00%	1		N/A	0					
MT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		0.00%	1		N/A			0.00%	1		N/A	0					
MT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	1	0.28%	351	-0.05	Yes	0.00%	1	0.28%	351	-0.05	Yes	0					
MT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	1	0.28%	351	-0.05	Yes	0.00%	1	0.28%	351	-0.05	Yes	0					
MT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS		66.67%	3		N/A			66.67%	3		N/A	0					
MT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	12784				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					
MT	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P					N/A						N/A	0					
MT	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P					N/A						N/A	0					
MT	07--01	MR-7	Repair Repeat Report Rate, E911%		P					N/A						N/A	0					
MT	07--01	MR-8	Trouble Rate, E911%		P	10	0.00%	47	.	Yes	0.00%	10	0.00%	47	.	Yes	0					
MT	07--01	MR-8*	Trouble Rate, E911%		P	10	0.00%	47	.	N/A	0.00%	10	0.00%	47	.	N/A	0					
MT	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS					N/A						N/A	0					
MT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		8.54	.		N/A			7.95	.		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.46	1		N/A			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A	
MT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.16	69940				N/A	0.11	26571				N/A	0.09	30872				N/A	0.11	28915				N/A	0.09
MT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	98.88%	57895				N/A	95.53%	25234				N/A	96.31%	28672				N/A	96.11%	27386				N/A	96.03%
MT	09--01	NP-1A	NXX Code Activation, All%		P	100.00%	1				N/A						N/A						N/A						N/A	
MT	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0.00%	1				N/A						N/A						N/A						N/A	
MT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
MT	11--01	OP-8B	LNP Timeliness, LNP%		95%	100.00%	6				Yes	100.00%	10				Yes	100.00%	18				Yes						N/A	100.00%
MT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	100.00%	227				Yes	100.00%	212				Yes	99.80%	506				Yes	96.60%	235				Yes	100.00%
MT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	249				Yes	100.00%	226				Yes	99.82%	545				Yes	100.00%	239				Yes	100.00%
MT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	249				N/A	100.00%	226				N/A	100.00%	545				N/A	100.00%	239				N/A	100.00%
MT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			54.53%	497		N/A			57.55%	318		N/A			52.75%	472		N/A			45.59%	522		N/A	
MT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			######	892		N/A			99.09%	659		N/A			99.22%	894		N/A			99.31%	1008		N/A	
MT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100.00%	16554.1022				Yes	100.00%	17149.1643				Yes	100.00%	17381.1589				Yes	100.00%	17953.8493				Yes	100.00%
MT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100.00%	16554.1022				Yes	100.00%	17149.1643				Yes	100.00%	17381.1589				Yes	100.00%	17953.8493				Yes	100.00%
MT	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	1052	99.63%	4563	-1.79	Yes	99.56%	454	99.46%	5416	-0.27	Yes	100.00%	1826	99.54%	5852	-2.54	Yes	100.00%	1257	99.30%	4598	-2.63	Yes	99.89%
MT	14--01	OP-3	Install Commit Met, Residence%	D	P	98.57%	70	93.39%	1891	-1.71	Yes	95.16%	62	91.44%	1951	-1.03	Yes	96.08%	51	91.05%	1967	-1.24	Yes	95.00%	40	90.50%	1747	-0.96	Yes	94.44%
MT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	3.1	329	3.79	3776	-6.18	Yes	2.93	229	3.82	4521	-5.56	Yes	2.99	382	3.53	4593	-7.14	Yes	2.98	397	3.68	3548	-5.94	Yes	2.96
MT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	4.72	71	6.75	1899	-1.67	Yes	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
MT	14--01	OP-5	New Service Install Quality, Residence%		P	97.32%	820	92.22%	6924	-5.16	Yes	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%
MT	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	97.83%	1197	92.69%	7604	-6.35	Yes	98.49%	1588	91.81%	7093	-8.77	Yes	98.67%	1127	90.39%	6361	-8.69	Yes	97.73%
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			4.27	15		N/A	6	2	4.78	23	0.97	Yes			5.6	20		N/A			11.95	21		N/A	2
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1	1	13.76	41	-0.29	Yes	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
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			5.75	4		N/A			16.55	11		N/A			12	7		N/A			23.36	14		N/A	
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P			12.27	89		N/A	4.67	3	10.77	123	-0.71	Yes			14.17	130		N/A	4	1	14.55	93	-0.48	Yes	
MT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS			87.21	274		N/A	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
MT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS			160			N/A	-		178		-3.04	N/A	1		180		-1.81	N/A	-		175		-2.45	N/A	-
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	9	99.76%	420	-0.15	Yes	100.00%	6	94.83%	271	-0.57	Yes	100.00%	8	98.05%	411	-0.39	Yes	100.00%	7	95.48%	442	-0.57	Yes	100.00%
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	96.23%	53	96.37%	1377	0.13	Yes	100.00%	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%
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	20	######	730	.	Yes	100.00%	11	98.91%	548	-0.35	Yes	100.00%	15	99.21%	755	-0.34	Yes	100.00%	15	99.16%	836	-0.35	Yes	90.91%
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	65	98.42%	1904	-1	Yes	100.00%	73	97.00%	2629	-1.48	Yes	100.00%	81	97.50%	3521	-1.42	Yes	100.00%	69	94.62%	3772	-1.96	Yes	98.80%
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	2:57	20	5:15	730	-1.54	Yes	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
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	9:13	65	12:05	1904	-1.95	Yes	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
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	5.00%	20	11.64%	730	-0.91	Yes	18.18%	11	15.69%	548	0.27	Yes	13.33%	15	13.25%	755	0.07	Yes	0.00%	15	14.11%	836	-1.56	Yes	0.00%
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	10.77%	65	12.32%	1932	-0.37	Yes	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%
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	20.00%	5	15.20%	204	0.31	Yes	12.50%	8	12.68%	284	-0.01	Yes	0.00%	9	17.02%	329	-1.34	Yes	0.00%
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	11.43%	70	14.43%	2481	-0.7	Yes	13.33%	75	13.50%	3341	-0.04	Yes	8.82%	68	15.48%	3567	-1.5	Yes	14.29%
MT	14--01	MR-8	Trouble Rate, Residence%		P	1.01%	8383	1.08%	247228	-0.55	Yes	1.00%	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%
MT	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.88%	8499	1.08%	247856	-1.76	Yes	1.07%	7739	1.46%	248032	-2.81	Yes	1.09%	7079	1.56%	249934	-3.16	Yes	1.20%
MT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	20	98.90%	730	-0.46	Yes	100.00%	11	98.18%	548	-0.45	Yes	100.00%	15	98.54%	755	-0.47	Yes	100.00%	15	97.97%	836	-0.55	Yes	100.00%
MT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	95.38%	65	97.41%	1932	0.97	Yes	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%
MT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	25.44%	114	34.16%	4043	-1.94	N/A	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%
MT	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	8	94.07%	135	-0.69	Yes	100.00%	8	99.08%	109	-0.26	Yes	100.00%	23	94.81%	135	-1.04	Yes	100.00%	31	99.27%	137	-0.43	Yes	100.00%
MT	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	3	90.80%	489	-0.55	Yes	80.00%	5	91.39%	453	0.78	Yes	100.00%	6	90.02%	461	-0.81	Yes	87.50%	8	91.65%	467	0.44	Yes	100.00%
MT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.2	5	3.99	83	-0.73	Yes	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
MT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4	3	7.84	493	-0.75	Yes	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
MT	14--02	OP-5	New Service Install Quality, Business%		P	100.00%	12	88.11%	597	-1.26	Yes	100.00%	21	89.21%	584	-1.57	Yes	100.00%	34	87.91%	604	-2.1	Yes	87.10%	31	84.77%	617	-0.35	Yes	88.57%
MT	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	21	91.95%	584	-1.33	Yes	100.00%	34	90.56%	604	-1.83	Yes	90.32%	31	89.30%	617	-0.18	Yes	91.43%
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			10	7		N/A			5	1		N/A			12	5		N/A			1	1		N/A	
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			6	23		N/A			4.84	25		N/A			8.88	26		N/A			4.76	17		N/A	
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			5	1		N/A			39	1		N/A			40.5	2		N/A						N/A	
MT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			18.96	24		N/A	7	1	13.27	15	-0.38	Yes			10.83	23		N/A	11	1	15.55	22	-0.31	Yes	
MT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			104.4	88		N/A			89.54	90		N/A			88.12	94		N/A			79.85	99		N/A	3
MT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			38			N/A			46			N/A			46			N/A			46			N/A	1
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			######	77		N/A			100.00%	47		N/A	100.00%	2	95.08%	61	-0.32	Yes	100.00%	3	96.25%	80	-0.34	Yes	100.00%
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	5	95.33%	214	-0.49	Yes	100.00%	3	93.62%	282	-0.45	Yes	100.00%	13	96.22%	370	-0.7	Yes	100.00%	7	91.15%	407	-0.82	Yes	100.00%
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	1	######	162	.	Yes			100.00%	111		N/A	100.00%	4	99.28%	139	-0.17	Yes	100.00%	5	100.00%	172	.	Yes	100.00%
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	5	98.19%	277	-0.3	Yes	100.00%	4	98.30%	353	-0.26	Yes	100.00%	16	97.62%	462	-0.61	Yes	100.00%	8	96.46%	508	-0.54	Yes	100.00%
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0:21	1	4:37	162	-0.65	Yes			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
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	6:30	5	10:06	277	-0.7	Yes	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
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	1	8.64%	162	-0.31	Yes			13.51%	111		N/A	0.00%	4	8.63%	139	-0.61	Yes	0.00%	5	8.72%	172	-0.68	Yes	0.00%
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	5	14.29%	280	-0.9	Yes	25.00%	4	14.01%	357	0.58	Yes	18.75%	16	11.83%	465	0.82	Yes	25.00%	8	16.47%	516	0.63	Yes	14.29%
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			18.18%	44		N/A	0.00%	3	10.53%	57	-0.58	Yes	0.00%	2	7.69%	78	-0.4	Yes	0.00%
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	33.33%	3	13.14%	312	0.84	Yes	23.08%	13	11.67%	420	1.16	Yes	25.00%	8	16.45%	456	0.64	Yes	14.29%
MT	14--02	MR-8	Trouble Rate, Business%		P	0.41%	1461	0.62%	71620	-1	Yes	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%
MT	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.19%	1547	0.50%	71597	-1.68	Yes	0.95%	1683	0.66%	72225	1.45	Yes	0.56%	1782	0.74%	72426	-0.86	Yes	0.45%
MT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	1	98.15%	162	-0.14	Yes			98.20%	111		N/A	100.00%	4	97.12%	139	-0.34	Yes	100.00%	5	97.09%	172	-0.38	Yes	100.00%
MT	14--02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	5	94.29%	280	-0.55	Yes	100.00%	4	84.59%	357	-0.85	Yes	100.00%	16	87.96%	465	-1.46	Yes	100.00%	8	87.02%	516	-1.08	Yes	85.71%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.67			N/A			9.43			N/A	0					
MT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	26809				N/A	0.1	29328				N/A	0					
MT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	24707				N/A	96.47%	27508				N/A	0					
MT	09--01	NP-1A	NXX Code Activation, All%		P					N/A						N/A	0					
MT	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS					N/A						N/A	0					
MT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	6559733				N/A	1.25	7032415				N/A	0					
MT	11--01	OP-8B	LNP Timeliness, LNP%		95%	14				Yes	100.00%	32				Yes	0					
MT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	246				Yes	99.45%	181				Yes	0					
MT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	263				Yes	100.00%	213				Yes	0					
MT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	263				N/A	100.00%	213				N/A	0					
MT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		52.92%	497		N/A			50.73%	479		N/A	0					
MT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		98.88%	982		N/A			99.39%	976		N/A	0					
MT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	17322.1189				Yes	100.00%	17666.79				Yes	0					
MT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	17322.1189				Yes	100.00%	17666.79				Yes	0					
MT	14--01	OP-3	Install Commit Met, Residence%	ND	P	902	99.58%	4575	-1.3	Yes	100.00%	498	99.63%	4634	-1.29	Yes	0					
MT	14--01	OP-3	Install Commit Met, Residence%	D	P	54	92.37%	1769	-0.57	Yes	95.00%	40	92.48%	1808	-0.6	Yes	0					
MT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	340	3.51	3474	-6.95	Yes	2.96	251	3.5	3532	-8.41	Yes	0					
MT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	54	6.11	1786	-2.42	Yes	4.41	41	6.42	1821	-1.45	Yes	0					
MT	14--01	OP-5	New Service Install Quality, Residence%		P	748	88.33%	6412	-7.14	Yes	95.53%	425	89.00%	5820	-4.15	Yes	0					
MT	14--01	OP-5*	New Service Install Quality, Residence%		P	748	90.17%	6412	-6.57	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	ND	P	1	3.64	11	-0.38	Yes			4.29	21		N/A	0					
MT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	3	3.09	58	-0.3	Yes			6.02	55		N/A	0					
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		10	8		N/A			26	1		N/A	0					
MT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P		15.18	80		N/A	9	2	19.37	84	-0.56	Yes	0					
MT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	23	60.54	284	-2.44	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		163		-5.35	N/A	-		143		-3.26	N/A	0					
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	5	96.68%	422	-0.41	Yes	100.00%	10	97.82%	413	-0.47	Yes	0					
MT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	67	84.81%	2877	-1.74	Yes	97.56%	41	91.55%	2177	-1.37	Yes	0					
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	11	98.91%	826	1.53	Yes	100.00%	16	99.25%	797	-0.34	Yes	0					
MT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	83	95.14%	3787	-1.53	Yes	94.83%	58	97.38%	2972	1.12	Yes	0					
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	11	6:37	826	0.48	Yes	2:22	16	6:54	797	-1.69	Yes	0					
MT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	83	17:14	3787	-2.51	Yes	16:19	58	14:35	2972	0.96	Yes	0					
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	11	14.89%	826	-1.38	Yes	25.00%	16	12.67%	797	1.35	Yes	0					
MT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	83	15.69%	3837	-0.31	Yes	13.79%	58	12.66%	3009	0.29	Yes	0					
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	3	16.57%	338	-0.77	Yes	25.00%	4	15.64%	275	0.48	Yes	0					
MT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	77	15.31%	3586	-0.25	Yes	14.55%	55	12.42%	2819	0.5	Yes	0					
MT	14--01	MR-8	Trouble Rate, Residence%		P	6693	1.86%	251017	-2.71	Yes	1.21%	6113	1.50%	253046	-1.86	Yes	0					
MT	14--01	MR-8*	Trouble Rate, Residence%		P	6693	1.56%	251017	-2.4	Yes	0.97%	6113	1.22%	253046	-1.81	Yes	0					
MT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	11	99.39%	826	-0.26	Yes	100.00%	16	99.37%	797	-0.31	Yes	0					
MT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	83	91.06%	3837	-1.3	Yes	96.55%	58	93.49%	3009	-0.94	Yes	0					
MT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	125	29.73%	6636	-1.2	N/A	23.71%	97	31.53%	5559	-1.64	N/A	0					
MT	14--02	OP-3	Install Commit Met, Business%	ND	P	18	99.27%	137	-0.34	Yes	100.00%	40	97.24%	145	-0.94	Yes	0					
MT	14--02	OP-3	Install Commit Met, Business%	D	P	4	91.49%	482	-0.61	Yes	75.00%	8	88.94%	597	1.11	Yes	0					
MT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	15	3.62	95	-2.45	Yes	2.41	32	3.62	103	-2.8	Yes	0					
MT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4	6.5	489	-0.91	Yes	7.25	8	7.54	602	-0.07	Yes	0					
MT	14--02	OP-5	New Service Install Quality, Business%		P	35	82.97%	687	-0.86	Yes	95.12%	41	84.40%	705	-1.84	Yes	0					
MT	14--02	OP-5*	New Service Install Quality, Business%		P	35	84.86%	687	-1.06	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	ND	P		4	1		N/A			3.75	4		N/A	0					
MT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		4.86	21		N/A	1	2	6.57	35	-0.74	Yes	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-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		10.48	21		N/A			18.34	32		N/A	0					
MT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	1	76.98	94	-0.7	N/A			70.9	89		N/A	0					
MT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS		47		0.67	N/A			34			N/A	0					
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	1	94.67%	75	-0.24	Yes	100.00%	4	96.97%	66	-0.34	Yes	0					
MT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	6	85.20%	419	-1.01	Yes	83.33%	6	88.99%	345	0.44	Yes	0					
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	2	98.72%	156	-0.16	Yes	100.00%	6	100.00%	179		Yes	0					
MT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	7	93.81%	533	-0.68	Yes	100.00%	8	97.03%	438	-0.49	Yes	0					
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	2	4:57	156	-0.74	Yes	2:24	6	3:51	179	-0.55	Yes	0					
MT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	7	16:44	533	-0.85	Yes	9:04	8	13:52	438	-0.82	Yes	0					
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	2	14.10%	156	-0.57	Yes	16.67%	6	10.06%	179	0.5	Yes	0					
MT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	7	15.26%	544	-0.07	Yes	12.50%	8	11.86%	447	0.12	Yes	0					
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	1	17.50%	80	-0.46	Yes	20.00%	5	10.98%	82	0.55	Yes	0					
MT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	7	14.55%	488	-0.02	Yes	12.50%	8	12.15%	395	0.09	Yes	0					
MT	14--02	MR-8	Trouble Rate, Business%		P	1783	0.96%	72637	-1.96	Yes	0.76%	1836	0.86%	73076	-0.43	Yes	0					
MT	14--02	MR-8*	Trouble Rate, Business%		P	1783	0.78%	72637	-1.58	Yes	0.71%	1836	0.65%	73076	0.29	Yes	0					
MT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	2	96.15%	156	-0.28	Yes	100.00%	6	98.32%	179	-0.31	Yes	0					
MT	14--02	MR-9	Repair Appoint Met, Business%	D	P	7	84.01%	544	-0.12	Yes	87.50%	8	84.12%	447	-0.26	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	25.00%	8	35.57%	686	-0.62	N/A	60.00%	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	55.00%
MT	14--03	OP-3	Install Commit Met, Centrex%	ND	P			######	4		N/A						N/A						N/A						N/A	
MT	14--03	OP-3	Install Commit Met, Centrex%	D	P			66.67%	3		N/A						N/A			75.00%	4		N/A			83.33%	6		N/A	
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			3	4		N/A						N/A						N/A						N/A	
MT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			9.67	3		N/A						N/A			2.75	4		N/A			6.5	6		N/A	
MT	14--03	OP-5	New Service Install Quality, Centrex%		P			50.00%	4		N/A			100.00%	2		N/A			100.00%	5		N/A			87.50%	8		N/A	
MT	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			100.00%	2		N/A			100.00%	5		N/A			87.50%	8		N/A	
MT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			11	1		N/A						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						N/A			19	1		N/A	
MT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			281	1		N/A			129	2		N/A			238	1		N/A			102.33	3		N/A	
MT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			-			N/A			-			N/A			-			N/A			1			N/A	
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			######	1		N/A			100.00%	1		N/A						N/A			100.00%	1		N/A	
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			######	1		N/A			100.00%	1		N/A			100.00%	2		N/A			100.00%	3		N/A	
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			######	3		N/A			100.00%	1		N/A						N/A			100.00%	1		N/A	
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			######	1		N/A			100.00%	1		N/A			100.00%	3		N/A			100.00%	5		N/A	
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			7:04	3		N/A			2:42	1		N/A						N/A			5:01	1		N/A	
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			4:41	1		N/A			17:42	1		N/A			11:43	3		N/A			7:23	5		N/A	
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0.00%	3		N/A			0.00%	1		N/A						N/A			0.00%	1		N/A	
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			0.00%	1		N/A			0.00%	1		N/A			0.00%	3		N/A			20.00%	5		N/A	
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0.00%	1		N/A						N/A			0.00%	1		N/A	
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			0.00%	1		N/A			0.00%	2		N/A			20.00%	5		N/A	
MT	14--03	MR-8	Trouble Rate, Centrex%		P			0.21%	1888		N/A			0.11%	1889		N/A			0.16%	1931		N/A			0.30%	1984		N/A	
MT	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A			0.11%	1889		N/A			0.10%	1931		N/A			0.30%	1984		N/A	
MT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			######	3		N/A			100.00%	1		N/A						N/A			100.00%	1		N/A	
MT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			######	1		N/A			0.00%	1		N/A			66.67%	3		N/A			80.00%	5		N/A	
MT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			42.86%	7		N/A			33.33%	3		N/A			0.00%	3		N/A			45.45%	11		N/A	
MT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			######	14		N/A	100.00%	1	100.00%	14	.	Yes	100.00%	1	100.00%	57	.	Yes	100.00%	1	100.00%	14	.	Yes	100.00%
MT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			96.43%	28		N/A			76.47%	17		N/A			91.30%	23		N/A			89.74%	39		N/A	
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3	7		N/A			3.3	10		N/A	2	1	3.71	7	-1.16	Yes	5	1	2.64	14	1.81	No	5
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			6.46	28		N/A			7.59	17		N/A			9.3	23		N/A			5.05	40		N/A	
MT	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	1	62.16%	37	-0.77	Yes	100.00%	1	85.71%	56	-0.4	Yes	100.00%	1	71.64%	67	-0.62	Yes	100.00%	1	70.45%	44	-0.64	Yes	100.00%
MT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	1	85.71%	56	-0.4	Yes	100.00%	1	76.12%	67	-0.56	Yes	100.00%	1	75.00%	44	-0.57	Yes	100.00%
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A						N/A	
MT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			1	1		N/A			8	3		N/A			7	1		N/A			3.33	3		N/A	
MT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P						N/A			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			124.57	7		N/A			137.43	7		N/A			86.09	11		N/A			74.64	11		N/A	
MT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			2			N/A			2			N/A			2			N/A			3			N/A	
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	100.00%	1	######	8	.	Yes			100.00%	5		N/A			100.00%	10		N/A			100.00%	15		N/A	
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			97.14%	35		N/A			87.50%	40		N/A			100.00%	48		N/A	100.00%	1	85.29%	34	-0.41	Yes	
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100.00%	1	######	30	.	Yes			100.00%	21		N/A			100.00%	30		N/A	100.00%	1	100.00%	28	.	Yes	
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			97.44%	39		N/A			97.87%	47		N/A			98.44%	64		N/A	100.00%	1	95.56%	45	-0.21	Yes	
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	1:33	1	3:41	30	-0.36	Yes			4:20	21		N/A			3:53	30		N/A	4:55	1	6:14	28	-0.16	Yes	
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			8:33	39		N/A			10:44	47		N/A			9:52	64		N/A	3:56	1	12:18	45	-0.55	Yes	
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0.00%	1	10.00%	30	-0.33	Yes			14.29%	21		N/A			16.67%	30		N/A	0.00%	1	10.71%	28	-0.34	Yes	
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			17.50%	40		N/A			14.58%	48		N/A			6.25%	64		N/A	0.00%	1	23.91%	46	-0.55	Yes	
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			8.33%	12		N/A			7.14%	14		N/A			16.67%	18		N/A	
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			14.63%	41		N/A			6.00%	50		N/A	0.00%	1	25.00%	40	-0.57	Yes	
MT	14--04	MR-8	Trouble Rate, Centrex 21%		P	1.47%	68	0.64%	10998	0.79	Yes	0.00%	71	0.63%	10952	-0.67	Yes	0.00%	67	0.86%	10930	-0.76	Yes	2.99%	67	0.68%	10957	1.73	No	0.00%
MT	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.00%	71	0.48%	10952	-0.59	Yes	0.00%	67	0.59%	10930	-0.63	Yes	1.49%	67	0.53%	10957	0.93	Yes	0.00%
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100.00%	1	######	30	.	Yes			95.24%	21		N/A			96.67%	30		N/A	100.00%	1	100.00%	28	.	Yes	
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P			97.50%	40		N/A			72.92%	48		N/A			90.63%	64		N/A	100.00%	1	76.09%	46	-0.55	Yes	
MT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0.00%	1	23.91%	92	-0.56	N/A			33.65%	104		N/A			32.37%	139		N/A	0.00%	2	32.11%	109	-0.96	N/A	
MT	14--05	OP-3	Install Commit Met, PBX%	ND	P			######	1		N/A						N/A			100.00%	2		N/A			100.00%	2		N/A	
MT	14--05	OP-3	Install Commit Met, PBX%	D	P			0.00%	1		N/A			100.00%	2		N/A						N/A			100.00%	7		N/A	
MT	14--05	OP-3	Install Commit Met, PBX%		P			83.33%	6		N/A			22.22%	9		N/A			80.00%	10		N/A	100.00%	4	66.67%	3	-0.93	Yes	
MT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			2	1		N/A						N/A			2	2		N/A						N/A	
MT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			27	1		N/A			7	2		N/A						N/A			5.43	7		N/A	
MT	14--05	OP-4	Install Interv, PBX, Avg Days		P			9.67	12		N/A			15.76	17		N/A			18.33	9		N/A	8.25	4	16.91	11	-0.69	Yes	
MT	14--05	OP-5	New Service Install Quality, PBX%		P			85.00%	20		N/A			94.74%	19		N/A	100.00%	2	100.00%	17	.	Yes	100.00%	2	94.12%	17	-0.33	Yes	
MT	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A			94.74%	19		N/A	100.00%	2	100.00%	17	.	Yes	100.00%	2	94.12%	17	-0.33	Yes	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A	
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			3	2		N/A			17	8		N/A			21	4		N/A			64	1		N/A	
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P			18	1		N/A						N/A						N/A						N/A	
MT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P						N/A			22	2		N/A						N/A						N/A	
MT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			52	4		N/A			34.5	4		N/A			24.67	9		N/A			23.5	6		N/A	
MT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			2			N/A			2			N/A			1			N/A			1			N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	20	31.10%	1016	2.18	N/A	22.22%	18	32.10%	922	-0.89	N/A	0					
MT	14--03	OP-3	Install Commit Met, Centrex%	ND	P					N/A						N/A	0					
MT	14--03	OP-3	Install Commit Met, Centrex%	D	P		100.00%	3		N/A			100.00%	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-4	Install Interv, Centrex, Avg Days	D	P		9	9		N/A			11	1		N/A	0					
MT	14--03	OP-5	New Service Install Quality, Centrex%		P		100.00%	5		N/A			100.00%	2		N/A	0					
MT	14--03	OP-5*	New Service Install Quality, Centrex%		P		100.00%	5		N/A			100.00%	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		129.5	2		N/A			74.33	3		N/A	0					
MT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS		-			N/A			-			N/A	0					
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P					N/A			100.00%	1		N/A	0					
MT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P		100.00%	4		N/A			100.00%	9		N/A	0					
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		100.00%	1		N/A			100.00%	2		N/A	0					
MT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P		100.00%	6		N/A			100.00%	9		N/A	0					
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		1:14	1		N/A			9:35	2		N/A	0					
MT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P		11:03	6		N/A			7:24	9		N/A	0					
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		0.00%	1		N/A			0.00%	2		N/A	0					
MT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P		16.67%	6		N/A			11.11%	9		N/A	0					
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		0.00%	1		N/A						N/A	0					
MT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P		16.67%	6		N/A			11.11%	9		N/A	0					
MT	14--03	MR-8	Trouble Rate, Centrex%		P		0.36%	1959		N/A			0.56%	1959		N/A	0					
MT	14--03	MR-8*	Trouble Rate, Centrex%		P		0.36%	1959		N/A			0.46%	1959		N/A	0					
MT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P		100.00%	1		N/A			100.00%	2		N/A	0					
MT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P		50.00%	6		N/A			66.67%	9		N/A	0					
MT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS		41.67%	12		N/A			21.43%	14		N/A	0					
MT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	1	100.00%	12	.	Yes			100.00%	24		N/A	0					
MT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P		90.48%	21		N/A			100.00%	21		N/A	0					
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	1	2.64	11	1.1	Yes			1.75	24		N/A	1	3	4.00	2.57	1.43	
MT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P		6.43	21		N/A			4	21		N/A	0					
MT	14--04	OP-5	New Service Install Quality, Centrex 21%		P	1	66.67%	39	-0.7	Yes			72.22%	54		N/A	0					
MT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	1	69.23%	39	-0.66	Yes			83.33%	54		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-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		1.5	2		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		58.27	11		N/A			63.55	11		N/A	0					
MT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		4			N/A			2			N/A	0					
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		100.00%	9		N/A			100.00%	16		N/A	0					
MT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P		87.18%	39		N/A			87.50%	56		N/A	0					
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P		95.24%	21		N/A			100.00%	32		N/A	0					
MT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P		96.55%	58		N/A			97.30%	74		N/A	0					
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P		8:38	21		N/A			5:10	32		N/A	0					
MT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P		14:58	58		N/A			13:27	74		N/A	0					
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P		19.05%	21		N/A			18.75%	32		N/A	0					
MT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P		20.34%	59		N/A			14.86%	74		N/A	0					
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		18.18%	11		N/A			13.33%	15		N/A	0					
MT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P		21.82%	55		N/A			14.52%	62		N/A	0					
MT	14--04	MR-8	Trouble Rate, Centrex 21%		P	56	0.73%	10999	-0.64	Yes	0.00%	48	0.96%	11006	-0.68	Yes	1	377	0.8%	0.8%	0.0%	
MT	14--04	MR-8*	Trouble Rate, Centrex 21%		P	56	0.60%	10999	-0.58	Yes	0.00%	48	0.70%	11006	-0.58	Yes	0					
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P		95.24%	21		N/A			96.88%	32		N/A	0					
MT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P		86.44%	59		N/A			77.03%	74		N/A	0					
MT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS		37.50%	128		N/A			22.06%	136		N/A	0					
MT	14--05	OP-3	Install Commit Met, PBX%	ND	P		100.00%	1		N/A			100.00%	3		N/A	0					
MT	14--05	OP-3	Install Commit Met, PBX%	D	P		75.00%	4		N/A			80.00%	10		N/A	0					
MT	14--05	OP-3	Install Commit Met, PBX%		P		50.00%	4		N/A			60.00%	5		N/A	0					
MT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P		3	1		N/A			1.5	2		N/A	0					
MT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P		9.2	5		N/A			3.9	10		N/A	0					
MT	14--05	OP-4	Install Interv, PBX, Avg Days		P		21.17	6		N/A			13.33	6		N/A	0					
MT	14--05	OP-5	New Service Install Quality, PBX%		P		93.75%	16		N/A			70.59%	17		N/A	0					
MT	14--05	OP-5*	New Service Install Quality, PBX%		P		93.75%	16		N/A			82.35%	17		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	D	P		10	1		N/A			2	2		N/A	0					
MT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		13	3		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		29.5	2		N/A			19	2		N/A	0					
MT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		1			N/A			1			N/A	0					

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			######	13		N/A	100.00%	1	100.00%	12	.	Yes			100.00%	20		N/A	100.00%	2	100.00%	10	.	Yes	
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			######	7		N/A			75.00%	8		N/A			100.00%	5		N/A			94.44%	18		N/A	
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P			######	19		N/A	100.00%	1	100.00%	19	.	Yes			100.00%	23		N/A	100.00%	2	100.00%	16	.	Yes	
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			######	7		N/A			100.00%	9		N/A			100.00%	8		N/A			100.00%	20		N/A	
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			1:25	19		N/A	2:06	1	3:13	19	-0.28	Yes			2:47	23		N/A	2:20	2	1:59	16	0.52	Yes	
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			3:56	7		N/A			11:52	9		N/A			9:06	8		N/A			12:09	20		N/A	
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P			10.53%	19		N/A	0.00%	1	10.53%	19	-0.33	Yes			21.74%	23		N/A	50.00%	2	0.00%	16	1.69	No	
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			0.00%	7		N/A			11.11%	9		N/A			12.50%	8		N/A			5.00%	20		N/A	
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	1	0.00%	8	.	Yes			0.00%	8		N/A	100.00%	1	0.00%	9	1.77	No	
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			12.50%	8		N/A			20.00%	5		N/A			5.88%	17		N/A	
MT	14--05	MR-8	Trouble Rate, PBX%		P	0.00%	332	0.21%	12241	-0.83	Yes	0.30%	332	0.23%	12183	0.33	Yes	0.00%	331	0.23%	13720	-0.86	Yes	0.61%	327	0.26%	14097	1.13	Yes	0.00%
MT	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.30%	332	0.13%	12183	0.76	Yes	0.00%	331	0.09%	13720	-0.55	Yes	0.31%	327	0.18%	14097	0.53	Yes	0.00%
MT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			######	8		N/A			100.00%	8		N/A			100.00%	4		N/A			100.00%	7		N/A	
MT	14--05	MR-9	Repair Appoint Met, PBX%	D	P			######	3		N/A			71.43%	7		N/A			66.67%	6		N/A			50.00%	16		N/A	
MT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS			33.33%	39		N/A	0.00%	1	30.00%	40	-0.65	N/A	100.00%	1	34.04%	47	0.94	N/A	0.00%	2	35.71%	56	-1.04	N/A	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A						N/A	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			75.00%	4		N/A			100.00%	1		N/A						N/A						N/A	
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			######	16		N/A			90.00%	30		N/A			100.00%	11		N/A			77.78%	9		N/A	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			8	4		N/A			4	1		N/A						N/A						N/A	
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			6.69	13		N/A			13.18	28		N/A			10.18	11		N/A			17.11	9		N/A	
MT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			96.30%	27		N/A			95.45%	22		N/A			81.82%	11		N/A			64.29%	14		N/A	
MT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100.00%	22		N/A			90.91%	11		N/A			85.71%	14		N/A	
MT	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						N/A	
MT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			24	4		N/A						N/A			35	2		N/A	
MT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A						N/A						N/A	
MT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			147.42	12		N/A			146.15	13		N/A			148.33	15		N/A			153.44	16		N/A	
MT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			3			N/A			5			N/A			6			N/A			-			N/A	
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	10		N/A			100.00%	14		N/A			100.00%	13		N/A			100.00%	17		N/A	
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	5		N/A			100.00%	7		N/A			100.00%	4		N/A			100.00%	5		N/A	
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	10		N/A			100.00%	15		N/A			100.00%	14		N/A			100.00%	17		N/A	
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	5		N/A			100.00%	7		N/A			100.00%	4		N/A			100.00%	5		N/A	
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:47	10		N/A			1:11	15		N/A			2:05	14		N/A			0:54	17		N/A	
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:41	5		N/A			2:03	7		N/A			2:00	4		N/A			1:33	5		N/A	
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			40.00%	10		N/A			20.00%	15		N/A			0.00%	14		N/A			17.65%	17		N/A	
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			0.00%	5		N/A			14.29%	7		N/A			0.00%	4		N/A			20.00%	5		N/A	
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			33.33%	3		N/A			0.00%	5		N/A			20.00%	5		N/A	
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			0.00%	2		N/A			0.00%	2		N/A			50.00%	2		N/A	
MT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P			0.84%	1781		N/A	0.00%	6	1.13%	1950	-0.26	Yes	0.00%	5	0.91%	1982	-0.21	Yes	0.00%	5	1.10%	1992	-0.24	Yes	0.00%
MT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	6	0.26%	1950	-0.12	Yes	0.00%	5	0.35%	1982	-0.13	Yes	0.00%	5	0.35%	1992	-0.13	Yes	0.00%
MT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A			100.00%	1		N/A			100.00%	1		N/A						N/A	
MT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			50.00%	30		N/A			31.25%	32		N/A			10.00%	20		N/A			31.25%	32		N/A	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.76%	409		N/A			97.23%	542		N/A			98.61%	359		N/A			99.27%	409		N/A	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			85.19%	27		N/A			73.33%	15		N/A			64.29%	14		N/A			91.67%	24		N/A	
MT	14--07	OP-3	Install Commit Met, Qwest DSL%		P			######	1		N/A						N/A			0.00%	1		N/A			100.00%	1		N/A	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.95	303		N/A			5.1	375		N/A			4.97	260		N/A			4.92	222		N/A	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			7.67	27		N/A			6.6	15		N/A			8	14		N/A			7.36	25		N/A	
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			1	1		N/A						N/A						N/A			3	1		N/A	
MT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			######	498		N/A			100.00%	467		N/A			100.00%	406		N/A			100.00%	397		N/A	
MT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	467		N/A			100.00%	406		N/A			100.00%	397		N/A	
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			6	1		N/A			6.91	11		N/A			9.33	6		N/A			4.5	2		N/A	
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3.25	4		N/A			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		P						N/A						N/A						N/A						N/A	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A			9	2		N/A						N/A			18	1		N/A	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A			1	1		N/A	
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A			9	1		N/A						N/A	
MT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			######	7		N/A			100.00%	5		N/A			100.00%	10		N/A			90.00%	10		N/A	
MT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			######	7		N/A			100.00%	5		N/A			100.00%	10		N/A			90.00%	10		N/A	
MT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			5:59	7		N/A			4:18	5		N/A			0:38	10		N/A			10:54	10		N/A	
MT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			14.29%	7		N/A			60.00%	5		N/A			50.00%	10		N/A			10.00%	10		N/A	
MT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			66.67%	3		N/A			33.33%	3		N/A			0.00%	5		N/A	
MT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	1	1.40%	499	-0.12	Yes	0.00%	1	0.98%	508	-0.1	Yes	0.00%	1	1.95%	513	-0.14	Yes	0.00%	1	1.88%	532	-0.14	Yes	0.00%
MT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	1	0.59%	508	-0.08	Yes	0.00%	1	0.58%	513	-0.08	Yes	0.00%	1	0.94%	532	-0.1	Yes	0.00%
MT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			65.00%	20		N/A			50.00%	10		N/A			41.18%	17		N/A			52.38%	21		N/A	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%		P	0.00%	8	35.00%	20	1.95	No			57.14%	7		N/A			92.44%	172		N/A			97.33%	75		N/A	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A						N/A			100.00%	1		N/A						N/A	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P		100.00%	10		N/A			100.00%	16		N/A	0					
MT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		76.92%	13		N/A	100.00%	1	91.67%	12	-0.29	Yes	0					
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P		100.00%	15		N/A			100.00%	18		N/A	0					
MT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P		94.12%	17		N/A	100.00%	1	94.44%	18	-0.24	Yes	0					
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P		2:31	15		N/A			1:03	18		N/A	0					
MT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P		20:00	17		N/A	3:59	1	11:32	18	-0.59	Yes	0					
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P		33.33%	15		N/A			27.78%	18		N/A	1	3	33.3%	17.3%	16.1%	
MT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P		35.29%	17		N/A	0.00%	1	0.00%	18		Yes	0					
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P		20.00%	5		N/A			20.00%	5		N/A	1	2	50.0%	5.7%	44.3%	
MT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		27.27%	11		N/A			0.00%	14		N/A	0					
MT	14--05	MR-8	Trouble Rate, PBX%		P	341	0.23%	14083	-0.87	Yes	0.29%	349	0.25%	14158	0.2	Yes	0					
MT	14--05	MR-8*	Trouble Rate, PBX%		P	341	0.11%	14083	-0.62	Yes	0.00%	349	0.13%	14158	-0.68	Yes	0					
MT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P		100.00%	10		N/A			100.00%	5		N/A	0					
MT	14--05	MR-9	Repair Appoint Met, PBX%	D	P		68.75%	16		N/A	100.00%	1	75.00%	12	-0.55	Yes	0					
MT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS		37.25%	51		N/A	50.00%	2	29.41%	51	0.49	N/A	0					
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		100.00%	2		N/A						N/A	0					
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		100.00%	1		N/A						N/A	0					
MT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		85.71%	14		N/A			91.67%	12		N/A	0					
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P		6.5	2		N/A						N/A	0					
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		1	1		N/A						N/A	0					
MT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		9.29	14		N/A			13.15	13		N/A	0					
MT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		93.75%	16		N/A			81.82%	22		N/A	0					
MT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		100.00%	16		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		6.5	2		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		120.33	18		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			-			N/A	0					
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	11		N/A			100.00%	21		N/A	0					
MT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		100.00%	4		N/A			100.00%	9		N/A	0					
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	11		N/A			100.00%	21		N/A	0					
MT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	4		N/A			100.00%	9		N/A	0					
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		1:10	11		N/A			0:53	21		N/A	0					
MT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		3:26	4		N/A			4:46	9		N/A	0					
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		18.18%	11		N/A			9.52%	21		N/A	0					
MT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		0.00%	4		N/A			55.56%	9		N/A	0					
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		50.00%	4		N/A			10.00%	10		N/A	0					
MT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		0.00%	4		N/A			50.00%	8		N/A	0					
MT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	5	0.75%	2008	-0.19	Yes	0.00%	5	1.45%	2074	-0.27	Yes	0					
MT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	5	0.40%	2008	-0.14	Yes	0.00%	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		6.25%	16		N/A			23.08%	39		N/A	0					
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P		98.25%	343		N/A			99.20%	249		N/A	0					
MT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		92.31%	13		N/A			72.73%	22		N/A	0					
MT	14--07	OP-3	Install Commit Met, Qwest DSL%		P		100.00%	1		N/A			100.00%	2		N/A	0					
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P		9.73	233		N/A			9.71	180		N/A	0					
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		11.31	13		N/A			9.5	22		N/A	0					
MT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		2	1		N/A						N/A	0					
MT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P		100.00%	315		N/A			100.00%	299		N/A	0					
MT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P		100.00%	315		N/A			100.00%	299		N/A	0					
MT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		2	2		N/A			1.5	2		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		P					N/A						N/A	0					
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P		8.25	4		N/A						N/A	0					
MT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P		11	1		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		100.00%	7		N/A			77.78%	9		N/A	0					
MT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		100.00%	7		N/A			88.89%	9		N/A	0					
MT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		5:58	7		N/A			14:33	9		N/A	0					
MT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		28.57%	7		N/A			44.44%	9		N/A	0					
MT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		33.33%	6		N/A			66.67%	3		N/A	0					
MT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	1	1.27%	551	-0.11	Yes	0.00%	1	1.57%	575	-0.13	Yes	0					
MT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	1	1.09%	551	-0.1	Yes	0.00%	1	0.52%	575	-0.07	Yes	0					
MT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		58.82%	17		N/A			50.00%	18		N/A	0					
MT	14--08	OP-3	Install Commit Met, ISDN Primary%		P		98.48%	66		N/A			38.46%	13		N/A	1	8	0.0%	88.7%	-88.7%	
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		100.00%	1		N/A			0.00%	2		N/A	0					
MT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P					N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A			4	1		N/A						N/A	
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	24	8	38.59	22	-1.32	Yes			10.64	11		N/A			12.95	189		N/A	12	1	9.73	94	0.87	Yes	
MT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	100.00%	4	######	19	.	Yes			100.00%	105		N/A	100.00%	1	96.62%	148	-0.19	Yes	100.00%	1	100.00%	98	.	Yes	100.00%
MT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			100.00%	105		N/A	100.00%	1	99.32%	148	-0.08	Yes	100.00%	1	100.00%	98	.	Yes	100.00%
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A	
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	14	6	40.92	13	-2.74	Yes			3	4		N/A			35.65	23		N/A			23.46	13		N/A	
MT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	14	2	40	1	.	N/A						N/A			34	1		N/A						N/A	
MT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			3.33	3		N/A			17.5	2		N/A			8	1		N/A			210.4	153		N/A	
MT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			-			N/A			-			N/A			-			N/A			3			N/A	
MT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100.00%	1	######	3	.	Yes	100.00%	1	80.00%	5	-0.46	Yes			100.00%	7		N/A	100.00%	2	71.43%	7	-0.79	Yes	
MT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	1:16	1	2:01	3	-0.64	Yes	1:47	1	2:40	5	-0.26	Yes			1:11	7		N/A	1:17	2	2:27	7	-0.42	Yes	
MT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	100.00%	1	0.00%	3	1.25	Yes	0.00%	1	20.00%	5	-0.46	Yes			0.00%	7		N/A	0.00%	2	0.00%	7	.	Yes	
MT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A	0.00%	1	0.00%	1	.	Yes			0.00%	2		N/A			0.00%	4		N/A	
MT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.33%	302	0.02%	19667	1.92	No	0.91%	110	0.03%	19666	2.17	No	0.00%	93	0.04%	19811	-0.18	Yes	2.15%	93	0.04%	17858	3.39	No	0.00%
MT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.91%	110	0.01%	19666	2.61	No	0.00%	93	0.01%	19811	-0.1	Yes	0.00%	93	0.02%	17858	-0.14	Yes	0.00%
MT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	50.00%	2	25.00%	4	0.32	N/A	0.00%	1	50.00%	10	-0.95	N/A			0.00%	7		N/A	0.00%	2	0.00%	7	.	N/A	
MT	14--09	OP-3	Install Commit Met, DS0%	ND	P			######	1		N/A						N/A			100.00%	1		N/A						N/A	
MT	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A			100.00%	2		N/A	0.00%
MT	14--09	OP-3	Install Commit Met, DS0%		P	100.00%	1	40.00%	5	-1.12	Yes			85.71%	14		N/A			25.00%	8		N/A	100.00%	1	71.43%	7	-0.59	Yes	
MT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P			2	1		N/A						N/A			0	1		N/A						N/A	
MT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A			4.5	2		N/A	46
MT	14--09	OP-4	Install Interv, DS0, Avg Days		P	4	1	47.8	5	-0.49	Yes			14	17		N/A			31.27	11		N/A	6	1	7.09	11	-0.28	Yes	
MT	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	1	83.33%	12	-0.43	Yes			73.33%	15		N/A	100.00%	1	69.23%	13	-0.64	Yes	100.00%	1	75.00%	12	-0.55	Yes	100.00%
MT	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			93.33%	15		N/A	100.00%	1	69.23%	13	-0.64	Yes	100.00%	1	83.33%	12	-0.43	Yes	100.00%
MT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			65.67	3		N/A			60.5	2		N/A			31.63	8		N/A			6	2		N/A	
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	40
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A			5	1		N/A			7	1		N/A						N/A	
MT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			110	2		N/A			68	3		N/A			37	4		N/A			32.5	4		N/A	
MT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			-			N/A			1			N/A			2			N/A			-			N/A	
MT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			80.22%	91		N/A			80.87%	115		N/A			77.36%	106		N/A	100.00%	1	78.63%	131	-0.52	Yes	
MT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			2:30	91		N/A			2:40	115		N/A			3:23	106		N/A	0:01	1	2:45	131	-0.74	Yes	
MT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			13.19%	91		N/A			20.00%	115		N/A			24.53%	106		N/A	0.00%	1	29.77%	131	-0.65	Yes	
MT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			16.42%	67		N/A			25.37%	67		N/A			37.35%	83		N/A	
MT	14--09	MR-8	Trouble Rate, DS0%		P	0.00%	57	0.68%	13339	-0.62	Yes	0.00%	58	0.87%	13252	-0.71	Yes	0.00%	56	0.77%	13811	-0.66	Yes	1.79%	56	1.00%	13133	0.61	Yes	0.00%
MT	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	58	0.51%	13252	-0.54	Yes	0.00%	56	0.49%	13811	-0.52	Yes	0.00%	56	0.63%	13133	-0.6	Yes	0.00%
MT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			20.87%	115		N/A			17.27%	139		N/A			29.80%	151		N/A	0.00%	1	25.14%	175	-0.58	N/A	
MT	14--10	OP-3	Install Commit Met, DS1%		P			85.17%	209		N/A			78.03%	132		N/A			62.79%	258		N/A	100.00%	1	74.58%	118	-0.58	Yes	
MT	14--10	OP-4	Install Interv, DS1, Avg Days		P			15.64	240		N/A			14.01	175		N/A			24.58	292		N/A	2	1	16.39	157	-1.19	Yes	
MT	14--10	OP-5	New Service Install Quality, DS1%		P			92.09%	215		N/A			92.86%	238		N/A	100.00%	1	93.81%	226	-0.26	Yes	100.00%	1	91.72%	145	-0.3	Yes	100.00%
MT	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			94.54%	238		N/A	100.00%	1	94.69%	226	-0.24	Yes	100.00%	1	94.48%	145	-0.24	Yes	100.00%
MT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			28.96	24		N/A			14.36	28		N/A			18.72	101		N/A			12.11	45		N/A	
MT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			23.89	19		N/A			22.2	5		N/A			10	1		N/A						N/A	
MT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			65.57	53		N/A	1	1	60.18	39	-0.67	N/A			72.39	44		N/A			41.01	118		N/A	
MT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			21			N/A	-		18		-0.91	N/A			12			N/A			9			N/A	
MT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	2	87.76%	98	-0.52	Yes	100.00%	3	83.62%	116	-0.76	Yes	50.00%	2	79.69%	128	0.81	Yes	100.00%	1	78.57%	126	-0.52	Yes	
MT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0:56	2	2:16	98	-0.92	Yes	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	
MT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	100.00%	2	27.55%	98	1.8	No	33.33%	3	25.00%	116	0.3	Yes	100.00%	2	19.53%	128	2.1	No	100.00%	1	29.37%	126	1.05	Yes	
MT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A			22.86%	70		N/A	100.00%	1	17.72%	79	1.35	Yes			34.15%	82		N/A	
MT	14--10	MR-8	Trouble Rate, DS1%		P	5.26%	38	1.37%	7146	1.6	Yes	8.11%	37	1.65%	7038	2.24	No	7.41%	27	1.79%	7136	1.67	No	3.70%	27	1.82%	6909	0.7	Yes	0.00%
MT	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0.00%	37	0.99%	7038	-0.61	Yes	3.70%	27	1.11%	7136	1.04	Yes	0.00%	27	1.19%	6909	-0.57	Yes	0.00%
MT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	60.00%	5	19.01%	121	1.9	N/A	0.00%	3	18.31%	142	-0.81	N/A	0.00%	2	11.11%	144	-0.5	N/A	0.00%	1	19.75%	157	-0.49	N/A	
MT	14--11	OP-3	Install Commit Met, DS3%		P			75.00%	16		N/A			66.67%	12		N/A			70.59%	17		N/A			57.14%	14		N/A	
MT	14--11	OP-4	Install Interv, DS3, Avg Days		P			18.33	24		N/A			16.25	20		N/A			19.36	25		N/A			22.82	22		N/A	
MT	14--11	OP-5	New Service Install Quality, DS3%		P			######	23		N/A			95.65%	23		N/A			100.00%	24		N/A			100.00%	17		N/A	
MT	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	23		N/A			100.00%	24		N/A			100.00%	17		N/A	
MT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			18.8	5		N/A			34	3		N/A			18.14	7		N/A			14.13	8		N/A	
MT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A			8.5	2		N/A						N/A						N/A	
MT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			48.6	5		N/A			20.38	8		N/A			18.13	8		N/A			41.63	8		N/A	
MT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			3			N/A			4			N/A			4			N/A			1			N/A	
MT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P						N/A			100.00%	3		N/A			100.00%	1		N/A			100.00%	2		N/A	
MT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P						N/A			0:51	3		N/A			1:12	1		N/A			0:01	2		N/A	
MT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P						N/A			0.00%	3		N/A			0.00%	1		N/A			0.00%	2		N/A	
MT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A						N/A						N/A						N/A	
MT	14--11	MR-8	Trouble Rate, DS3%		P			0.00%	368		N/A			0.83%	363		N/A			0.28%	358		N/A			0.56%	357		N/A	
MT	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.00%	363		N/A			0.00%	358		N/A			0.00%	357		N/A	
MT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS						N/A			25.00%	4		N/A			0.00%	1		N/A			0.00%	2		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		7.5	2		N/A						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		P		7.39	70		N/A			41.7	37		N/A	0					
MT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	1	98.61%	72	-0.12	Yes	100.00%	1	100.00%	28	.	Yes	0					
MT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	1	100.00%	72	.	Yes	100.00%	1	100.00%	28	.	Yes	0					
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P		73.13	23		N/A			72	4		N/A	0					
MT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P		16	4		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		191.83	153		N/A			171.19	154		N/A	0					
MT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		2			N/A			2			N/A	0					
MT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		100.00%	4		N/A			100.00%	4		N/A	0					
MT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		0:14	4		N/A			0:22	4		N/A	0					
MT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		25.00%	4		N/A			0.00%	4		N/A	0					
MT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P					N/A			0.00%	2		N/A	0					
MT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	90	0.02%	16240	-0.15	Yes	0.00%	90	0.03%	16023	-0.15	Yes	3	778	0.5%	0.0%	0.5%	
MT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	90	0.00%	16240	.	N/A	0.00%	90	0.01%	16023	-0.11	Yes	1	476	0.2%	0.0%	0.2%	
MT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		42.86%	7		N/A			0.00%	4		N/A	0					
MT	14--09	OP-3	Install Commit Met, DS0%	ND	P		100.00%	2		N/A						N/A	0					
MT	14--09	OP-3	Install Commit Met, DS0%	D	P	1	100.00%	1	0.67	Yes						N/A	0					
MT	14--09	OP-3	Install Commit Met, DS0%		P		83.33%	6		N/A			37.50%	8		N/A	0					
MT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P		0	2		N/A						N/A	0					
MT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	1	4.5	2	0.67	Yes			5.5	2		N/A	0					
MT	14--09	OP-4	Install Interv, DS0, Avg Days		P		8.43	7		N/A			18.75	8		N/A	0					
MT	14--09	OP-5	New Service Install Quality, DS0%		P	1	54.55%	11	-0.87	Yes	100.00%	2	95.24%	21	-0.3	Yes	0					
MT	14--09	OP-5*	New Service Install Quality, DS0%		P	1	63.64%	11	-0.72	Yes	100.00%	2	100.00%	21	.	Yes	0					
MT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		8.5	2		N/A			17	5		N/A	0					
MT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P	1				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		23.8	5		N/A	588	1	9	5	1.24	N/A	0					
MT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS		3			N/A	-		2		-0.75	N/A	0					
MT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P		82.86%	140		N/A			73.68%	114		N/A	0					
MT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		2:30	140		N/A			3:18	114		N/A	0					
MT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		20.71%	140		N/A			20.18%	114		N/A	0					
MT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		21.05%	95		N/A			19.23%	78		N/A	0					
MT	14--09	MR-8	Trouble Rate, DS0%		P	63	1.10%	12741	-0.83	Yes	0.00%	82	0.89%	12789	-0.86	Yes	0					
MT	14--09	MR-8*	Trouble Rate, DS0%		P	63	0.75%	12741	-0.69	Yes	0.00%	82	0.61%	12789	-0.71	Yes	0					
MT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		22.22%	180		N/A			27.85%	158		N/A	0					
MT	14--10	OP-3	Install Commit Met, DS1%		P		78.10%	105		N/A			78.95%	152		N/A	0					
MT	14--10	OP-4	Install Interv, DS1, Avg Days		P		15.07	130		N/A			17.29	185		N/A	0					
MT	14--10	OP-5	New Service Install Quality, DS1%		P	1	95.60%	159	-0.21	Yes	0.00%	1	93.08%	159	1.81	No	1	4	75.0%	93.2%	-18.2%	
MT	14--10	OP-5*	New Service Install Quality, DS1%		P	1	97.48%	159	-0.16	Yes	0.00%	1	94.97%	159	1.95	No	1	4	75.0%	95.1%	-20.1%	
MT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		13.83	23		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		21	6		N/A			62	1		N/A	0					
MT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		73.38	47		N/A			54.53	55		N/A	0					
MT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		5			N/A			5			N/A	0					
MT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P		76.30%	135		N/A	0.00%	1	77.31%	119	1.21	Yes	0					
MT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P		4:36	135		N/A	9:43	1	3:24	119	1.29	Yes	0					
MT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P		27.41%	135		N/A	0.00%	1	19.33%	119	-0.49	Yes	2	9	66.7%	24.7%	42.0%	
MT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P		21.59%	88		N/A	0.00%	1	15.38%	78	-0.42	Yes	0					
MT	14--10	MR-8	Trouble Rate, DS1%		P	29	1.96%	6878	-0.76	Yes	3.45%	29	1.74%	6843	0.68	Yes	2	187	4.8%	1.7%	3.1%	
MT	14--10	MR-8*	Trouble Rate, DS1%		P	29	1.28%	6878	-0.61	Yes	3.45%	29	1.14%	6843	0.98	Yes	0					
MT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS		8.78%	148		N/A	0.00%	1	20.13%	149	-0.5	N/A	0					
MT	14--11	OP-3	Install Commit Met, DS3%		P		81.82%	11		N/A			87.50%	16		N/A	0					
MT	14--11	OP-4	Install Interv, DS3, Avg Days		P		10	12		N/A			19.29	21		N/A	0					
MT	14--11	OP-5	New Service Install Quality, DS3%		P		100.00%	17		N/A			100.00%	12		N/A	0					
MT	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	17		N/A			100.00%	12		N/A	0					
MT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		3	2		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		21.25	16		N/A			132	1		N/A	0					
MT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		-			N/A			-			N/A	0					
MT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		100.00%	1		N/A			100.00%	1		N/A	0					
MT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		3:35	1		N/A			2:59	1		N/A	0					
MT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		0.00%	1		N/A			0.00%	1		N/A	0					
MT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		0.00%	1		N/A			0.00%	1		N/A	0					
MT	14--11	MR-8	Trouble Rate, DS3%		P		0.28%	351		N/A			0.28%	351		N/A	0					
MT	14--11	MR-8*	Trouble Rate, DS3%		P		0.28%	351		N/A			0.28%	351		N/A	0					
MT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		66.67%	3		N/A			66.67%	3		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
MT	14--12	OP-3	Install Commit Met, Frame Relay%		P			85.00%	40		N/A			86.67%	15		N/A			70.83%	24		N/A			80.00%	35		N/A	
MT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			22	6		N/A						N/A						N/A						N/A	
MT	14--12	OP-5	New Service Install Quality, Frame Relay%		P			96.77%	31		N/A			86.96%	23		N/A			96.88%	32		N/A			96.77%	31		N/A	
MT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			95.65%	23		N/A			100.00%	32		N/A			100.00%	31		N/A	
MT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			20	3		N/A			12.33	3		N/A			16.38	8		N/A			7.33	9		N/A	
MT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			13.67	3		N/A						N/A						N/A						N/A	
MT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			63.75	4		N/A			53.14	7		N/A			70.25	4		N/A			54	4		N/A	
MT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			2			N/A			3			N/A			3			N/A			-			N/A	
MT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			85.71%	28		N/A			81.08%	37		N/A			72.73%	33		N/A			79.07%	43		N/A	
MT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:43	28		N/A			2:16	37		N/A			2:30	33		N/A			2:34	43		N/A	
MT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			17.86%	28		N/A			29.73%	37		N/A			15.15%	33		N/A			32.56%	43		N/A	
MT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			30.43%	23		N/A			20.00%	20		N/A			31.25%	32		N/A	
MT	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.31%	2137		N/A			1.71%	2160		N/A			1.48%	2229		N/A			1.97%	2183		N/A	
MT	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.06%	2160		N/A			0.90%	2229		N/A			1.47%	2183		N/A	
MT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			28.21%	39		N/A			15.91%	44		N/A			26.67%	45		N/A			15.69%	51		N/A	
ND	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	5	######	5	.	Yes	100.00%	5	100.00%	6	.	Yes	100.00%	5	100.00%	11	.	Yes	100.00%	3	100.00%	9	.	Yes	100.00%
ND	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	15	5	14	5	0.93	Yes	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
ND	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	5	######	6	.	Yes	100.00%	5	100.00%	9	.	Yes	100.00%	4	100.00%	11	.	Yes	25.00%	4	100.00%	6	2.25	No	100.00%
ND	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	5	100.00%	9	.	Yes	100.00%	4	100.00%	11	.	Yes	25.00%	4	100.00%	6	2.25	No	100.00%
ND	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A						N/A						N/A	
ND	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS						N/A						N/A						N/A						N/A	
ND	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P			######	3		N/A	100.00%	1	100.00%	3	.	Yes			100.00%	2		N/A	100.00%	3				N/A	
ND	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P			0:39	3		N/A	0:13	1	0:33	3	-0.85	Yes			0:30	2		N/A	1:39	3				N/A	
ND	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P			33.33%	3		N/A	0.00%	1	0.00%	3	.	Yes			50.00%	2		N/A	33.33%	3				N/A	
ND	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A			0.00%	1		N/A			100.00%	1		N/A	33.33%	3				N/A	
ND	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.00%	7871	0.02%	18901	-0.94	Yes	0.01%	7583	0.02%	18919	-0.16	Yes	0.00%	7031	0.01%	19209	-0.73	Yes	0.04%	6719	0.00%	19183	.	N/A	0.00%
ND	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	7583	0.01%	18919	-0.53	Yes	0.00%	7031	0.01%	19209	-0.52	Yes	0.04%	6719	0.00%	19183	.	N/A	0.00%
ND	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	100.00%	1	0.00%	3	1.25	N/A	50.00%	2	62.50%	8	-0.33	N/A			50.00%	4		N/A	25.00%	4				N/A	
ND	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.00%	48				Yes	0.00%	48				Yes	0.00%	48				Yes	0.00%	48				Yes	0.00%
ND	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.00%	696	0.00%	720	.	Yes	0.00%	696	0.00%	720	.	Yes	0.00%	696	0.00%	720	.	Yes	0.91%	696	1.23%	720	.	Yes	0.00%
ND	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.00%	48				N/A	0.00%	48				N/A	0.00%	48				N/A	0.00%	48				N/A	0.00%
ND	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	696	0.00%	720	.	N/A	0.00%	696	0.00%	720	.	N/A	0.00%	696	0.00%	720	.	N/A	0.91%	696	1.23%	720	.	N/A	0.00%
ND	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A	74	1				Yes						N/A						N/A	
ND	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A	100.00%	1				Yes	100.00%	1				Yes	100.00%	1				Yes	
ND	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A						N/A	7.33	3				Yes	
ND	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A						N/A	100.00%	3				Yes	
ND	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.07	3839243	4.49	785891	-445.64	Yes	1.13	3532599	4.44	762475	-436.96	Yes	1.6	1412752	6.47	838810	-359.71	Yes	1.88	1255640	5.7	819398	-299.56	Yes	2.01
ND	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100.00%	31274				Yes	100.00%	56555				Yes	100.00%	156998				Yes	100.00%	187409				Yes	100.00%
ND	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.06	3176375	4.49	785891	-438.88	N/A	1.1	2973631	4.44	762475	-433.99	N/A	1.58	860601	6.47	838810	-324.11	N/A	1.97	759677	5.7	819398	-260.65	N/A	2.1
ND	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.1	662868	4.49	785891	-327.43	N/A	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
ND	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	1247				N/A	100.00%	1241				N/A	100.00%	1236				N/A	100.00%	1256				N/A	100.00%
ND	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	92.53%	1198811.48	99.27%	9313353.6	812.84	No	98.85%	1219681.51	99.59%	8906491.42	120.83	No	98.69%	1104062.56	98.51%	7692292.46	-14.96	Yes	97.82%	1137679.73	99.57%	8952776.33	269.49	No	97.62%
ND	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	98.12%	3506	96.77%	22201	-4.18	Yes	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%
ND	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
ND	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
ND	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
ND	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
ND	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
ND	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
ND	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
ND	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
ND	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
ND	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
ND	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
ND	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
ND	02--01	OA-1	Order Accuracy, %		NS	99.73%	1822				N/A	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	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
ND	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.03	1801	0.02	3900	2.46	N/A	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
ND	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
ND	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
ND	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
ND	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
MT	14--12	OP-3	Install Commit Met, Frame Relay%		P		68.18%	22		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		86.36%	22		N/A			96.67%	30		N/A	0					
MT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		95.45%	22		N/A			96.67%	30		N/A	0					
MT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		25.25	8		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		32.29	7		N/A			40	7		N/A	0					
MT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		2			N/A			2			N/A	0					
MT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		86.96%	46		N/A			68.75%	32		N/A	0					
MT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		1:24	46		N/A			3:51	32		N/A	0					
MT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		17.39%	46		N/A			6.25%	32		N/A	0					
MT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		17.86%	28		N/A			4.35%	23		N/A	0					
MT	14--12	MR-8	Trouble Rate, Frame Relay%		P		2.09%	2205		N/A			1.45%	2202		N/A	0					
MT	14--12	MR-8*	Trouble Rate, Frame Relay%		P		1.27%	2205		N/A			1.04%	2202		N/A	0					
MT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		14.81%	54		N/A			20.00%	40		N/A	0					
ND	01--01	OP-3	Install Commit Met, LIS Trunk%		P	5				N/A	100.00%	3	100.00%	6	.	Yes	0					
ND	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	5	21	2	.	N/A	18.33	3	19	7	-0.33	Yes	0					
ND	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	4	100.00%	5	.	Yes	100.00%	3	100.00%	4	.	Yes	1	25	88.0%	100.0%	-12.0%	
ND	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	4	100.00%	5	.	Yes	100.00%	3	100.00%	4	.	Yes	1	20	85.0%	100.0%	-15.0%	
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		100.00%	2		N/A	100.00%	1	85.71%	7	-0.38	Yes	0					
ND	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P		1:53	2		N/A	0:31	1	1:04	7	-0.28	Yes	0					
ND	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P		0.00%	2		N/A	0.00%	1	0.00%	7	.	Yes	0					
ND	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P		0.00%	2		N/A	0.00%	1	0.00%	4	.	Yes	0					
ND	01--01	MR-8	Trouble Rate, LIS Trunk%		P	6767	0.01%	19483	-0.72	Yes	0.02%	6528	0.04%	19995	-0.74	Yes	0					
ND	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	6767	0.01%	19483	-0.72	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		50.00%	4		N/A	0.00%	1	12.50%	8	-0.36	N/A	0					
ND	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	48				Yes	0.00%	48				Yes	0					
ND	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	720	0.00%	720	.	Yes	0.00%	720	0.00%	720	.	Yes	0					
ND	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	48				N/A	0.00%	48				N/A	0					
ND	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	720	0.00%	720	.	N/A	0.00%	720	0.00%	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	100.00%	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	1081487	5.57	647914	-266.63	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%	121664				Yes	100.00%	121427				Yes	0					
ND	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	666788	5.57	647914	-233.73	N/A						N/A	0					
ND	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	414699	5.57	647914	-219.66	N/A						N/A	0					
ND	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	1176				N/A	100.00%	1225				N/A	0					
ND	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	1169931.67	99.56%	8983055.44	297.34	No	99.45%	1166268.38	98.89%	8867708.01	-53.66	Yes	4	6,996,435	97.5%	99.2%	-1.8%	
ND	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	4071	86.84%	27948	-11.69	Yes	97.47%	3358	96.15%	28847	-3.75	Yes	1	21,429	96.6%	93.7%	2.8%	
ND	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
ND	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
ND	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
ND	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
ND	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
ND	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
ND	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
ND	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
ND	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
ND	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
ND	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	1013	0.03	4051	3.74	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	100.00%	5				Yes	0					
ND	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
ND	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
ND	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
ND	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
ND	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
ND	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
ND	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
ND	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
ND	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
ND	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
ND	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
ND	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
ND	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
ND	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
ND	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
ND	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
ND	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
ND	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
ND	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
ND	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
ND	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
ND	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
ND	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
ND	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
ND	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
ND	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
ND	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
ND	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
ND	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
ND	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
ND	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
ND	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
ND	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
ND	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
ND	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
ND	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
ND	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
ND	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
ND	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
ND	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
ND	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
ND	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
ND	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
ND	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
ND	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
ND	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
ND	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
ND	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
ND	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	80.20%	1409				N/A						N/A						N/A						N/A	
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	63.35%	161				N/A						N/A						N/A						N/A	
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	56.16%	1079				N/A						N/A						N/A						N/A	
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	17.86%	56				N/A						N/A						N/A						N/A	
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	58.05%	801				N/A	55.61%	588				N/A	54.37%	686				N/A	44.60%	556				N/A	37.16%
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	17.86%	56				N/A	29.63%	27				N/A	13.95%	43				N/A	22.92%	48				N/A	22.95%
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	82.74%	1153				N/A	75.00%	1236				N/A	73.29%	1344				N/A	65.94%	775				N/A	57.14%
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	60.81%	148				N/A	75.78%	223				N/A	36.96%	92				N/A	36.90%	84				N/A	32.14%
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	50.72%	278				N/A	36.30%	303				N/A	17.98%	979				N/A	79.37%	223				N/A	71.19%
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS						N/A	0.00%	6				N/A	0.00%	3				N/A	0.00%	1				N/A	
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	68.75%	256				N/A	63.54%	181				N/A	63.93%	122				N/A	58.00%	50				N/A	67.07%
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	92.31%	13				N/A	72.22%	18				N/A	83.78%	37				N/A	74.36%	39				N/A	37.78%
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	95.33%	107				N/A						N/A						N/A						N/A	
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	98.86%	1143				N/A						N/A						N/A						N/A	
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	95.58%	634				N/A						N/A						N/A						N/A	
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	90.91%	11				N/A						N/A						N/A						N/A	
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	90.91%	11				No	100.00%	8				Yes	85.71%	7				No	91.67%	12				No	100.00%
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	94.74%	95				Yes	93.89%	180				Yes	80.95%	42				No	91.18%	34				Yes	90.00%
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	98.66%	967				Yes	97.37%	952				Yes	97.43%	1011				Yes	96.42%	530				Yes	95.28%
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	98.94%	470				Yes	97.03%	337				Yes	96.88%	385				Yes	90.84%	273				Yes	89.45%
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%						N/A	0.00%	1				No						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				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	470				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	470				N/A	19.92	540				N/A	0					
ND	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
ND	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
ND	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
ND	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
ND	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
ND	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
ND	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
ND	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
ND	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
ND	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
ND	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
ND	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
ND	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
ND	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
ND	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
ND	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
ND	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
ND	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
ND	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
ND	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
ND	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
ND	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
ND	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
ND	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	479				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	61				N/A	57.14%	35				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	707				N/A	66.10%	938				N/A	0					
ND	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	56				N/A	31.53%	111				N/A	0					
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	118				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, Resale Aggr W/O UNE-P-POTS%		NS	82				N/A	8.82%	34				N/A	0					
ND	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	45				N/A	91.23%	57				N/A	0					
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
ND	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	14				Yes	90.91%	22				No	4	74	93.2%			
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	20				Yes	92.11%	38				Yes	1	409	92.2%			
ND	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	424				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%	199				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	0.0%			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	100.00%	176				Yes	98.29%	117				Yes	100.00%	78				Yes	100.00%	29				Yes	100.00%
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	85.98%	164				Yes	94.83%	116				Yes	96.70%	182				Yes	95.68%	185				Yes	100.00%
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	100.00%	12				Yes	100.00%	13				Yes	96.88%	32				Yes	90.63%	32				Yes	100.00%
ND	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:20:00	69				Yes	3:51:00	75				Yes	3:33:00	75				Yes	2:43:00	85				Yes	4:49:00
ND	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
ND	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1:54:00	147				Yes	1:20:00	113				Yes	1:42:00	154				Yes	1:00:00	103				Yes	3:07:00
ND	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
ND	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	10:54:00	17				Yes	14:15:00	12				Yes	13:36:00	11				Yes	23:39:00	7				Yes	3:57:00
ND	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
ND	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
ND	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
ND	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
ND	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	35.42%	48				N/A	36.36%	33				N/A	33.33%	33				N/A	17.07%	41				N/A	28.57%
ND	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	99.28%	977				Yes	100.00%	1042				Yes	100.00%	951				Yes	100.00%	514				Yes	100.00%
ND	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	99.33%	450				Yes	100.00%	305				Yes	100.00%	345				Yes	99.56%	225				Yes	100.00%
ND	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100.00%	10				Yes	100.00%	8				Yes	100.00%	6				Yes	100.00%	10				Yes	100.00%
ND	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	99.47%	187				Yes	100.00%	128				Yes	100.00%	109				Yes	100.00%	58				Yes	97.22%
ND	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	99.18%	122				Yes	100.00%	106				Yes	100.00%	165				Yes	100.00%	175				Yes	100.00%
ND	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	96.80%	250				Yes	95.65%	345				Yes	98.71%	388				Yes	98.66%	298				Yes	96.30%
ND	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	98.71%	311				Yes	100.00%	235				Yes	98.05%	308				Yes	98.63%	293				Yes	98.98%
ND	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	100.00%	44				Yes	100.00%	17				Yes	96.88%	32				Yes	100.00%	33				Yes	97.30%
ND	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	100.00%	487				Yes	100.00%	313				Yes	99.55%	447				Yes	100.00%	518				Yes	94.95%
ND	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	100.00%	135				Yes	100.00%	192				Yes	100.00%	796				Yes	100.00%	41				Yes	100.00%
ND	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%						N/A	100.00%	6				Yes	75.00%	4				No						N/A	
ND	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	87.50%	16				No	100.00%	10				Yes	100.00%	13				Yes	91.67%	12				Yes	66.67%
ND	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100.00%	8				Yes	100.00%	3				Yes	100.00%	2				Yes	100.00%	7				Yes	100.00%
ND	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100.00%	7				Yes	100.00%	2				Yes	100.00%	2				Yes	100.00%	5				Yes	
ND	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100.00%	5				Yes	100.00%	7				Yes	100.00%	4				Yes	100.00%	8				Yes	100.00%
ND	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:58:00	1827				Yes	3:01:00	1698				Yes	1:28:00	1664				Yes	1:26:00	1103				Yes	0:29:00
ND	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:57:00	833				Yes	1:07:00	960				Yes	2:46:00	1292				Yes	3:46:00	668				Yes	1:07:00
ND	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	96.05%	1897	95.86%	23893	-0.38	Yes	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%
ND	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			95.86%	23893		N/A			96.90%	23059		N/A			97.06%	27220		N/A			96.59%	26860		N/A	
ND	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3	1	5.43	110	-0.11	Yes	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
ND	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	6.13	23	5.43	110	-0.44	Yes	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
ND	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2	1	5.43	110	0.46	Yes	2	1	5.61	115	0.42	Yes			6.36	132		N/A			5.36	116		N/A	
ND	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	33.33%	3	20.43%	93	-0.55	Yes	0.00%	3	43.64%	110	1.38	Yes	0.00%	1	37.72%	114	0.48	Yes	25.00%	8	35.48%	93	0.53	Yes	0.00%
ND	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	77.78%	9	20.43%	93	-4.07	Yes	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%
ND	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A						N/A						N/A			0.00%	3		N/A	
ND	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	50.00%	2	20.43%	93	-1.03	Yes			43.64%	110		N/A			37.72%	114		N/A			35.48%	93		N/A	0.00%
ND	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	132	98.77%	2434	-1.25	Yes	100.00%	111	98.85%	2519	-1.11	Yes	100.00%	62	99.56%	3670	-0.52	Yes	100.00%	85	99.36%	2647	-0.73	Yes	95.95%
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	92.31%	13	93.70%	921	0.27	Yes	100.00%	8	91.34%	901	-0.87	Yes	100.00%	9	92.88%	1110	-0.83	Yes	100.00%	10	92.69%	876	-0.88	Yes	87.50%
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.19	37	3.96	1858	-1.57	Yes	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
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.62	13	5.65	927	-1.1	Yes	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
ND	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	98.48%	132	90.60%	3393	-3.05	Yes	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%
ND	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	96.88%	96	92.77%	4109	-1.53	Yes	95.24%	84	92.00%	4163	-1.08	Yes	95.51%	89	91.47%	3518	-1.35	Yes	91.30%
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			10.9	29		N/A			5.68	22		N/A			3.42	12		N/A			4.42	12		N/A	6.67
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			3.54	24		N/A			5.46	35		N/A			3.15	27		N/A			3.19	27		N/A	6
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			2	1		N/A			3.14	7		N/A			4.5	4		N/A			4.8	5		N/A	
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	3	1	9.06	35	-0.37	Yes			7.41	44		N/A			8.4	52		N/A			9.9	39		N/A	
ND	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	294	2	70.69	177	2.37	N/A	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
ND	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	-		49		-0.87	N/A	-		43		-0.9	N/A	-		57		-1.05	N/A	-		59		-1.21	N/A	-
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	4	98.60%	143	-0.23	Yes	66.67%	3	99.34%	151	2.14	No	100.00%	5	95.05%	222	-0.5	Yes	100.00%	3	96.62%	207	-0.32	Yes	100.00%
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	88.89%	9	93.84%	1201	0.6	Yes	100.00%	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	100.00%
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	9	99.67%	304	-0.17	Yes	87.50%	8	99.14%	349	1.74	No	100.00%	8	99.11%	451	-0.27	Yes	92.86%	14	99.10%	443	1.46	Yes	100.00%
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	10	97.60%	1541	-0.49	Yes	85.71%	7	95.37%	1491	0.99	Yes	100.00%	17	95.41%	1850	-0.9	Yes	100.00%	15	94.74%	1959	-0.91	Yes	100.00%
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	1:37	9	5:13	304	-1.36	Yes	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
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	12:28	10	14:18	1541	-0.4	Yes	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
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	30.00%	10	11.28%	1569	1.6	Yes	22.22%	9	16.23%	1540	0.5	Yes	0.00%	17	14.40%	1896	-1.68	Yes	13.33%	15	13.94%	2002	-0.07	Yes	29.41%
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	11.11%	9	11.51%	304	-0.04	Yes	25.00%	8	14.61%	349	0.78	Yes	25.00%	8	13.30%	451	0.9	Yes	7.14%	14	11.96%	443	-0.55	Yes	0.00%
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	16.67%	6	15.86%	1469	0.12	Yes	0.00%	15	14.36%	1818	-1.58	Yes	13.33%	15	13.74%	1885	-0.05	Yes	28.57%
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	33.33%	3	18.35%	158	0.58	Yes	0.00%	3	14.93%	201	-0.72	Yes	9.09%	11	13.46%	156	-0.41	Yes	0.00%
ND	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.68%	2790	1.09%	171730	-2.07	Yes	0.68%	2500	1.09%	173132	-1.96	Yes	1.05%	2381	1.35%	173553	-1.27	Yes	1.22%	2382	1.40%	174757	-0.75	Yes	0.86%
ND	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.36%	2500	0.94%	173132	-2.98	Yes	0.76%	2381	1.16%	173553	-1.84	Yes	1.09%	2382	1.17%	174757	-0.34	Yes	0.69%
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	9	######	304	.	Yes	100.00%	8	99.43%	349	-0.21	Yes	100.00%	8	99.56%	451	-0.19	Yes	100.00%	14	99.55%	443	-0.25	Yes	100.00%
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100.00%	10	96.05%	1569	-0.64	Yes	100.00%	9	96.69%	1540	-0.55	Yes	100.00%	17	93.99%	1896	-1.04	Yes	86.67%	15	94.11%	2002	1.09	Yes	100.00%
ND	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	44.12%	34	28.54%	2621	1.92	N/A	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%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	55				Yes	100.00%	3				Yes	0					
ND	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	84				Yes	100.00%	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%	17				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	146				Yes	4:52:00	128				Yes	0					
ND	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
ND	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	363				Yes	3:05:00	217				Yes	0					
ND	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
ND	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	2				Yes	16:35:00	9				Yes	0					
ND	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
ND	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
ND	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
ND	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
ND	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	7				N/A	20.00%	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%	420				Yes	100.00%	648				Yes	0					
ND	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	155				Yes	100.00%	237				Yes	0					
ND	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	13				Yes	100.00%	20				Yes	0					
ND	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	72				Yes	100.00%	55				Yes	0					
ND	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	84				Yes	100.00%	92				Yes	0					
ND	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	324				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%	294				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%	37				Yes	100.00%	15				Yes	0					
ND	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	1248				Yes	100.00%	885				Yes	0					
ND	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	33				Yes	100.00%	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	90.0%			
ND	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	3				No	100.00%	16				Yes	2	70	94.3%			
ND	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	2				Yes	100.00%	13				Yes	0					
ND	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%					N/A	100.00%	1				Yes	0					
ND	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	6				Yes	80.00%	5				No	1	35	97.1%			
ND	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	1152				Yes	0:34:00	1427				Yes	0					
ND	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	1826				Yes	1:28:00	981				Yes	0					
ND	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	1189	96.20%	24784	2.79	No	95.90%	1389	92.01%	33191	-5.23	Yes	1	8,900	96.7%	95.6%	1.1%	
ND	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P		96.20%	24784		N/A			92.01%	33191		N/A	0					
ND	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1	5.82	105	-0.41	Yes	1	1	5.47	113	0.82	Yes	1	12	3.50	5.69	(2.19)	
ND	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5	5.82	105	0.35	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		5.82	105		N/A			5.47	113		N/A	0					
ND	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	8	25.77%	97	1.74	No	20.00%	5	26.26%	99	0.2	Yes	1	28	14.3%	32.0%	-17.7%	
ND	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	16	25.77%	97	1.79	No	2.94%	34	26.26%	99	3.1	No	2	72	25.0%	32.0%	-7.0%	
ND	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P					N/A	0.00%	1				N/A	0					
ND	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	4	25.77%	97	1.07	Yes			26.26%	99		N/A	0					
ND	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	74	99.17%	2645	2.18	No	100.00%	50	99.27%	3010	-0.6	Yes	1	514	99.4%	99.2%	0.2%	
ND	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	8	92.20%	846	0.5	Yes	100.00%	5	93.80%	1000	-0.57	Yes	0					
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	38	3.51	1872	2.33	No	3.56	36	3.43	2065	0.77	Yes	1	228	3.25	3.59	(0.33)	
ND	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	8	5.64	858	-0.48	Yes	2.6	5	5.1	1004	-1.06	Yes	0					
ND	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	69	90.21%	3760	-0.3	Yes	84.44%	45	89.81%	3552	1.15	Yes	0					
ND	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	69	91.73%	3760	0.18	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	ND	P	3	4.41	17	0.71	Yes			3.52	21		N/A	0					
ND	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	7.87	39	-0.12	Yes			6.5	34		N/A	0					
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		2.6	5		N/A			4	1		N/A	0					
ND	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		12.89	28		N/A			7.07	29		N/A	0					
ND	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	4	62.83	129	0.97	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		43		-1.39	N/A	-		32		-1.81	N/A	0					
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	1	98.45%	194	-0.13	Yes	100.00%	2	99.59%	246	-0.09	Yes	1	18	94.4%	97.9%	-3.4%	
ND	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	12	87.88%	1353	-1.28	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	3	99.30%	428	-0.15	Yes	100.00%	11	99.82%	542	-0.14	Yes	1	53	96.2%	99.4%	-3.1%	
ND	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	17	95.28%	1823	-0.91	Yes	100.00%	20	95.36%	1769	-0.98	Yes	0					
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3	7:27	428	-0.91	Yes	1:25	11	5:50	542	-1.86	Yes	1	53.0	4:59	6:45	-1:16	
ND	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	17	18:15	1823	-1.7	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	17	12.52%	1853	1.85	No	25.00%	20	14.36%	1804	1.27	Yes	1	88	19.3%	13.8%	5.5%	
ND	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	3	14.95%	428	-0.72	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	14	12.26%	1787	1.64	Yes	29.41%	17	13.91%	1690	1.66	No	1	67	17.9%	14.0%	4.0%	
ND	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	2	17.45%	149	-0.65	Yes	25.00%	8	19.25%	265	0.42	Yes	0					
ND	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	2320	1.30%	175306	-1.85	Yes	1.38%	2252	1.33%	177006	0.21	Yes	0					
ND	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	2320	1.10%	175306	-1.9	Yes	1.11%	2252	1.10%	177006	0.03	Yes	0					
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	3	98.60%	428	-0.21	Yes	90.91%	11	99.08%	542	1.59	Yes	0					
ND	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	17	92.66%	1853	-1.16	Yes	100.00%	20	93.46%	1804	-1.18	Yes	0					
ND	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	28	30.82%	3297	-0.26	N/A	18.42%	38	23.81%	3079	-0.77	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	94.12%	34	######	1	-0.13	Yes	100.00%	33				N/A	97.67%	43	100.00%	1	-0.29	Yes	100.00%	69	0.00%	1	.	N/A	98.41%
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	98.31%	59	75.00%	16	-1.91	Yes	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%
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	6.05	59	8.12	17	-0.71	Yes	5.36	59	4.05	19	3.72	No	5.35	97	4.14	44	2.23	No	5.59	78	5.53	17	0.13	Yes	5.53
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	4.64	33	3	1	.	N/A	3.65	31				N/A	4.71	41	4	1	.	N/A	5.02	66	12	1	.	N/A	4.9
ND	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	89.25%	93	73.68%	19	-1.4	Yes	93.97%	116	59.38%	32	-3.53	Yes	94.44%	144	90.63%	32	-0.67	Yes	90.26%	154	50.00%	14	-2.88	Yes	91.41%
ND	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	94.83%	116	62.50%	32	-3.34	Yes	94.44%	144	93.75%	32	-0.15	Yes	93.51%	154	64.29%	14	-2.18	Yes	93.25%
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	10	2				N/A						N/A	1	1				N/A						N/A	3
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	4	1	8	3	-0.33	Yes	2	3	1	1	.	N/A	1.5	2	3	1	.	N/A	1	1				N/A	
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A			7	1		N/A	
ND	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			17	1		N/A	6	1				N/A	4.67	3	2	1	.	N/A			7.2	5		N/A	6.67
ND	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	21.6	5	4	2	.	N/A	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
ND	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	3		1		0.02	N/A	-		-		.	N/A	-		-		.	N/A	-		-		.	N/A	-
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	11	######	5	.	Yes	100.00%	5	100.00%	5	.	Yes	100.00%	17	100.00%	4	.	Yes	100.00%	15	100.00%	5	.	Yes	100.00%
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	90.00%	60	76.92%	13	-1.01	Yes	96.15%	52	90.00%	10	-0.59	Yes	85.90%	78	92.86%	14	0.61	Yes	89.83%	59	80.00%	10	-0.72	Yes	96.77%
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	26	######	12	.	Yes	100.00%	28	100.00%	18	.	Yes	100.00%	44	100.00%	9	.	Yes	96.67%	30	100.00%	11	0.25	Yes	100.00%
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	97.14%	70	92.86%	14	-0.57	Yes	100.00%	66	91.67%	12	-0.96	Yes	96.74%	92	94.44%	18	-0.39	Yes	97.01%	67	100.00%	15	0.42	Yes	98.20%
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	3:01	26	6:17	12	-1.27	Yes	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
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	17:05	70	22:20	14	-0.83	Yes	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
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	30.77%	26	16.67%	12	0.84	Yes	14.29%	28	16.67%	18	-0.21	Yes	25.00%	44	22.22%	9	0.08	Yes	10.00%	30	9.09%	11	-0.11	Yes	13.33%
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	12.50%	72	0.00%	14	1.44	Yes	10.45%	67	0.00%	12	1.14	Yes	14.74%	95	10.00%	20	0.47	Yes	10.00%	70	20.00%	15	-0.88	Yes	10.71%
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	25.00%	12	14.29%	14	0.61	Yes	24.00%	25	40.00%	5	-0.67	Yes	33.33%	6	10.00%	10	1	Yes	21.43%
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	11.48%	61	0.00%	10	1.08	Yes	13.25%	83	11.11%	18	0.14	Yes	10.14%	69	20.00%	10	-0.73	Yes	10.48%
ND	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.71%	13836	0.31%	8444	5.23	No	0.67%	14249	0.35%	8542	3.9	No	0.93%	14981	0.34%	8576	7.5	No	0.64%	15538	0.30%	8567	4.59	No	0.90%
ND	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.51%	14249	0.28%	8542	3.19	No	0.72%	14981	0.27%	8576	6.46	No	0.48%	15538	0.23%	8567	3.84	No	0.76%
ND	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	26.32%	133	23.53%	34	0.3	N/A	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%
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	13	######	3	.	Yes	100.00%	4	100.00%	5	.	Yes	100.00%	3	100.00%	5	.	Yes	100.00%	2	80.00%	5	-0.6	Yes	100.00%
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			88.89%	9		N/A			100.00%	6		N/A			100.00%	3		N/A			100.00%	3		N/A	100.00%
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	1.5	2	3.67	3	-2.06	Yes			2.33	3		N/A			3.4	5		N/A			1.67	3		N/A	5
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			10.56	9		N/A			3.29	7		N/A			1.67	3		N/A			3.33	3		N/A	5
ND	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100.00%	9	91.67%	12	-0.68	Yes	100.00%	4	100.00%	10	.	Yes	100.00%	3	100.00%	8	.	Yes	100.00%	4	75.00%	8	-0.94	Yes	100.00%
ND	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100.00%	4	100.00%	10	.	Yes	100.00%	3	100.00%	8	.	Yes	100.00%	4	87.50%	8	-0.62	Yes	100.00%
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A			1	1		N/A	
ND	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			17	1		N/A						N/A						N/A						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						N/A	
ND	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			76	5		N/A			87.5	4		N/A			95	3		N/A			55.25	4		N/A	
ND	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			-			N/A			-			N/A			-			N/A			-			N/A	
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100.00%	3	######	5	.	Yes	100.00%	1	100.00%	2	.	Yes	100.00%	1	100.00%	4	.	Yes	100.00%	1	100.00%	1	.	Yes	100.00%
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	2	87.50%	16	-0.5	Yes			100.00%	13		N/A			100.00%	14		N/A			75.00%	16		N/A	
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	3	######	7	.	Yes	100.00%	1	100.00%	6	.	Yes	100.00%	2	100.00%	5	.	Yes	100.00%	2	100.00%	2	.	Yes	100.00%
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	2	######	20	.	Yes			89.47%	19		N/A			100.00%	17		N/A			83.33%	18		N/A	100.00%
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	21:45	2	13:41	20	0.94	Yes			17:21	19		N/A			14:47	17		N/A			20:32	18		N/A	22:08
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	5:55	3	10:14	7	-0.78	Yes	7:55	1	3:48	6	0.67	Yes	8:16	2	13:01	5	-0.85	Yes	0:58	2	3:00	2	-0.62	Yes	15:28
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.00%	3	0.00%	7	.	Yes	0.00%	1	33.33%	6	-0.65	Yes	0.00%	2	20.00%	5	-0.6	Yes	0.00%	2	0.00%	2	.	Yes	0.00%
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0.00%	2	15.00%	20	-0.57	Yes			21.05%	19		N/A			16.67%	18		N/A			10.53%	19		N/A	0.00%
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			50.00%	4		N/A	0.00%	2	33.33%	3	-0.77	Yes	0.00%	2	0.00%	2	.	Yes	
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			18.75%	16		N/A			17.65%	17		N/A			6.25%	16		N/A	0.00%
ND	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1.52%	328	0.71%	3830	1.5	Yes	0.31%	321	0.65%	3861	-0.72	Yes	0.60%	331	0.60%	3831	0.08	Yes	0.63%	320	0.54%	3910	0.27	Yes	0.68%
ND	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	321	0.52%	3861	-1.24	Yes	0.60%	331	0.52%	3831	0.26	Yes	0.63%	320	0.46%	3910	0.46	Yes	0.34%
ND	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	0.00%	5	37.21%	43	-1.63	N/A	75.00%	4	34.21%	38	1.46	N/A	50.00%	4	25.81%	31	0.89	N/A	0.00%	2	30.00%	30	-0.9	N/A	50.00%
ND	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	
ND	04--01	OP-3	Install Commit Met, UBL Analog%		90%	98.11%	793	93.70%	921	-3.74	Yes	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%
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	7
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.29	397	5.65	927	-0.92	Yes	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
ND	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.46%	788	65.21%	917	-13.94	Yes	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%
ND	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.24%	1023	70.71%	1014	-13.65	Yes	97.71%	829	66.83%	1004	-13.97	Yes	96.88%	417	65.60%	872	-11.06	Yes	96.45%
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	3.15	13	3.54	24	-0.38	Yes	8.18	11	5.46	35	0.93	Yes	3.5	8	3.15	27	0.21	Yes	8.25	4	3.19	27	1.49	Yes	8.67
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	26.25	4	9.06	35	1.17	Yes			7.41	44		N/A	6	3	8.4	52	-0.39	Yes			9.9	39		N/A	
ND	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	146.91	23	56.39	46	3.72	N/A	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
ND	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	5		31		-3.81	N/A	5		20		-2.19	N/A	4		31		-2.75	N/A	2		40		-4.41	N/A	2
ND	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	91	94.35%	1344	-2.26	Yes	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%
ND	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	100	97.94%	1845	-1.41	Yes	100.00%	121	96.09%	1840	-2.15	Yes	100.00%	115	96.13%	2301	-2.1	Yes	100.00%	109	95.55%	2402	-2.2	Yes	100.00%
ND	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	6:28	100	12:48	1845	-4.39	Yes	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
ND	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	13.00%	100	11.32%	1873	0.54	Yes	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%
ND	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	15.46%	97	16.10%	1627	-0.17	Yes	12.36%	89	14.41%	2019	-0.54	Yes	10.47%	86	13.72%	2041	-0.86	Yes	12.75%
ND	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.74%	13536	1.09%	171730	-3.8	Yes	0.93%	13007	1.09%	173132	-1.7	Yes	0.93%	12425	1.35%	173553	-3.98	Yes	0.96%	11349	1.40%	174757	-3.86	Yes	1.19%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	63	66.67%	3	-1.14	Yes	95.65%	69				N/A	0					
ND	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	98	28.57%	7	-3.87	Yes	91.67%	96	86.67%	15	-0.53	Yes	0					
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	98	16.57	7	-1.24	Yes	8.01	96	6.87	15	-0.14	Yes	2	487	6.04	5.97	0.07	
ND	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	61	7.67	3	-0.85	Yes	5	64				N/A	0					
ND	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	163	84.62%	13	-0.65	Yes	91.14%	158	100.00%	12	1.02	Yes	0					
ND	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	163	84.62%	13	-0.83	Yes	93.04%	158	100.00%	12	0.84	Yes	0					
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	1	5	1	.	N/A	2	2				N/A	0					
ND	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P		6	1		N/A	34	4	3	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-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	3	19.5	4	-0.57	Yes	8.5	4	32	1	.	N/A	0					
ND	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	6	9	2	.	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%	ND	P	13	100.00%	2	.	Yes	100.00%	24	100.00%	2	.	Yes	0					
ND	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	93	71.43%	14	-1.96	Yes	89.71%	68	100.00%	8	0.83	Yes	0					
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	30	100.00%	7	.	Yes	100.00%	49	100.00%	3	.	Yes	0					
ND	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	111	100.00%	16	0.24	Yes	100.00%	99	100.00%	10	.	Yes	0					
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	30	5:10	7	0.1	Yes	3:19	49	2:34	3	-0.08	Yes	0					
ND	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	111	18:19	16	-1.23	Yes	15:29	99	12:23	10	1.16	Yes	0					
ND	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	30	14.29%	7	-0.06	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	112	17.65%	17	-0.7	Yes	11.88%	101	0.00%	11	1.2	Yes	0					
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	14	33.33%	3	-0.4	Yes	9.09%	22	50.00%	2	-1.11	Yes	0					
ND	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	105	17.65%	17	-0.72	Yes	11.58%	95	0.00%	11	1.18	Yes	0					
ND	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	15732	0.28%	8583	8.79	No	0.92%	16285	0.16%	8615	14.14	No	6	90,621	0.8%	0.3%	0.5%	
ND	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	15732	0.23%	8583	8.09	No	0.72%	16285	0.15%	8615	10.98	No	5	76,785	0.6%	0.2%	0.4%	
ND	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	195	20.00%	30	0.8	N/A	26.11%	203	30.00%	20	-0.36	N/A	0					
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	4	100.00%	3	.	Yes	100.00%	3	71.43%	7	-0.92	Yes	0					
ND	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	2	100.00%	4	.	Yes	100.00%	1	85.71%	7	-0.38	Yes	0					
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	4	1.67	3	1.86	No	4	3	9.43	7	-0.71	Yes	1	9	3.89	4.63	(0.74)	
ND	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	2	3.5	4	0.83	Yes	3	1	5.25	8	-0.43	Yes	0					
ND	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	5	54.55%	11	-1.69	Yes	50.00%	2	52.94%	17	-0.04	Yes	0					
ND	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	5	54.55%	11	-1.69	Yes	50.00%	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	ND	P					N/A			22	2		N/A	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-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		43.5	4		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			-			N/A	0					
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	1	100.00%	3	.	Yes			100.00%	4		N/A	0					
ND	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P		80.00%	15		N/A	100.00%	1	100.00%	7	.	Yes	0					
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	1	100.00%	7	.	Yes	100.00%	2	100.00%	16	.	Yes	0					
ND	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	1	100.00%	20	.	Yes	100.00%	3	100.00%	12	.	Yes	0					
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	1	15:34	20	2.03	No	18:27	3	12:00	12	0.9	Yes	1	6.0	0:09	15:50	8:19	
ND	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	1	19:48	7	-0.3	Yes	0:39	2	2:36	16	-0.69	Yes	0					
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	1	14.29%	7	-0.38	Yes	50.00%	2	12.50%	16	0.98	Yes	0					
ND	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	1	0.00%	20	.	Yes	0.00%	3	8.33%	12	-0.47	Yes	0					
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		25.00%	4		N/A	50.00%	2	20.00%	10	0.64	Yes	0					
ND	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	1	0.00%	19	.	Yes	0.00%	3	9.09%	11	-0.49	Yes	0					
ND	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	293	0.69%	3920	-0.01	Yes	1.75%	285	0.71%	3959	1.73	No	1	1,878	0.9%	0.7%	0.3%	
ND	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	293	0.59%	3920	-0.53	Yes	1.75%	285	0.53%	3959	2.16	No	1	1,550	0.6%	0.5%	0.1%	
ND	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	4	18.18%	33	1.26	N/A	28.57%	7	12.50%	32	0.95	N/A	0					
ND	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%		92.20%	846		N/A			93.80%	1000		N/A	0					
ND	04--01	OP-3	Install Commit Met, UBL Analog%		90%	441	92.20%	846	-4.52	Yes	98.98%	685	93.80%	1000	-4.33	Yes	0					
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	1	5.64	858	0.72	No			5.1	1004		N/A	1	1	7.00	5.35	1.65	
ND	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	272	5.64	858	-0.74	Yes	4.97	251	5.1	1004	-0.35	Yes	0					
ND	04--01	OP-5	New Service Install Quality, UBL Analog%		P	564	60.47%	931	-13.66	Yes	96.31%	569	59.69%	898	-13.93	Yes	0					
ND	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	564	66.60%	931	-11.86	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	3	7.87	39	0.66	Yes	46.83	6	6.5	34	1.65	No	1	45	11.09	5.24	5.84	
ND	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		7.87	39		N/A			6.5	34		N/A	0					
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		12.89	28		N/A			7.07	29		N/A	0					
ND	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		12.89	28		N/A			7.07	29		N/A	0					
ND	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	18	49.6	50	2.17	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		29		-3.46	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	129	89.20%	1547	-2.43	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	132	96.05%	2251	-2.27	Yes	100.00%	113	96.41%	2311	-2	Yes	0					
ND	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	132	16:12	2251	-5.37	Yes	6:48	113	14:55	2311	-5.59	Yes	0					
ND	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	132	12.98%	2281	0.49	Yes	8.85%	113	14.75%	2346	-1.73	Yes	0					
ND	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	102	12.66%	1936	0.06	Yes	10.23%	88	14.63%	1955	-1.14	Yes	0					
ND	04--01	MR-8	Trouble Rate, UBL Analog%		P	11138	1.30%	175306	-1.05	Yes	1.05%	10798	1.33%	177006	-2.46	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.75%	13007	0.94%	173132	-2.21	Yes	0.72%	12425	1.16%	173553	-4.49	Yes	0.76%	11349	1.17%	174757	-3.94	Yes	0.92%
ND	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	18.70%	123	28.54%	2621	-2.36	N/A	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%
ND	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	98.21%	56	85.71%	7	-0.89	Yes	98.59%	71	100.00%	14	0.05	Yes	100.00%	42	100.00%	6	.	Yes	95.92%	49	100.00%	9	0.33	Yes	98.41%
ND	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	5.03	34	15.5	8	-1.68	Yes	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
ND	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	98.46%	65	######	11	0	Yes	92.98%	57	90.00%	10	-0.29	Yes	100.00%	46	100.00%	8	.	Yes	96.49%	57	100.00%	7	0.18	Yes	95.65%
ND	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	94.74%	57	100.00%	10	0.53	Yes	100.00%	46	100.00%	8	.	Yes	98.25%	57	100.00%	7	-0.08	Yes	97.10%
ND	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	3	1	20	1	.	N/A	12	1				N/A						N/A	17	2				N/A	1
ND	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A	1	1				N/A						N/A						N/A	
ND	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	126.5	4	166	5	-0.47	N/A	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
ND	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	2		4		-1.12	N/A	1		4		-1	N/A	3		2		-0.23	N/A	1		1		0.05	N/A	1
ND	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	9	######	6	.	Yes	100.00%	11	100.00%	8	.	Yes	100.00%	20	100.00%	2	.	Yes	100.00%	19	100.00%	10	.	Yes	100.00%
ND	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	9	######	6	.	Yes	100.00%	11	100.00%	8	.	Yes	100.00%	20	100.00%	2	.	Yes	100.00%	19	100.00%	10	.	Yes	100.00%
ND	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:42	9	3:21	6	-0.33	Yes	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
ND	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0.00%	9	0.00%	6	.	Yes	9.09%	11	25.00%	8	-0.79	Yes	20.00%	20	0.00%	2	0.42	Yes	5.26%	19	10.00%	10	-0.4	Yes	10.00%
ND	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0.00%	7	20.00%	5	-0.85	Yes	22.22%	18				N/A	0.00%	17	0.00%	4	.	Yes	11.76%
ND	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.25%	3586	0.71%	849	-1.43	Yes	0.31%	3577	0.93%	859	-1.71	Yes	0.56%	3573	0.23%	857	1.78	No	0.53%	3575	1.16%	864	-1.54	Yes	0.56%
ND	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.20%	3577	0.58%	859	-1.34	Yes	0.50%	3573	0.00%	857	.	N/A	0.48%	3575	0.46%	864	0.05	Yes	0.47%
ND	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	25.00%	12	50.00%	12	-1.22	N/A	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%
ND	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100.00%	1	84.54%	97	-0.43	Yes	100.00%	1	78.46%	130	-0.52	Yes	100.00%	4	86.55%	119	-0.78	Yes	100.00%	6	88.80%	125	-0.85	Yes	100.00%
ND	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	5	1	21.86	105	-0.78	Yes	5	1	18.79	135	-0.79	Yes	3	1	16.61	151	-1.36	Yes			20.99	137		N/A	5
ND	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	100.00%	1	90.91%	121	-0.31	Yes	100.00%	3	98.62%	145	-0.2	Yes	80.00%	5	97.97%	148	1.55	Yes	100.00%	7	96.67%	120	-0.48	Yes	100.00%
ND	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	100.00%	3	100.00%	145	.	Yes	80.00%	5	97.97%	148	1.55	Yes	100.00%	7	99.17%	120	-0.24	Yes	100.00%
ND	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			50.5	6		N/A			15.8	25		N/A			14.8	15		N/A			17.29	17		N/A	
ND	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			18.9	10		N/A			29.8	5		N/A			19.33	3		N/A			21	1		N/A	
ND	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			38.42	19		N/A			67.2	20		N/A			51.47	30		N/A			44.24	34		N/A	
ND	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			6			N/A			11			N/A			17			N/A			9			N/A	
ND	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	100.00%	1	78.46%	65	-0.52	Yes			80.39%	51		N/A	100.00%	1	83.56%	73	-0.44	Yes			76.39%	72		N/A	
ND	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	0:11	1	3:16	65	-0.74	Yes			2:29	51		N/A	0:55	1	3:08	73	-0.47	Yes			3:07	72		N/A	
ND	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	0.00%	1	41.54%	65	-0.84	Yes			33.33%	51		N/A	0.00%	1	41.10%	73	-0.83	Yes			36.11%	72		N/A	
ND	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			45.16%	31		N/A	0.00%	1	47.37%	57	-0.94	Yes			40.43%	47		N/A	
ND	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	1.33%	75	1.16%	5595	0.23	Yes	0.00%	78	0.91%	5616	-0.84	Yes	1.30%	77	1.29%	5660	0.1	Yes	0.00%	74	1.29%	5590	-0.98	Yes	0.00%
ND	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0.00%	78	0.55%	5616	-0.65	Yes	1.30%	77	1.01%	5660	0.33	Yes	0.00%	74	0.84%	5590	-0.79	Yes	0.00%
ND	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	0.00%	1	23.53%	85	-0.55	N/A			33.77%	77		N/A	0.00%	1	23.16%	95	-0.55	N/A			27.27%	99		N/A	
ND	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	33.33%	3	84.54%	97	1.82	No	100.00%	3	78.46%	130	-0.9	Yes	80.00%	5	86.55%	119	0.4	Yes	83.33%	6	88.80%	125	0.4	Yes	100.00%
ND	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	10.6	5	21.86	105	-1.15	Yes	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
ND	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	4	90.91%	121	-0.62	Yes	100.00%	5	98.62%	145	-0.26	Yes	83.33%	6	97.97%	148	1.46	Yes	100.00%	7	96.67%	120	-0.48	Yes	83.33%
ND	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	5	100.00%	145	.	Yes	83.33%	6	97.97%	148	1.46	Yes	100.00%	7	99.17%	120	-0.24	Yes	83.33%
ND	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			50.5	6		N/A			15.8	25		N/A	7	1	14.8	15	-0.67	Yes	12	1	17.29	17	-0.36	Yes	
ND	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	4	2	18.9	10	-5.48	Yes			29.8	5		N/A			19.33	3		N/A			21	1		N/A	
ND	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	14.5	2	38.42	19	-0.45	N/A			67.2	20		N/A			51.47	30		N/A	2	2	44.24	34	-1.15	N/A	3
ND	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	2		6		1.61	N/A			11			N/A			17			N/A	-		9		-0.82	N/A	1
ND	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	50.00%	2	78.46%	65	0.75	Yes	50.00%	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%
ND	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	3:17	2	3:16	65	0.39	Yes	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
ND	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	0.00%	2	41.54%	65	-1.17	Yes	50.00%	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%
ND	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	50.00%	2	45.16%	31	0.04	Yes	100.00%	2	47.37%	57	1.24	Yes	33.33%	3	40.43%	47	-0.24	Yes	33.33%
ND	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2.15%	93	1.16%	5595	0.86	Yes	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%
ND	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	2.20%	91	0.55%	5616	1.62	Yes	2.13%	94	1.01%	5660	1	Yes	3.23%	93	0.84%	5590	1.94	No	3.41%
ND	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0.00%	2	23.53%	85	-0.78	N/A	0.00%	2	33.77%	77	-1	N/A	25.00%	4	23.16%	95	0.09	N/A	0.00%	3	27.27%	99	-1.04	N/A	0.00%
ND	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P			85.71%	7		N/A			100.00%	14		N/A	100.00%	4	100.00%	6	.	Yes	100.00%	1	100.00%	9	.	Yes	
ND	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P			15.5	8		N/A			6.08	13		N/A	4	3	6.8	5	-1.06	Yes	5	1	11.6	5	-0.41	Yes	
ND	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P			######	11		N/A	100.00%	2	90.00%	10	-0.43	Yes	100.00%	3	100.00%	8	.	Yes	100.00%	1	100.00%	7	.	Yes	100.00%
ND	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	2	100.00%	10	.	Yes	100.00%	3	100.00%	8	.	Yes	100.00%	1	100.00%	7	.	Yes	100.00%
ND	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			20	1		N/A						N/A						N/A						N/A	
ND	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			166	5		N/A			121.17	6		N/A			188.5	4		N/A			166.5	4		N/A	
ND	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			4			N/A			4			N/A			2			N/A			1			N/A	
ND	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	3	######	6	.	Yes			100.00%	8		N/A			100.00%	2		N/A			100.00%	10		N/A	100.00%
ND	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	3	######	6	.	Yes			100.00%	8		N/A			100.00%	2		N/A			100.00%	10		N/A	100.00%
ND	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:31	3	3:21	6	-0.32	Yes			1:52	8		N/A			0:56	2		N/A			3:54	10		N/A	2:10
ND	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	0.00%	3	0.00%	6	.	Yes			25.00%	8		N/A			0.00%	2		N/A			10.00%	10		N/A	0.00%
ND	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A			20.00%	5		N/A						N/A			0.00%	4		N/A	0.00%
ND	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	2.24%	134	0.71%	849	1.52	Yes	0.00%	134	0.93%	859	-1.04	Yes	0.00%	134	0.23%	857	-0.52	Yes	0.00%	131	1.16%	864	-1.15	Yes	1.54%
ND	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.00%	134	0.58%	859	-0.82	Yes	0.00%	134	0.00%	857	.	N/A	0.00%	131	0.46%	864	-0.73	Yes	1.54%
ND	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	0.00%	3	50.00%	12	-1.55	N/A	100.00%	1	52.94%	17	0.58	N/A			66.67%	6		N/A			16.67%	12		N/A	0.00%
ND	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	100.00%	9	87.50%	8	-0.78	Yes	100.00%	5	82.35%	17	-0.91	Yes	100.00%	6	83.33%	12	-0.89	Yes	100.00%	9	81.82%	11	-1.05	Yes	100.00%
ND	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	5	3	4.75	8	-0.43	Yes	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
ND	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	100.00%	7	######	13	.	Yes	100.00%	6	100.00%	15	.	Yes	100.00%	8	84.62%	13	-0.95	Yes	100.00%	12	83.33%	12	-1.1	Yes	100.00%
ND	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	100.00%	6	100.00%	15	.	Yes	100.00%	8	84.62%	13	-0.95	Yes	100.00%	12	83.33%	12	-1.1	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	04--01	MR-8*	Trouble Rate, UBL Analog%		P	11138	1.10%	175306	-1.85	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	162	30.82%	3297	-3.31	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%	63	100.00%	3	-0.23	Yes	100.00%	72	88.89%	9	-1	Yes	0					
ND	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	35	17.5	4	-1.43	Yes	4.78	36	12.13	8	-0.94	Yes	1	190	5.02	10.75	(5.72)	
ND	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	69	100.00%	7	0.28	Yes	98.73%	79	100.00%	6	-0.17	Yes	0					
ND	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	69	100.00%	7	0.12	Yes	100.00%	79	100.00%	6	.	Yes	0					
ND	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	1	29	1	.	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	4	107.57	7	-1.21	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		1		0.29	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	20	100.00%	11	.	Yes	100.00%	17	100.00%	6	.	Yes	0					
ND	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	20	100.00%	11	.	Yes	100.00%	17	100.00%	6	.	Yes	0					
ND	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	20	1:48	11	0.8	Yes	1:20	17	2:22	6	-1.4	Yes	0					
ND	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	20	18.18%	11	-0.57	Yes	0.00%	17	0.00%	6	.	Yes	0					
ND	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	17	33.33%	3	-0.73	Yes	0.00%	12	0.00%	3	.	Yes	0					
ND	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	3584	1.27%	867	-1.68	Yes	0.48%	3526	0.66%	906	-0.6	Yes	1	21,421	0.4%	0.8%	-0.4%	
ND	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	3584	0.35%	867	0.58	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	23	42.11%	19	-1.9	N/A	22.73%	22	25.00%	8	-0.13	N/A	0					
ND	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	8	76.25%	80	-1.51	Yes			69.72%	142		N/A	0					
ND	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	1	15.1	91	-0.94	Yes			17.85	157		N/A	0					
ND	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	4	90.63%	128	-0.63	Yes	100.00%	1	97.30%	148	-0.17	Yes	0					
ND	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	4	93.75%	128	-0.51	Yes	100.00%	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		17.48	23		N/A			14.79	42		N/A	0					
ND	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		14	2		N/A			18.4	5		N/A	0					
ND	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		34.97	30		N/A			26.03	33		N/A	0					
ND	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		5			N/A			8			N/A	0					
ND	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		86.36%	88		N/A			84.00%	50		N/A	0					
ND	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		2:19	88		N/A			2:32	50		N/A	0					
ND	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		40.91%	88		N/A			24.00%	50		N/A	0					
ND	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		48.44%	64		N/A			25.64%	39		N/A	0					
ND	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	68	1.56%	5637	-1.03	Yes	0.00%	61	0.89%	5641	-0.73	Yes	0					
ND	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	68	1.14%	5637	-0.88	Yes	0.00%	61	0.69%	5641	-0.65	Yes	0					
ND	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		31.25%	128		N/A			32.43%	74		N/A	0					
ND	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	4	76.25%	80	-1.09	Yes	100.00%	2	69.72%	142	-0.93	Yes	1	23	82.6%	80.5%	2.1%	
ND	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	3	15.1	91	-1.03	Yes	13	4	17.85	157	-0.77	Yes	0					
ND	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	6	90.63%	128	0.55	Yes	100.00%	8	97.30%	148	-0.46	Yes	0					
ND	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	6	93.75%	128	0.84	Yes	100.00%	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		17.48	23		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		14	2		N/A			18.4	5		N/A	0					
ND	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	1	34.97	30	-0.69	N/A			26.03	33		N/A	0					
ND	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS		5		1.34	N/A			8			N/A	0					
ND	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	6	86.36%	88	0.21	Yes	0.00%	2	84.00%	50	2.22	No	2	18	55.6%	81.7%	-26.1%	
ND	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	6	2:19	88	-0.19	Yes	4:40	2	2:32	50	1.22	Yes	1	18.0	4:52	2:48	2:03	
ND	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	6	40.91%	88	-1.17	Yes	0.00%	2	24.00%	50	-0.78	Yes	0					
ND	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	3	48.44%	64	-0.51	Yes	0.00%	2	25.64%	39	-0.81	Yes	0					
ND	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	88	1.56%	5637	2.95	No	2.41%	83	0.89%	5641	1.26	Yes	1	542	3.3%	1.2%	2.1%	
ND	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	88	1.14%	5637	1.66	No	2.41%	83	0.69%	5641	1.5	Yes	2	449	2.7%	0.8%	1.8%	
ND	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	6	31.25%	128	-1.61	N/A	0.00%	2	32.43%	74	-0.97	N/A	0					
ND	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P		100.00%	3		N/A	100.00%	4	88.89%	9	-0.59	Yes	0					
ND	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P		17.5	4		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	2	100.00%	7	.	Yes	100.00%	3	100.00%	6	.	Yes	0					
ND	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	2	100.00%	7	.	Yes	100.00%	3	100.00%	6	.	Yes	0					
ND	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P		29	1		N/A			47	1		N/A	0					
ND	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS		107.57	7		N/A			102	6		N/A	0					
ND	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS		1			N/A			1			N/A	0					
ND	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	2	100.00%	11	.	Yes			100.00%	6		N/A	0					
ND	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	2	100.00%	11	.	Yes			100.00%	6		N/A	0					
ND	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2	1:48	11	0.14	Yes			2:22	6		N/A	0					
ND	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	2	18.18%	11	-0.61	Yes			0.00%	6		N/A	0					
ND	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	2	33.33%	3	-0.77	Yes			0.00%	3		N/A	0					
ND	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	130	1.27%	867	0.3	Yes	0.00%	130	0.66%	906	-0.87	Yes	0					
ND	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	130	0.35%	867	1.49	Yes	0.00%	130	0.33%	906	-0.61	Yes	0					
ND	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	2	42.11%	19	-1.15	N/A			25.00%	8		N/A	0					
ND	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	15	100.00%	9	.	Yes	100.00%	5	100.00%	6	.	Yes	0					
ND	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	8	11.2	10	-2.27	Yes	5	4	9.17	6	-1.19	Yes	0					
ND	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	10	100.00%	8	.	Yes	100.00%	8	85.71%	7	-0.79	Yes	0					
ND	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	10	100.00%	8	.	Yes	100.00%	8	85.71%	7	-0.79	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			1	1		N/A			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						N/A	
ND	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			81.82%	22		N/A	100.00%	1	95.00%	20	-0.22	Yes			100.00%	28		N/A			80.00%	40		N/A	
ND	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			95.45%	22		N/A	100.00%	1	95.00%	20	-0.22	Yes			100.00%	28		N/A			97.50%	40		N/A	
ND	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			10:40	22		N/A	15:58	1	8:23	20	0.46	Yes			4:53	28		N/A			13:32	40		N/A	
ND	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			40.91%	22		N/A	0.00%	1	30.00%	20	-0.64	Yes			57.14%	28		N/A			47.50%	40		N/A	
ND	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A	0.00%	1	25.00%	8	-0.54	Yes			44.44%	18		N/A			45.83%	24		N/A	
ND	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.00%	126	1.43%	1535	-1.3	Yes	0.79%	127	1.22%	1634	-0.43	Yes	0.00%	129	1.66%	1683	-1.42	Yes	0.00%	133	2.30%	1739	-1.71	Yes	0.00%
ND	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0.79%	127	0.49%	1634	0.46	Yes	0.00%	129	1.07%	1683	-1.14	Yes	0.00%	133	1.38%	1739	-1.31	Yes	0.00%
ND	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	100.00%	1	52.17%	46	0.62	N/A	0.00%	1	52.38%	42	-1.04	N/A	100.00%	2	50.88%	57	1.15	N/A			45.21%	73		N/A	
ND	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			75.00%	4		N/A			60.00%	5		N/A			87.50%	8		N/A			100.00%	1		N/A	
ND	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			22.5	4		N/A			8.86	7		N/A			26	9		N/A			13.67	3		N/A	
ND	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			#####	6		N/A			100.00%	9		N/A			100.00%	6		N/A			100.00%	17		N/A	
ND	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	9		N/A			100.00%	6		N/A			100.00%	17		N/A	
ND	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A			5	1		N/A			67	1		N/A						N/A	
ND	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			23	1		N/A			30	1		N/A						N/A						N/A	
ND	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			58.5	2		N/A			35.5	2		N/A			27.67	3		N/A			18.25	4		N/A	
ND	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			1			N/A			1			N/A			2			N/A			-			N/A	
ND	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P						N/A			100.00%	2		N/A						N/A			0.00%	1		N/A	
ND	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P						N/A			1:31	2		N/A						N/A			15:39	1		N/A	
ND	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			50.00%	2		N/A						N/A			0.00%	1		N/A	
ND	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0.00%	1		N/A						N/A			0.00%	1		N/A	
ND	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.00%	300		N/A			0.67%	300		N/A			0.00%	298		N/A			0.34%	295		N/A	
ND	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.33%	300		N/A			0.00%	298		N/A			0.34%	295		N/A	
ND	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS						N/A			0.00%	2		N/A						N/A			50.00%	2		N/A	
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02:00	175				N/A	0:03:00	74				N/A	0:02:00	81				N/A	0:03:00	88				N/A	0:04:00
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:05:00	1				N/A	0:02:00	4				N/A	0:04:00	6				N/A	0:02:00	4				N/A	0:05:00
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	100.00%	75				Yes	100.00%	33				Yes	100.00%	41				Yes	100.00%	32				Yes	100.00%
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	10				Yes	100.00%	8				Yes	100.00%	11				Yes	100.00%	9				Yes	100.00%
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	75				N/A	0.00%	33				N/A	0.00%	41				N/A	0.00%	32				N/A	0.00%
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	10				N/A	0.00%	8				N/A	0.00%	11				N/A	0.00%	9				N/A	0.00%
ND	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	33.33%	3				No	0.00%	1				No						N/A	50.00%	2				No	
ND	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	15	2				Yes	17	1				No						N/A	29	1				No	
ND	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%			98.77%	2434		N/A			98.85%	2519		N/A			99.56%	3670		N/A			99.36%	2647		N/A	
ND	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			93.70%	921		N/A			91.34%	901		N/A			92.88%	1110		N/A			92.69%	876		N/A	
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.96	1858		N/A			3.78	2040		N/A			3.4	2886		N/A			3.54	1820		N/A	
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.65	927		N/A			5.72	906		N/A			5.53	1121		N/A			5.13	886		N/A	
ND	04--10	OP-5	New Service Install Quality, Line Sharing%		P			90.60%	3393		N/A			91.77%	4109		N/A			90.44%	4163		N/A			89.68%	3518		N/A	
ND	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A			92.77%	4109		N/A			92.00%	4163		N/A			91.47%	3518		N/A	
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			10.9	29		N/A			5.68	22		N/A			3.42	12		N/A			4.42	12		N/A	
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			3.54	24		N/A			5.46	35		N/A			3.15	27		N/A			3.19	27		N/A	
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			2	1		N/A			3.14	7		N/A			4.5	4		N/A			4.8	5		N/A	
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			9.06	35		N/A			7.41	44		N/A			8.4	52		N/A			9.9	39		N/A	
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			98.60%	143		N/A			99.34%	151		N/A			95.05%	222		N/A			96.62%	207		N/A	
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			93.84%	1201		N/A			91.02%	1102		N/A			86.27%	1428		N/A			86.58%	1520		N/A	
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.67%	304		N/A			99.14%	349		N/A			99.11%	451		N/A			99.10%	443		N/A	
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			97.60%	1541		N/A			95.37%	1491		N/A			95.41%	1850		N/A			94.74%	1959		N/A	
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			5:13	304		N/A			6:50	349		N/A			6:50	451		N/A			8:10	443		N/A	
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			14:18	1541		N/A			17:52	1491		N/A			18:41	1850		N/A			18:39	1959		N/A	
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			43.75%	16		N/A			18.18%	11		N/A			50.00%	20		N/A			44.44%	27		N/A	
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			33.33%	6		N/A			44.44%	9		N/A			75.00%	8		N/A			53.85%	13		N/A	
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			16.67%	6		N/A			28.57%	14		N/A			38.89%	18		N/A	
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			50.00%	2		N/A			100.00%	4		N/A			66.67%	6		N/A	
ND	04--10	MR-8	Trouble Rate, Line Sharing%		P			1.09%	171730		N/A			1.09%	173132		N/A			1.35%	173553		N/A			1.40%	174757		N/A	
ND	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A			0.94%	173132		N/A			1.16%	173553		N/A			1.17%	174757		N/A	
ND	05--01	OP-3	Install Commit Met, UDIT DS1%		P			84.54%	97		N/A			78.46%	130		N/A			86.55%	119		N/A			88.80%	125		N/A	
ND	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			21.86	105		N/A			18.79	135		N/A			16.61	151		N/A			20.99	137		N/A	
ND	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			90.91%	121		N/A			98.62%	145		N/A			97.97%	148		N/A			96.67%	120		N/A	
ND	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			100.00%	145		N/A			97.97%	148		N/A			99.17%	120		N/A	
ND	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			50.5	6		N/A			15.8	25		N/A			14.8	15		N/A			17.29	17		N/A	
ND	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			18.9	10		N/A			29.8	5		N/A			19.33	3		N/A			21	1		N/A	
ND	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			38.42	19		N/A			67.2	20		N/A			51.47	30		N/A			44.24	34		N/A	
ND	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			6			N/A			11			N/A			17			N/A			9			N/A	
ND	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			78.46%	65		N/A			80.39%	51		N/A			83.56%	73		N/A			76.39%	72		N/A	
ND	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			3:16	65		N/A			2:29	51		N/A			3:08	73		N/A			3:07	72		N/A	
ND	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			41.54%	65		N/A			33.33%	51		N/A			41.10%	73		N/A			36.11%	72		N/A	
ND	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			45.16%	31		N/A			47.37%	57		N/A			40.43%	47		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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		91.67%	12		N/A	100.00%	2	91.30%	23	-0.42	Yes	0					
ND	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		91.67%	12		N/A	100.00%	2	95.65%	23	-0.29	Yes	0					
ND	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		6:45	12		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		25.00%	12		N/A	0.00%	2	21.74%	23	-0.71	Yes	0					
ND	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		25.00%	8		N/A	0.00%	2	16.67%	12	-0.59	Yes	0					
ND	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	134	0.67%	1789	-0.92	Yes	1.49%	134	1.21%	1895	0.34	Yes	0					
ND	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	134	0.45%	1789	-0.75	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		47.83%	23		N/A	0.00%	2	50.00%	46	-1.38	N/A	0					
ND	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		100.00%	28		N/A						N/A	0					
ND	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		9.57	30		N/A			23.25	4		N/A	0					
ND	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	18		N/A			100.00%	5		N/A	0					
ND	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	18		N/A			100.00%	5		N/A	0					
ND	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		17	2		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		44	4		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			-			N/A	0					
ND	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		100.00%	1		N/A			100.00%	1		N/A	0					
ND	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		1:04	1		N/A			0:58	1		N/A	0					
ND	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		0.00%	1		N/A			0.00%	1		N/A	0					
ND	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		0.00%	1		N/A			0.00%	1		N/A	0					
ND	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		0.34%	292		N/A			0.34%	292		N/A	0					
ND	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.34%	292		N/A			0.34%	292		N/A	0					
ND	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		66.67%	3		N/A			0.00%	1		N/A	0					
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	98				N/A	0:03:00	137				N/A	0					
ND	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	2				N/A	0:03:00	2				N/A	0					
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	39				Yes	100.00%	53				Yes	0					
ND	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	5				Yes	100.00%	7				Yes	0					
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	39				N/A	0.00%	53				N/A	0					
ND	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	5				N/A	0.00%	7				N/A	0					
ND	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%					N/A	100.00%	2				Yes	3	8	50.0%			
ND	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15					N/A	8	1				Yes	2	5	16.80			
ND	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%		99.17%	2645		N/A			99.27%	3010		N/A	0					
ND	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		92.20%	846		N/A			93.80%	1000		N/A	0					
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3		3.51	1872		N/A			3.43	2065		N/A	0					
ND	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		5.64	858		N/A			5.1	1004		N/A	0					
ND	04--10	OP-5	New Service Install Quality, Line Sharing%		P		90.21%	3760		N/A			89.81%	3552		N/A	0					
ND	04--10	OP-5*	New Service Install Quality, Line Sharing%		P		91.73%	3760		N/A			91.72%	3552		N/A	0					
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS		4.41	17		N/A			3.52	21		N/A	0					
ND	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		7.87	39		N/A			6.5	34		N/A	0					
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS		2.6	5		N/A			4	1		N/A	0					
ND	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		12.89	28		N/A			7.07	29		N/A	0					
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P		98.45%	194		N/A			99.59%	246		N/A	0					
ND	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P		87.88%	1353		N/A			89.31%	1281		N/A	0					
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P		99.30%	428		N/A			99.82%	542		N/A	0					
ND	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P		95.28%	1823		N/A			95.36%	1769		N/A	0					
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P		7:27	428		N/A			5:50	542		N/A	0					
ND	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P		18:15	1823		N/A			17:42	1769		N/A	0					
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS		11.11%	9		N/A			23.53%	17		N/A	0					
ND	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS		66.67%	3		N/A			16.67%	6		N/A	0					
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		0.00%	5		N/A			20.00%	10		N/A	0					
ND	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS		66.67%	3		N/A			0.00%	2		N/A	0					
ND	04--10	MR-8	Trouble Rate, Line Sharing%		P		1.30%	175306		N/A			1.33%	177006		N/A	0					
ND	04--10	MR-8*	Trouble Rate, Line Sharing%		P		1.10%	175306		N/A			1.10%	177006		N/A	0					
ND	05--01	OP-3	Install Commit Met, UDIT DS1%		P		76.25%	80		N/A			69.72%	142		N/A	0					
ND	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		15.1	91		N/A			17.85	157		N/A	0					
ND	05--01	OP-5	New Service Install Quality, UDIT DS1%		P		90.63%	128		N/A			97.30%	148		N/A	0					
ND	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P		93.75%	128		N/A			97.97%	148		N/A	0					
ND	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		17.48	23		N/A			14.79	42		N/A	0					
ND	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		14	2		N/A			18.4	5		N/A	0					
ND	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		34.97	30		N/A			26.03	33		N/A	0					
ND	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS		5			N/A			8			N/A	0					
ND	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P		86.36%	88		N/A			84.00%	50		N/A	0					
ND	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P		2:19	88		N/A			2:32	50		N/A	0					
ND	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P		40.91%	88		N/A			24.00%	50		N/A	0					
ND	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P		48.44%	64		N/A			25.64%	39		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	12	1.16%	5595	-0.38	Yes	0.00%	12	0.91%	5616	-0.33	Yes	0.00%	12	1.29%	5660	-0.4	Yes	0.00%	12	1.29%	5590	-0.4	Yes	0.00%
ND	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	12	0.55%	5616	-0.26	Yes	0.00%	12	1.01%	5660	-0.35	Yes	0.00%	12	0.84%	5590	-0.32	Yes	0.00%
ND	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			23.53%	85		N/A			33.77%	77		N/A			23.16%	95		N/A			27.27%	99		N/A	
ND	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			75.00%	4		N/A	100.00%	1	60.00%	5	-0.75	Yes			87.50%	8		N/A			100.00%	1		N/A	
ND	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			22.5	4		N/A	18	1	8.86	7	1.51	Yes			26	9		N/A			13.67	3		N/A	
ND	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	1	######	6	.	Yes	100.00%	1	100.00%	9	.	Yes			100.00%	6		N/A			100.00%	17		N/A	
ND	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100.00%	1	100.00%	9	.	Yes			100.00%	6		N/A			100.00%	17		N/A	
ND	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A			5	1		N/A			67	1		N/A						N/A	
ND	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			23	1		N/A			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			58.5	2		N/A			35.5	2		N/A			27.67	3		N/A			18.25	4		N/A	
ND	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			1			N/A			1			N/A			2			N/A			-			N/A	
ND	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P						N/A			100.00%	2		N/A						N/A			0.00%	1		N/A	
ND	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P						N/A			1:31	2		N/A						N/A			15:39	1		N/A	
ND	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			50.00%	2		N/A						N/A			0.00%	1		N/A	
ND	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0.00%	1		N/A						N/A			0.00%	1		N/A	
ND	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	4	0.00%	300	.	Yes	0.00%	4	0.67%	300	-0.16	Yes	0.00%	3	0.00%	298	.	Yes	0.00%	3	0.34%	295	-0.1	Yes	0.00%
ND	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	4	0.33%	300	-0.11	Yes	0.00%	3	0.00%	298	.	N/A	0.00%	3	0.34%	295	-0.1	Yes	0.00%
ND	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS						N/A			0.00%	2		N/A						N/A			50.00%	2		N/A	
ND	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:03	11704				N/A	0:07	9513				N/A	0:09	12004				N/A	0:12	10133				N/A	0:43
ND	07--01	OP-4	Install Interv, E911, Avg Days		P						N/A			75	1		N/A						N/A						N/A	
ND	07--01	OP-5	New Service Install Quality, E911%		P			######	1		N/A			100.00%	3		N/A			100.00%	3		N/A			100.00%	1		N/A	
ND	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	3		N/A			100.00%	3		N/A			100.00%	1		N/A	
ND	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A						N/A						N/A						N/A	
ND	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS						N/A						N/A						N/A						N/A	
ND	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A			100.00%	4		N/A	
ND	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A			2:14	4		N/A	
ND	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			0.00%	4		N/A	
ND	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			0.00%	4		N/A	
ND	07--01	MR-8	Trouble Rate, E911%		P	0.00%	16	0.00%	206	.	Yes	0.00%	16	0.00%	206	.	Yes	0.00%	16	0.00%	204	.	Yes	0.00%	16	2.07%	193	-0.56	Yes	0.00%
ND	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	16	0.00%	206	.	N/A	0.00%	16	0.00%	204	.	N/A	0.00%	16	2.07%	193	-0.56	Yes	0.00%
ND	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A						N/A			20.00%	5		N/A	
ND	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.01	1		N/A			8.33	1		N/A			8.78	.		N/A			8.67	.		N/A	
ND	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.46	1		N/A			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A	
ND	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.12	16775				N/A	0.13	15575				N/A	0.09	19248				N/A	0.06	19031				N/A	0.07
ND	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	93.69%	12638				N/A	94.97%	13096				N/A	96.38%	15307				N/A	95.80%	13739				N/A	95.34%
ND	09--01	NP-1A	NXX Code Activation, All%		P						N/A						N/A						N/A						N/A	
ND	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A						N/A						N/A	
ND	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
ND	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.43%	176				Yes	100.00%	66				Yes	100.00%	55				Yes	100.00%	66				Yes	100.00%
ND	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.74%	381				Yes	100.00%	457				Yes	100.00%	923				Yes	100.00%	217				Yes	99.27%
ND	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	624				Yes	100.00%	559				Yes	100.00%	1012				Yes	100.00%	320				Yes	100.00%
ND	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	624				N/A	100.00%	559				N/A	100.00%	1012				N/A	100.00%	320				N/A	100.00%
ND	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			58.04%	143		N/A			45.70%	151		N/A			48.20%	222		N/A			38.65%	207		N/A	
ND	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	100.00%	1	99.67%	304	-0.06	Yes			99.14%	349		N/A			99.11%	451		N/A			99.10%	443		N/A	
ND	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100.00%	445.8638				Yes	100.00%	509.6323				Yes	100.00%	732.5043				Yes	100.00%	631.9198				Yes	100.00%
ND	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100.00%	445.8638				Yes	100.00%	509.6323				Yes	100.00%	732.5043				Yes	100.00%	631.9198				Yes	100.00%
ND	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	584	98.87%	2387	-2.32	Yes	100.00%	596	98.84%	2496	-2.38	Yes	100.00%	566	99.56%	3638	-1.47	Yes	99.43%	174	99.46%	2601	0.13	Yes	100.00%
ND	14--01	OP-3	Install Commit Met, Residence%	D	P	96.55%	87	94.46%	722	-0.81	Yes	98.43%	127	91.38%	731	-2.61	Yes	100.00%	93	93.55%	930	-2.41	Yes	93.41%	91	92.55%	698	-0.29	Yes	92.45%
ND	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.95	151	3.97	1829	-4.05	Yes	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
ND	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	4.29	87	5.59	728	-1.7	Yes	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
ND	14--01	OP-5	New Service Install Quality, Residence%		P	98.57%	697	91.02%	3173	-6.31	Yes	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%
ND	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	97.98%	692	92.88%	3906	-4.8	Yes	97.62%	463	92.16%	3943	-4.14	Yes	97.35%	226	91.60%	3298	-3.01	Yes	96.59%
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			11.12	26		N/A			5.68	22		N/A			3.42	12		N/A	1	1	3.6	10	-0.7	Yes	
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1	2	3.47	15	-1.07	Yes	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
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			2	1		N/A			3.14	7		N/A			4.5	4		N/A			2.5	4		N/A	
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	1	1	10.04	26	-0.49	Yes			8.08	38		N/A			9.45	42		N/A	5.67	3	6.86	36	-0.29	Yes	
ND	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	310	1	53.75	126	2.26	N/A	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
ND	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	-		34		-0.61	N/A	-		35		-0.76	N/A	-		46		-0.86	N/A	-		47		-1.08	N/A	2
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	87.50%	8	98.31%	118	1.35	Yes	100.00%	8	99.24%	132	-0.24	Yes	100.00%	9	95.12%	205	-0.66	Yes	100.00%	9	95.95%	173	-0.6	Yes	75.00%
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	97.06%	34	94.06%	1078	-0.73	Yes	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%
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	10	99.60%	248	-0.2	Yes	100.00%	11	99.03%	309	-0.32	Yes	100.00%	18	99.03%	411	-0.41	Yes	100.00%	17	99.20%	373	-0.36	Yes	100.00%
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	45	97.55%	1387	-1.05	Yes	100.00%	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	100.00%
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:16	10	5:26	248	-0.06	Yes	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
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	12:03	45	14:23	1387	-1.04	Yes	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
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	10.00%	10	10.89%	248	-0.09	Yes	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	0.00%
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	13.33%	45	11.41%	1411	0.43	Yes	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%
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	20.00%	5	19.85%	136	0.04	Yes	0.00%	3	15.25%	177	-0.73	Yes	14.29%	7	13.18%	129	0.11	Yes	0.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	05--01	MR-8	Trouble Rate, UDIT DS1%		P	11	1.56%	5637	-0.42	Yes	0.00%	10	0.89%	5641	-0.3	Yes	0					
ND	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	11	1.14%	5637	-0.36	Yes	0.00%	10	0.69%	5641	-0.26	Yes	0					
ND	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS		31.25%	128		N/A			32.43%	74		N/A	0					
ND	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		100.00%	28		N/A						N/A	0					
ND	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P		9.57	30		N/A			23.25	4		N/A	0					
ND	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	18		N/A			100.00%	5		N/A	0					
ND	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	18		N/A			100.00%	5		N/A	0					
ND	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		17	2		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		44	4		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			-			N/A	0					
ND	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P		100.00%	1		N/A			100.00%	1		N/A	0					
ND	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P		1:04	1		N/A			0:58	1		N/A	0					
ND	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		0.00%	1		N/A			0.00%	1		N/A	0					
ND	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		0.00%	1		N/A			0.00%	1		N/A	0					
ND	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	3	0.34%	292	-0.1	Yes	0.00%	3	0.34%	292	-0.1	Yes	0					
ND	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	3	0.34%	292	-0.1	Yes	0.00%	3	0.34%	292	-0.1	Yes	0					
ND	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS		66.67%	3		N/A			0.00%	1		N/A	0					
ND	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	9172				N/A	0:45	11193				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		100.00%	1		N/A						N/A	0					
ND	07--01	OP-5*	New Service Install Quality, E911%		P		100.00%	1		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	16	0.00%	193	.	Yes	0.00%	16	0.00%	191	.	Yes	0					
ND	07--01	MR-8*	Trouble Rate, E911%		P	16	0.00%	193	.	N/A	0.00%	16	0.00%	191	.	N/A	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		10.62	.		N/A			10.13	.		N/A	0					
ND	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.67	.		N/A			9.43	.		N/A	0					
ND	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	18511				N/A	0.08	20383				N/A	0					
ND	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	13593				N/A	95.00%	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	6559733				N/A	1.25	7032415				N/A	0					
ND	11--01	OP-8B	LNP Timeliness, LNP%		95%	62				Yes	100.00%	123				Yes	0					
ND	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	137				Yes	100.00%	365				Yes	0					
ND	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	322				Yes	100.00%	595				Yes	0					
ND	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	322				N/A	100.00%	595				N/A	0					
ND	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		44.85%	194		N/A			53.25%	246		N/A	0					
ND	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		99.30%	428		N/A			99.82%	542		N/A	0					
ND	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	596.7017				Yes	100.00%	570.1002				Yes	0					
ND	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	596.7017				Yes	100.00%	570.1002				Yes	0					
ND	14--01	OP-3	Install Commit Met, Residence%	ND	P	81	99.19%	2602	-0.8	Yes	100.00%	124	99.33%	2972	-0.9	Yes	0					
ND	14--01	OP-3	Install Commit Met, Residence%	D	P	106	92.34%	679	-0.04	Yes	95.92%	98	95.92%	808	0	Yes	0					
ND	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	66	3.51	1848	-4.66	Yes	2.88	101	3.43	2040	-4.1	Yes	0					
ND	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	106	5.66	689	-2.55	Yes	3.14	99	5.1	811	-3.75	Yes	0					
ND	14--01	OP-5	New Service Install Quality, Residence%		P	205	90.64%	3538	-2.61	Yes	95.62%	251	89.95%	3322	-2.88	Yes	0					
ND	14--01	OP-5*	New Service Install Quality, Residence%		P	205	92.06%	3538	-2.33	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	ND	P		4.63	16		N/A			2.74	19		N/A	0					
ND	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	8	8.97	29	-0.69	Yes	1	3	5.56	18	-1.14	Yes	0					
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		2.6	5		N/A			4	1		N/A	0					
ND	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P		8.25	24		N/A	2	1	7.38	16	-0.76	Yes	0					
ND	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	6	52.46	76	1.76	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		33		-0.48	N/A	-		23		-0.75	N/A	0					
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	4	98.26%	172	1.74	No	100.00%	5	99.54%	216	-0.15	Yes	1	43	95.3%	97.6%	-2.3%	
ND	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	41	87.78%	1227	0.49	Yes	94.74%	38	88.98%	1162	-1.11	Yes	0					
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	7	99.47%	376	-0.19	Yes	100.00%	11	99.79%	478	-0.15	Yes	0					
ND	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	51	95.25%	1664	-1.57	Yes	97.92%	48	95.45%	1606	-0.81	Yes	0					
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	7	7:06	376	0.46	Yes	4:42	11	6:07	478	-0.58	Yes	0					
ND	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	51	18:25	1664	-0.49	Yes	14:53	48	17:42	1606	-1.24	Yes	0					
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	7	14.63%	376	-1.09	Yes	9.09%	11	16.53%	478	-0.66	Yes	0					
ND	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	52	12.12%	1692	-0.54	Yes	12.50%	48	14.77%	1639	-0.44	Yes	0					
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	4	17.05%	129	-0.89	Yes	20.00%	5	20.35%	226	-0.02	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	8.93%	56	16.03%	1329	-1.42	Yes	10.34%	58	14.46%	1646	-0.88	Yes	19.23%	52	13.48%	1721	1.16	Yes	10.42%
ND	14--01	MR-8	Trouble Rate, Residence%		P	0.89%	6201	1.21%	137403	-2.26	Yes	1.15%	5936	1.23%	138478	-0.55	Yes	1.48%	5210	1.53%	138671	-0.31	Yes	1.34%	5205	1.57%	139657	-1.29	Yes	1.11%
ND	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.03%	5936	1.06%	138478	-0.22	Yes	1.17%	5210	1.31%	138671	-0.89	Yes	1.13%	5205	1.32%	139657	-1.18	Yes	0.98%
ND	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	10	######	248	.	Yes	100.00%	11	99.35%	309	-0.26	Yes	100.00%	18	99.76%	411	-0.21	Yes	100.00%	17	99.46%	373	-0.3	Yes	100.00%
ND	14--01	MR-9	Repair Appoint Met, Residence%	D	P	95.56%	45	96.46%	1411	0.38	Yes	96.49%	57	96.62%	1389	0.12	Yes	100.00%	59	93.76%	1714	-1.95	Yes	98.11%	53	94.35%	1822	-1.17	Yes	98.08%
ND	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	24.66%	73	27.52%	2289	-0.54	N/A	30.61%	98	29.34%	2403	0.28	N/A	23.00%	100	29.26%	3004	-1.35	N/A	20.45%	88	30.30%	3149	-1.98	N/A	28.92%
ND	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	9	93.62%	47	-0.72	Yes	100.00%	5	100.00%	23	.	Yes	100.00%	50	100.00%	32	.	Yes	100.00%	7	93.48%	46	-0.65	Yes	100.00%
ND	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	3	90.95%	199	-0.54	Yes	83.33%	6	91.18%	170	0.6	Yes	87.50%	8	89.44%	180	0.21	Yes	100.00%	3	93.26%	178	-0.46	Yes	100.00%
ND	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.17	6	3.59	29	-0.83	Yes	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
ND	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4	3	5.87	199	-0.53	Yes	6.67	6	5.98	171	0.44	Yes	2.88	8	4.88	181	-1.07	Yes	3.33	3	5.4	182	-0.3	Yes	1
ND	14--02	OP-5	New Service Install Quality, Business%		P	100.00%	12	84.55%	220	-1.44	Yes	100.00%	35	87.75%	204	-2.04	Yes	85.29%	34	87.33%	221	0.35	Yes	100.00%	9	85.91%	220	-1.19	Yes	93.33%
ND	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	35	90.69%	204	-1.75	Yes	88.24%	34	89.14%	221	0.19	Yes	100.00%	9	89.55%	220	-1	Yes	93.33%
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			9	3		N/A						N/A						N/A			8.5	2		N/A	
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			3.67	9		N/A			5.11	9		N/A			4.44	9		N/A			2.73	11		N/A	
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A			14	1		N/A	
ND	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			6.22	9		N/A	23	1	3.17	6	1.4	Yes	5	1	4	10	0.43	Yes			46.33	3		N/A	
ND	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	303	1	112.55	51	0.99	N/A	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
ND	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	-		15		-0.64	N/A	-		8		-0.45	N/A	1		11		0.76	N/A	-		12		-0.55	N/A	-
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	8	91.87%	123	-0.82	Yes	100.00%	4	92.13%	127	-0.58	Yes	33.33%	6	90.85%	153	3.25	No	100.00%	4	83.80%	142	-0.87	Yes	100.00%
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	1	######	25	.	Yes	100.00%	1	100.00%	19	.	Yes	100.00%	1	94.12%	17	-0.24	Yes	100.00%	1	100.00%	34	.	Yes	100.00%
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	1	######	56	.	Yes	100.00%	2	100.00%	40	.	Yes	100.00%	7	100.00%	40	.	Yes	100.00%	2	98.57%	70	-0.17	Yes	100.00%
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	8	98.05%	154	-0.39	Yes	100.00%	4	96.64%	149	-0.37	Yes	83.33%	6	95.53%	179	1.07	Yes	100.00%	7	94.29%	175	-0.64	Yes	100.00%
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	16:16	1	4:19	56	1.31	Yes	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
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	9:25	8	13:31	154	-0.95	Yes	13:03	4	14:52	149	-0.25	Yes	2:12	6	17:13	179	1.38	Yes	6:32	7	18:33	175	-1.84	Yes	14:37
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	1	14.29%	56	-0.4	Yes	50.00%	2	5.00%	40	1.52	Yes	28.57%	7	20.00%	40	0.48	Yes	50.00%	2	11.43%	70	1.17	Yes	33.33%
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	12.50%	8	10.13%	158	0.24	Yes	25.00%	4	14.57%	151	0.53	Yes	0.00%	6	12.64%	182	-0.92	Yes	14.29%	7	16.67%	180	-0.17	Yes	33.33%
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0.00%	1	9.09%	22	-0.31	Yes	33.33%	3	12.50%	24	0.75	Yes			14.81%	27		N/A	0.00%
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	25.00%	4	14.29%	140	0.54	Yes	0.00%	6	13.37%	172	-0.95	Yes	14.29%	7	16.46%	164	-0.15	Yes	33.33%
ND	14--02	MR-8	Trouble Rate, Business%		P	0.82%	1101	0.62%	34327	0.81	Yes	0.54%	1109	0.55%	34654	-0.04	Yes	1.18%	1098	0.64%	34882	2.25	No	0.81%	1112	0.71%	35100	0.38	Yes	0.79%
ND	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.45%	1109	0.47%	34654	-0.08	Yes	0.82%	1098	0.56%	34882	1.13	Yes	0.63%	1112	0.54%	35100	0.38	Yes	0.44%
ND	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	1	######	56	.	Yes	100.00%	2	100.00%	40	.	Yes	100.00%	7	97.50%	40	-0.39	Yes	100.00%	2	100.00%	70	.	Yes	100.00%
ND	14--02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	8	92.41%	158	-0.79	Yes	100.00%	4	97.35%	151	-0.33	Yes	100.00%	6	96.15%	182	-0.48	Yes	100.00%	7	91.67%	180	-0.78	Yes	100.00%
ND	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	30.77%	13	35.54%	332	-0.35	N/A	66.67%	18	31.54%	279	2.93	N/A	35.00%	20	34.51%	339	0.06	N/A	35.71%	14	32.43%	370	0.27	N/A	40.00%
ND	14--03	OP-3	Install Commit Met, Centrex%	ND	P			######	1		N/A						N/A			100.00%	1		N/A			0.00%	1		N/A	
ND	14--03	OP-3	Install Commit Met, Centrex%	D	P			75.00%	16		N/A			94.74%	19		N/A			95.45%	44		N/A			70.59%	17		N/A	
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			3	1		N/A						N/A			4	1		N/A			12	1		N/A	
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			8.12	17		N/A			4.05	19		N/A			4.14	44		N/A			5.53	17		N/A	
ND	14--03	OP-5	New Service Install Quality, Centrex%		P			73.68%	19		N/A			59.38%	32		N/A			90.63%	32		N/A			50.00%	14		N/A	
ND	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			62.50%	32		N/A			93.75%	32		N/A			64.29%	14		N/A	
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A	
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			8	3		N/A			1	1		N/A			3	1		N/A						N/A	
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A			7	1		N/A	
ND	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			17	1		N/A						N/A			2	1		N/A			7.2	5		N/A	
ND	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			4	2		N/A			0	1		N/A			3	1		N/A			1.5	2		N/A	
ND	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			1			N/A			-			N/A			-			N/A			-			N/A	
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			######	5		N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	5		N/A	
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			76.92%	13		N/A			90.00%	10		N/A			92.86%	14		N/A			80.00%	10		N/A	100.00%
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			######	12		N/A			100.00%	18		N/A			100.00%	9		N/A			100.00%	11		N/A	
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			92.86%	14		N/A			91.67%	12		N/A			94.44%	18		N/A			100.00%	15		N/A	100.00%
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			6:17	12		N/A			4:17	18		N/A			5:27	9		N/A			2:07	11		N/A	
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			22:20	14		N/A			13:47	12		N/A			19:49	18		N/A			19:18	15		N/A	13:39
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			16.67%	12		N/A			16.67%	18		N/A			22.22%	9		N/A			9.09%	11		N/A	
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			0.00%	14		N/A			0.00%	12		N/A			10.00%	20		N/A			20.00%	15		N/A	50.00%
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			14.29%	14		N/A			40.00%	5		N/A			10.00%	10		N/A	
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			0.00%	10		N/A			11.11%	18		N/A			20.00%	10		N/A	0.00%
ND	14--03	MR-8	Trouble Rate, Centrex%		P	0.00%	10	0.31%	8444	-0.18	Yes	0.00%	12	0.35%	8542	-0.21	Yes	0.00%	12	0.34%	8576	-0.2	Yes	0.00%	12	0.30%	8567	-0.19	Yes	15.38%
ND	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.00%	12	0.28%	8542	-0.18	Yes	0.00%	12	0.27%	8576	-0.18	Yes	0.00%	12	0.23%	8567	-0.17	Yes	7.69%
ND	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			91.67%	12		N/A			94.44%	18		N/A			88.89%	9		N/A			100.00%	11		N/A	
ND	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			78.57%	14		N/A			83.33%	12		N/A			90.00%	20		N/A			80.00%	15		N/A	100.00%
ND	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			23.53%	34		N/A			36.17%	47		N/A			12.12%	33		N/A			29.73%	37		N/A	0.00%
ND	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			######	3		N/A	100.00%	6	100.00%	5	.	Yes	100.00%	3	100.00%	5	.	Yes	100.00%	2	80.00%	5	-0.6	Yes	100.00%
ND	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			88.89%	9		N/A			100.00%	6		N/A	100.00%	1	100.00%	3	.	Yes			100.00%	3		N/A	100.00%
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.67	3		N/A			2.33	3		N/A	3	1	3.4	5	-0.32	Yes			1.67	3		N/A	4.67
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			10.56	9		N/A			3.29	7		N/A	2	1	1.67	3	-0.42	Yes			3.33	3		N/A	6
ND	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	3	91.67%	12	-0.47	Yes	100.00%	5	100.00%	10	.	Yes	100.00%	3	100.00%	8	.	Yes	100.00%	3	75.00%	8	-0.85	Yes	75.00%
ND	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	5	100.00%	10	.	Yes	100.00%	3	100.00%	8	.	Yes	100.00%	3	87.50%	8	-0.56	Yes	75.00%
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A			1	1		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	48	12.05%	1635	-0.34	Yes	11.63%	43	14.36%	1553	-0.5	Yes	0					
ND	14--01	MR-8	Trouble Rate, Residence%		P	5296	1.48%	140065	-2.15	Yes	1.08%	5439	1.50%	141413	-2.46	Yes	0					
ND	14--01	MR-8*	Trouble Rate, Residence%		P	5296	1.26%	140065	-1.78	Yes	0.88%	5439	1.26%	141413	-2.44	Yes	0					
ND	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	7	98.94%	376	-0.27	Yes	100.00%	11	98.95%	478	-0.34	Yes	0					
ND	14--01	MR-9	Repair Appoint Met, Residence%	D	P	52	92.44%	1692	-1.52	Yes	97.92%	48	93.53%	1639	-1.22	Yes	0					
ND	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	83	30.56%	2978	-0.32	N/A	28.92%	83	23.19%	2756	1.2	N/A	0					
ND	14--02	OP-3	Install Commit Met, Business%	ND	P	7	97.67%	43	-0.38	Yes	100.00%	16	94.74%	38	-0.79	Yes	0					
ND	14--02	OP-3	Install Commit Met, Business%	D	P	1	91.62%	167	-0.3	Yes	83.33%	6	84.90%	192	0.14	Yes	0					
ND	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	6	2.96	24	-0.5	Yes	3	8	3.64	25	-0.4	Yes	0					
ND	14--02	OP-4	Install Interv, Business, Avg Days	D	P	1	5.57	169	-0.37	Yes	3	6	5.11	193	-0.78	Yes	0					
ND	14--02	OP-5	New Service Install Quality, Business%		P	15	83.33%	222	-1.01	Yes	94.12%	17	87.83%	230	-0.77	Yes	0					
ND	14--02	OP-5*	New Service Install Quality, Business%		P	15	86.49%	222	-0.75	Yes	100.00%	17	90.87%	230	-1.26	Yes	0					
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P		1	1		N/A			11	2		N/A	0					
ND	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		4.7	10		N/A	2	1	7.56	16	-0.39	Yes	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-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		40.75	4		N/A			6.69	13		N/A	0					
ND	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	1	77.7	53	1.09	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		10		-0.48	N/A	-		9		-0.52	N/A	0					
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	3	88.89%	126	-0.61	Yes	80.00%	5	92.44%	119	0.84	Yes	1	30	83.3%	89.9%	-6.5%	
ND	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	2	100.00%	22	.	Yes	100.00%	3	100.00%	30	.	Yes	0					
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	6	98.08%	52	-0.32	Yes	100.00%	5	100.00%	64	.	Yes	0					
ND	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	3	95.60%	159	-0.37	Yes	100.00%	6	94.48%	163	-0.58	Yes	0					
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	6	9:53	52	-0.33	Yes	9:21	5	3:45	64	1.77	No	1	23.0	7:39	6:06	1:32	
ND	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	3	16:38	159	-0.21	Yes	9:20	6	17:37	163	-1.13	Yes	0					
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	6	17.31%	52	0.86	Yes	20.00%	5	12.50%	64	0.44	Yes	0					
ND	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	3	16.77%	161	0.65	Yes	16.67%	6	10.30%	165	0.48	Yes	0					
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	2	20.00%	20	-0.67	Yes			12.82%	39		N/A	0					
ND	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	3	14.47%	152	0.76	Yes	20.00%	5	8.76%	137	0.74	Yes	0					
ND	14--02	MR-8	Trouble Rate, Business%		P	1137	0.60%	35241	0.8	Yes	0.96%	1150	0.64%	35593	1.31	Yes	1	6,707	0.8%	0.6%	0.2%	
ND	14--02	MR-8*	Trouble Rate, Business%		P	1137	0.49%	35241	-0.23	Yes	0.43%	1150	0.49%	35593	-0.28	Yes	0					
ND	14--02	MR-9	Repair Appoint Met, Business%	ND	P	6	96.15%	52	-0.46	Yes	100.00%	5	100.00%	64	.	Yes	0					
ND	14--02	MR-9	Repair Appoint Met, Business%	D	P	3	95.03%	161	-0.39	Yes	100.00%	6	92.73%	165	-0.67	Yes	0					
ND	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	15	33.23%	319	0.54	N/A	21.43%	14	29.10%	323	-0.62	N/A	0					
ND	14--03	OP-3	Install Commit Met, Centrex%	ND	P		66.67%	3		N/A						N/A	0					
ND	14--03	OP-3	Install Commit Met, Centrex%	D	P		28.57%	7		N/A			86.67%	15		N/A	0					
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P		7.67	3		N/A						N/A	0					
ND	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P		16.57	7		N/A			6.87	15		N/A	0					
ND	14--03	OP-5	New Service Install Quality, Centrex%		P		84.62%	13		N/A			100.00%	12		N/A	0					
ND	14--03	OP-5*	New Service Install Quality, Centrex%		P		84.62%	13		N/A			100.00%	12		N/A	0					
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P		5	1		N/A						N/A	0					
ND	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		6	1		N/A			3	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-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		19.5	4		N/A			32	1		N/A	0					
ND	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		9	2		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%	ND	P		100.00%	2		N/A			100.00%	2		N/A	0					
ND	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	1	71.43%	14	-0.61	Yes			100.00%	8		N/A	0					
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		100.00%	7		N/A			100.00%	3		N/A	0					
ND	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	2	100.00%	16	.	Yes			100.00%	10		N/A	0					
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		5:10	7		N/A			2:34	3		N/A	0					
ND	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	2	18:19	16	-0.52	Yes			12:23	10		N/A	0					
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		14.29%	7		N/A			33.33%	3		N/A	0					
ND	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	2	17.65%	17	0.8	Yes			0.00%	11		N/A	0					
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		33.33%	3		N/A			50.00%	2		N/A	0					
ND	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	1	17.65%	17	-0.45	Yes			0.00%	11		N/A	0					
ND	14--03	MR-8	Trouble Rate, Centrex%		P	13	0.28%	8583	3.45	No	0.00%	13	0.16%	8615	-0.15	Yes	1	72	2.8%	0.3%	2.5%	
ND	14--03	MR-8*	Trouble Rate, Centrex%		P	13	0.23%	8583	2.17	No	0.00%	13	0.15%	8615	-0.14	Yes	1	62	1.6%	0.2%	1.4%	
ND	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P		85.71%	7		N/A			100.00%	3		N/A	0					
ND	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	2	88.24%	17	-0.49	Yes			90.91%	11		N/A	0					
ND	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	2	20.00%	30	-0.68	N/A			30.00%	20		N/A	0					
ND	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	3	100.00%	3	.	Yes	100.00%	3	71.43%	7	-0.92	Yes	0					
ND	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	1	100.00%	4	.	Yes	100.00%	1	85.71%	7	-0.38	Yes	0					
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	3	1.67	3	1.68	No			9.43	7		N/A	1	4	4.25	4.63	(0.37)	
ND	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	1	3.5	4	1.22	Yes	9	1	5.25	8	0.86	Yes	0					
ND	14--04	OP-5	New Service Install Quality, Centrex 21%		P	4	54.55%	11	-0.7	Yes	66.67%	3	52.94%	17	-0.44	Yes	0					
ND	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	4	54.55%	11	-0.7	Yes	100.00%	3	70.59%	17	-1.03	Yes	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-Oct 2002

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			17	1		N/A						N/A						N/A						N/A	
ND	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A						N/A	
ND	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			76	5		N/A			87.5	4		N/A			95	3		N/A			55.25	4		N/A	
ND	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			-			N/A			-			N/A			-			N/A			-			N/A	
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			######	5		N/A			100.00%	2		N/A			100.00%	4		N/A	100.00%	1	100.00%	1	.	Yes	
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	50.00%	2	87.50%	16	0.98	Yes	100.00%	3	100.00%	13	.	Yes			100.00%	14		N/A			75.00%	16		N/A	100.00%
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			######	7		N/A			100.00%	6		N/A	100.00%	2	100.00%	5	.	Yes	100.00%	1	100.00%	2	.	Yes	
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	2	######	20	.	Yes	100.00%	4	89.47%	19	-0.62	Yes			100.00%	17		N/A	100.00%	1	83.33%	18	-0.44	Yes	100.00%
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			10:14	7		N/A			3:48	6		N/A	5:09	2	13:01	5	-1.41	Yes	0:32	1	3:00	2	-0.61	Yes	
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	23:27	2	13:41	20	1.22	Yes	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
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			0.00%	7		N/A			33.33%	6		N/A	0.00%	2	20.00%	5	-0.6	Yes	0.00%	1	0.00%	2	.	Yes	
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	2	15.00%	20	-0.57	Yes	0.00%	4	21.05%	19	-0.94	Yes			16.67%	18		N/A	0.00%	1	10.53%	19	-0.33	Yes	25.00%
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			50.00%	4		N/A			33.33%	3		N/A			0.00%	2		N/A	
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	4	18.75%	16	-0.86	Yes			17.65%	17		N/A			6.25%	16		N/A	25.00%
ND	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.42%	480	0.71%	3830	-0.71	Yes	0.85%	471	0.65%	3861	0.54	Yes	0.42%	478	0.60%	3831	-0.49	Yes	0.41%	483	0.54%	3910	-0.35	Yes	0.77%
ND	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.85%	471	0.52%	3861	0.9	Yes	0.00%	478	0.52%	3831	-1.49	Yes	0.00%	483	0.46%	3910	-1.41	Yes	0.77%
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	50.00%	2	######	20	1.8	No	100.00%	4	100.00%	19	.	Yes			94.44%	18		N/A	100.00%	1	100.00%	19	.	Yes	100.00%
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			######	7		N/A			100.00%	6		N/A	100.00%	2	100.00%	5	.	Yes	100.00%	1	100.00%	2	.	Yes	
ND	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	50.00%	4	37.21%	43	0.44	N/A	0.00%	4	34.21%	38	-1.37	N/A	0.00%	2	25.81%	31	-0.81	N/A	33.33%	3	30.00%	30	0.07	N/A	0.00%
ND	14--05	OP-3	Install Commit Met, PBX%	ND	P						N/A						N/A			50.00%	2		N/A						N/A	
ND	14--05	OP-3	Install Commit Met, PBX%	D	P			######	1		N/A			0.00%	1		N/A			100.00%	1		N/A			100.00%	1		N/A	
ND	14--05	OP-3	Install Commit Met, PBX%		P	0.00%	1	66.67%	3	0.67	Yes	100.00%	2	66.67%	3	-0.77	Yes	100.00%	3	0.00%	1	.	N/A	100.00%	1	100.00%	2	.	Yes	100.00%
ND	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A						N/A			13	2		N/A						N/A	
ND	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			3	1		N/A			11	1		N/A			3	1		N/A			14	1		N/A	
ND	14--05	OP-4	Install Interv, PBX, Avg Days		P	13	2	6	3	0.67	Yes	2	1	15.8	5	-0.7	Yes	4	3	44	2	-6.2	Yes	6	1	19	3	-1.63	Yes	7
ND	14--05	OP-5	New Service Install Quality, PBX%		P	50.00%	2	######	5	1.11	Yes	66.67%	3	100.00%	6	0.98	Yes	100.00%	2	80.00%	5	-0.6	Yes	100.00%	2	50.00%	4	-1.15	Yes	0.00%
ND	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	3	100.00%	6	.	Yes	100.00%	2	100.00%	5	.	Yes	100.00%	2	100.00%	4	.	Yes	0.00%
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A			20	1		N/A						N/A	
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A			4	1		N/A						N/A						N/A	
ND	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	3.5	2	8	1	.	N/A			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			77	2		N/A			124	1		N/A			104	1		N/A			42	2		N/A	
ND	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			-			N/A			-			N/A			-			N/A			-			N/A	
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	5	######	10	.	Yes	100.00%	2	100.00%	5	.	Yes			100.00%	4		N/A	100.00%	1	100.00%	3	.	Yes	100.00%
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			######	1		N/A	100.00%	1	100.00%	4	.	Yes			100.00%	2		N/A	100.00%	1	60.00%	5	-0.75	Yes	
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	6	######	12	.	Yes	100.00%	2	100.00%	5	.	Yes			100.00%	8		N/A	100.00%	1	100.00%	6	.	Yes	100.00%
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			######	2		N/A	100.00%	1	100.00%	4	.	Yes			87.50%	8		N/A	100.00%	1	100.00%	6	.	Yes	
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	2:41	6	5:02	12	-0.65	Yes	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
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			18:58	2		N/A	22:41	1	17:24	4	0.37	Yes			4:53	8		N/A	22:16	1	17:53	6	0	Yes	
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	33.33%	6	8.33%	12	1.12	Yes	100.00%	2	20.00%	5	1.61	Yes			12.50%	8		N/A	0.00%	1	0.00%	6	.	Yes	60.00%
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			0.00%	2		N/A	0.00%	1	0.00%	4	.	Yes			22.22%	9		N/A	0.00%	1	0.00%	6	.	Yes	
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			33.33%	3		N/A			0.00%	1		N/A			0.00%	2		N/A	50.00%
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			0.00%	3		N/A			14.29%	7		N/A	0.00%	1	0.00%	5	.	Yes	
ND	14--05	MR-8	Trouble Rate, PBX%		P	0.45%	1328	0.21%	6591	1.73	No	0.23%	1281	0.13%	7103	1	Yes	0.00%	1258	0.20%	8558	-1.48	Yes	0.16%	1253	0.14%	8622	0.18	Yes	0.42%
ND	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.00%	1281	0.08%	7103	-0.96	Yes	0.00%	1258	0.09%	8558	-1.01	Yes	0.08%	1253	0.08%	8622	-0.02	Yes	0.33%
ND	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	100.00%	1	######	4	.	Yes			100.00%	2		N/A			100.00%	4		N/A			100.00%	4		N/A	100.00%
ND	14--05	MR-9	Repair Appoint Met, PBX%	D	P			######	2		N/A	100.00%	1	100.00%	4	.	Yes			66.67%	9		N/A	100.00%	1	83.33%	6	-0.41	Yes	
ND	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	25.00%	8	26.32%	19	-0.07	N/A	25.00%	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%
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A			100.00%	1		N/A	
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A						N/A	
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			85.71%	7		N/A			100.00%	14		N/A			100.00%	6		N/A			100.00%	8		N/A	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A			2	1		N/A	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			2	1		N/A						N/A						N/A						N/A	
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			17.43	7		N/A			6.08	13		N/A			6.8	5		N/A			14	4		N/A	
ND	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			######	11		N/A			90.00%	10		N/A			100.00%	8		N/A			100.00%	7		N/A	
ND	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100.00%	10		N/A			100.00%	8		N/A			100.00%	7		N/A	
ND	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			20	1		N/A						N/A						N/A						N/A	
ND	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			166	5		N/A			121.17	6		N/A			188.5	4		N/A			166.5	4		N/A	
ND	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			4			N/A			4			N/A			2			N/A			1			N/A	
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	1		N/A			100.00%	3		N/A			100.00%	2		N/A			100.00%	7		N/A	
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	5		N/A			100.00%	5		N/A						N/A			100.00%	3		N/A	
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	1		N/A			100.00%	3		N/A			100.00%	2		N/A			100.00%	7		N/A	
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	5		N/A			100.00%	5		N/A						N/A			100.00%	3		N/A	
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:10	1		N/A			0:32	3		N/A			0:56	2		N/A			1:36	7		N/A	
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:59	5		N/A			2:40	5		N/A						N/A			9:15	3		N/A	
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			0.00%	1		N/A			66.67%	3		N/A			0.00%	2		N/A			14.29%	7		N/A	
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			0.00%	5		N/A			0.00%	5		N/A						N/A			0.00%	3		N/A	
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			100.00%	1		N/A						N/A			0.00%	1		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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-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		43.5	4		N/A			63	2		N/A	0					
ND	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		-			N/A			-			N/A	0					
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		100.00%	3		N/A	100.00%	1	100.00%	4	.	Yes	0					
ND	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	3	80.00%	15	-0.79	Yes			100.00%	7		N/A	0					
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P		100.00%	7		N/A	100.00%	1	100.00%	16	.	Yes	0					
ND	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	3	100.00%	20	.	Yes	100.00%	1	100.00%	12	.	Yes	0					
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P		19:48	7		N/A	3:23	1	2:36	16	0.6	Yes	0					
ND	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	3	15:34	20	0.08	Yes	22:35	1	12:00	12	1.13	Yes	0					
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P		14.29%	7		N/A	0.00%	1	12.50%	16	-0.37	Yes	0					
ND	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	4	0.00%	20	1.46	Yes	0.00%	1	8.33%	12	-0.29	Yes	0					
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		25.00%	4		N/A			20.00%	10		N/A	0					
ND	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	4	0.00%	19	1.43	Yes			9.09%	11		N/A	0					
ND	14--04	MR-8	Trouble Rate, Centrex 21%		P	518	0.69%	3920	0.22	Yes	0.39%	510	0.71%	3959	-0.8	Yes	0					
ND	14--04	MR-8*	Trouble Rate, Centrex 21%		P	518	0.59%	3920	0.52	Yes	0.00%	510	0.53%	3959	-1.55	Yes	0					
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	4	80.00%	20	-0.91	Yes	100.00%	1	100.00%	12	.	Yes	1	12	91.7%	95.4%	-3.7%	
ND	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P		71.43%	7		N/A	100.00%	1	100.00%	16	.	Yes	0					
ND	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	4	18.18%	33	-0.89	N/A	50.00%	4	12.50%	32	1.57	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%	D	P					N/A			100.00%	3		N/A	0					
ND	14--05	OP-3	Install Commit Met, PBX%		P	2	100.00%	4	.	Yes						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	D	P					N/A			3	3		N/A	0					
ND	14--05	OP-4	Install Interv, PBX, Avg Days		P	2	3.75	4	0.86	Yes						N/A	0					
ND	14--05	OP-5	New Service Install Quality, PBX%		P	1	50.00%	4	0.48	Yes			88.89%	9		N/A	0					
ND	14--05	OP-5*	New Service Install Quality, PBX%		P	1	75.00%	4	0.88	Yes			88.89%	9		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	D	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		60	1		N/A			22.5	2		N/A	0					
ND	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		-			N/A			-			N/A	0					
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	5	100.00%	6	.	Yes	0.00%	1	100.00%	11	1.85	No	1	14	92.9%	100.0%	-7.1%	
ND	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		83.33%	6		N/A			100.00%	7		N/A	0					
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	5	100.00%	8	.	Yes	100.00%	1	100.00%	15	.	Yes	0					
ND	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P		100.00%	9		N/A			100.00%	8		N/A	0					
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	5	1:40	8	-0.97	Yes	1:26	1	1:47	15	3.72	No	1	15.0	3:22	2:28	0:54	
ND	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P		16:18	9		N/A			11:20	8		N/A	0					
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	5	0.00%	8	2.2	No	0.00%	1	20.00%	15	-0.48	Yes	1	15	46.7%	11.1%	35.6%	
ND	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P		10.00%	10		N/A			25.00%	8		N/A	0					
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	4	0.00%	3	1.17	Yes			20.00%	10		N/A	0					
ND	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		10.00%	10		N/A			16.67%	6		N/A	0					
ND	14--05	MR-8	Trouble Rate, PBX%		P	1203	0.20%	8808	1.52	Yes	0.09%	1106	0.26%	8904	-1.04	Yes	1	7,429	0.2%	0.2%	0.0%	
ND	14--05	MR-8*	Trouble Rate, PBX%		P	1203	0.15%	8808	1.57	Yes	0.00%	1106	0.18%	8904	-1.33	Yes	0					
ND	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	1	100.00%	4	.	Yes	100.00%	1	83.33%	6	-0.41	Yes	0					
ND	14--05	MR-9	Repair Appoint Met, PBX%	D	P		80.00%	10		N/A			85.71%	7		N/A	0					
ND	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	6	28.00%	25	-0.56	N/A	0.00%	1	17.86%	28	-0.46	N/A	0					
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P					N/A			100.00%	1		N/A	0					
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		100.00%	1		N/A			100.00%	1		N/A	0					
ND	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		100.00%	2		N/A			85.71%	7		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	D	P		8	1		N/A			1	1		N/A	0					
ND	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		20.67	3		N/A			13.71	7		N/A	0					
ND	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		100.00%	7		N/A	100.00%	1	100.00%	6	.	Yes	0					
ND	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		100.00%	7		N/A	100.00%	1	100.00%	6	.	Yes	0					
ND	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		29	1		N/A			47	1		N/A	0					
ND	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS		107.57	7		N/A			102	6		N/A	0					
ND	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS		1			N/A			1			N/A	0					
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	8		N/A			100.00%	4		N/A	0					
ND	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		100.00%	3		N/A			100.00%	2		N/A	0					
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	8		N/A			100.00%	4		N/A	0					
ND	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	3		N/A			100.00%	2		N/A	0					
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		1:07	8		N/A			1:41	4		N/A	0					
ND	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		3:37	3		N/A			3:44	2		N/A	0					
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		25.00%	8		N/A			0.00%	4		N/A	0					
ND	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		0.00%	3		N/A			0.00%	2		N/A	0					
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		100.00%	1		N/A			0.00%	1		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			0.00%	4		N/A						N/A			0.00%	3		N/A	
ND	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	15	0.71%	849	-0.32	Yes	0.00%	14	0.93%	859	-0.36	Yes	0.00%	14	0.23%	857	-0.18	Yes	0.00%	14	1.16%	864	-0.4	Yes	0.00%
ND	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	14	0.58%	859	-0.28	Yes	0.00%	14	0.00%	857	.	N/A	0.00%	14	0.46%	864	-0.25	Yes	0.00%
ND	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A						N/A	
ND	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			50.00%	12		N/A			52.94%	17		N/A			66.67%	6		N/A			16.67%	12		N/A	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			######	212		N/A	100.00%	2	97.85%	233	-0.21	Yes	100.00%	1	97.25%	218	-0.17	Yes			97.39%	307		N/A	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			85.71%	7		N/A			82.35%	17		N/A			83.33%	12		N/A			80.00%	10		N/A	
ND	14--07	OP-3	Install Commit Met, Qwest DSL%		P			######	2		N/A						N/A			0.00%	1		N/A			100.00%	1		N/A	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.87	160		N/A	5.5	2	4.83	174	2.37	No	3	1	4.89	168	-3.32	Yes			4.95	160		N/A	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5	7		N/A			6.22	18		N/A			5.58	12		N/A			10.85	13		N/A	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			3.5	2		N/A						N/A			5	1		N/A			6	1		N/A	
ND	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100.00%	1	######	236	.	Yes	100.00%	2	100.00%	242	.	Yes	100.00%	1	99.28%	277	-0.09	Yes			99.30%	284		N/A	
ND	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	2	100.00%	242	.	Yes	100.00%	1	99.28%	277	-0.09	Yes			99.30%	284		N/A	
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A			2.17	6		N/A			4.75	4		N/A	
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			1	1		N/A			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		P						N/A						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						N/A	
ND	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			81.82%	22		N/A			95.00%	20		N/A			100.00%	28		N/A			80.00%	40		N/A	
ND	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			95.45%	22		N/A			95.00%	20		N/A			100.00%	28		N/A			97.50%	40		N/A	
ND	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			10:40	22		N/A			8:23	20		N/A			4:53	28		N/A			13:32	40		N/A	
ND	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			40.91%	22		N/A			30.00%	20		N/A			57.14%	28		N/A			47.50%	40		N/A	
ND	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			25.00%	8		N/A			44.44%	18		N/A			45.83%	24		N/A	
ND	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	3	1.43%	1535	-0.21	Yes	0.00%	3	1.22%	1634	-0.19	Yes	0.00%	3	1.66%	1683	-0.23	Yes	0.00%	3	2.30%	1739	-0.27	Yes	0.00%
ND	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	3	0.49%	1634	-0.12	Yes	0.00%	3	1.07%	1683	-0.18	Yes	0.00%	3	1.38%	1739	-0.2	Yes	0.00%
ND	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			52.17%	46		N/A			52.38%	42		N/A			50.88%	57		N/A			45.21%	73		N/A	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A						N/A			100.00%	31		N/A						N/A	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A						N/A						N/A	
ND	14--08	OP-3	Install Commit Met, ISDN Primary%		P			4.17%	24		N/A			100.00%	2		N/A			12.73%	55		N/A	0.00%	1	25.00%	4	0.07	Yes	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A			0	31		N/A						N/A	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			15.2	25		N/A			13.94	32		N/A			124.64	56		N/A	39	1	10	2	0.62	Yes	
ND	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			96.55%	29		N/A			98.33%	60		N/A	100.00%	1	100.00%	46	.	Yes	100.00%	1	94.74%	19	-0.23	Yes	
ND	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			98.33%	60		N/A	100.00%	1	100.00%	46	.	Yes	100.00%	1	100.00%	19	.	Yes	
ND	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			6.74	23		N/A						N/A			110.63	49		N/A	26	1	5	3	.	N/A	
ND	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS						N/A						N/A						N/A			107	48		N/A	7
ND	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS						N/A						N/A						N/A			23			N/A	1
ND	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100.00%	1	######	8	.	Yes			75.00%	4		N/A			66.67%	3		N/A			75.00%	4		N/A	
ND	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:16	1	1:22	8	-1.69	Yes			1:47	4		N/A			2:34	3		N/A			2:36	4		N/A	
ND	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0.00%	1	0.00%	8	.	Yes			0.00%	4		N/A			0.00%	3		N/A			25.00%	4		N/A	
ND	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0.00%	1		N/A			0.00%	3		N/A			0.00%	2		N/A	
ND	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.73%	137	0.06%	14075	1.74	No	0.00%	137	0.03%	15087	-0.19	Yes	0.00%	135	0.02%	15471	-0.16	Yes	0.00%	120	0.03%	14296	-0.18	Yes	0.00%
ND	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	137	0.01%	15087	-0.09	Yes	0.00%	135	0.02%	15471	-0.16	Yes	0.00%	120	0.01%	14296	-0.13	Yes	0.00%
ND	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0.00%	1	11.11%	9	-0.34	N/A			20.00%	5		N/A			0.00%	3		N/A			0.00%	4		N/A	
ND	14--09	OP-3	Install Commit Met, DS0%	ND	P	100.00%	2	######	1	.	Yes	100.00%	1				N/A						N/A	100.00%	1				N/A	0.00%
ND	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A						N/A	
ND	14--09	OP-3	Install Commit Met, DS0%		P			33.33%	3		N/A			40.00%	5		N/A	100.00%	1	57.14%	7	-0.81	Yes	100.00%	2	100.00%	1	.	Yes	100.00%
ND	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	5.5	2	3	1	.	N/A	6	1				N/A						N/A	4	1				N/A	13
ND	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
ND	14--09	OP-4	Install Interv, DS0, Avg Days		P			11	2		N/A			10.8	5		N/A	5	1	13.29	7	-0.69	Yes	6.5	2	5	1	.	N/A	6.67
ND	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	2	20.00%	5	-2.39	Yes	100.00%	1	50.00%	6	-0.93	Yes	100.00%	2	50.00%	4	-1.15	Yes	100.00%	8	0.00%	3	.	N/A	100.00%
ND	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	1	83.33%	6	-0.41	Yes	100.00%	2	50.00%	4	-1.15	Yes	100.00%	8	0.00%	3	.	N/A	100.00%
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A	8
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			8	1		N/A			7.33	3		N/A			15.33	3		N/A						N/A	
ND	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			1	1		N/A						N/A						N/A						N/A	
ND	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS						N/A						N/A			86.33	3		N/A			210	1		N/A	
ND	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS						N/A						N/A			1			N/A			-			N/A	
ND	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	0.00%	1	79.71%	69	1.27	Yes	50.00%	2	95.77%	71	1.65	No	100.00%	2	87.76%	49	-0.52	Yes			92.41%	79		N/A	
ND	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	8:12	1	2:52	69	1.55	Yes	3:00	2	1:30	71	1.35	Yes	1:40	2	2:01	49	-0.2	Yes			1:29	79		N/A	
ND	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	100.00%	1	18.84%	69	1.31	Yes	0.00%	2	12.68%	71	-0.53	Yes	0.00%	2	22.45%	49	-0.75	Yes			21.52%	79		N/A	
ND	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	0.00%	1	4.88%	41	-0.22	Yes	0.00%	2	31.03%	29	-0.92	Yes			23.53%	51		N/A	
ND	14--09	MR-8	Trouble Rate, DS0%		P	0.60%	166	0.65%	10585	-0.08	Yes	1.18%	170	0.67%	10615	0.8	Yes	1.18%	169	0.47%	10429	1.18	Yes	0.00%	170	0.76%	10414	-1.13	Yes	0.00%
ND	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.59%	170	0.39%	10615	0.47	Yes	1.18%	169	0.28%	10429	1.68	No	0.00%	170	0.49%	10414	-0.91	Yes	0.00%
ND	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	0.00%	1	42.02%	119	-0.85	N/A	0.00%	2	59.66%	176	-1.71	N/A	33.33%	3	52.43%	103	-0.65	N/A			45.52%	145		N/A	
ND	14--10	OP-3	Install Commit Met, DS1%		P			84.54%	97		N/A			78.46%	130		N/A	0.00%	1	86.55%	119	1.5	Yes			88.80%	125		N/A	100.00%
ND	14--10	OP-4	Install Interv, DS1, Avg Days		P			21.86	105		N/A			18.79	135		N/A	11	1	16.61	151	-0.56	Yes			20.99	137		N/A	10
ND	14--10	OP-5	New Service Install Quality, DS1%		P			90.91%	121		N/A	0.00%	1	98.62%	145	2.38	No	0.00%	1	97.97%	148	2.27	No	0.00%	1	96.67%	120	2.09	No	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		0.00%	2		N/A			0.00%	2		N/A	0					
ND	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	16	1.27%	867	-0.45	Yes	0.00%	16	0.66%	906	-0.32	Yes	0					
ND	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	16	0.35%	867	-0.23	Yes	0.00%	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		42.11%	19		N/A			25.00%	8		N/A	0					
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P		99.57%	232		N/A			99.57%	231		N/A	0					
ND	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		100.00%	9		N/A			100.00%	6		N/A	0					
ND	14--07	OP-3	Install Commit Met, Qwest DSL%		P		100.00%	5		N/A			100.00%	4		N/A	0					
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P		9.6	141		N/A			9.74	161		N/A	1	3	4.67	6.38	(1.72)	
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		11.2	10		N/A			9.17	6		N/A	0					
ND	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		1.4	5		N/A			6.75	4		N/A	0					
ND	14--07	OP-5	New Service Install Quality, Qwest DSL%		P		100.00%	244		N/A			99.63%	270		N/A	0					
ND	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P		100.00%	244		N/A			99.63%	270		N/A	0					
ND	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		11	1		N/A			11	1		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		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		91.67%	12		N/A			91.30%	23		N/A	0					
ND	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		91.67%	12		N/A			95.65%	23		N/A	0					
ND	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		6:45	12		N/A			11:34	23		N/A	0					
ND	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		25.00%	12		N/A			21.74%	23		N/A	0					
ND	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		25.00%	8		N/A			16.67%	12		N/A	0					
ND	14--07	MR-8	Trouble Rate, Qwest DSL%		P	3	0.67%	1789	-0.14	Yes	0.00%	3	1.21%	1895	-0.19	Yes	0					
ND	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	3	0.45%	1789	-0.12	Yes	0.00%	3	0.63%	1895	-0.14	Yes	0					
ND	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		47.83%	23		N/A			50.00%	46		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%	D	P		100.00%	2		N/A			100.00%	1		N/A	0					
ND	14--08	OP-3	Install Commit Met, ISDN Primary%		P		94.12%	17		N/A			100.00%	2		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	D	P		7.5	2		N/A			2	1		N/A	0					
ND	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		14.23	13		N/A			14.5	22		N/A	0					
ND	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		96.55%	29		N/A			93.75%	16		N/A	0					
ND	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		100.00%	29		N/A			93.75%	16		N/A	0					
ND	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P		3.4	5		N/A			13	1		N/A	0					
ND	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	1	85	49	.	N/A			62.49	51		N/A	0					
ND	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		-		2.44	N/A			-			N/A	0					
ND	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		100.00%	3		N/A			100.00%	2		N/A	0					
ND	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		1:05	3		N/A			2:07	2		N/A	0					
ND	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		33.33%	3		N/A			50.00%	2		N/A	0					
ND	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P					N/A			50.00%	2		N/A	0					
ND	14--08	MR-8	Trouble Rate, ISDN Primary%		P	120	0.02%	14248	-0.16	Yes	0.00%	120	0.01%	14003	-0.13	Yes	1	769	0.1%	0.0%	0.1%	
ND	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	120	0.00%	14248	.	N/A	0.00%	120	0.01%	14003	-0.13	Yes	0					
ND	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		0.00%	3		N/A			33.33%	3		N/A	0					
ND	14--09	OP-3	Install Commit Met, DS0%	ND	P	1	100.00%	1	0.67	Yes						N/A	0					
ND	14--09	OP-3	Install Commit Met, DS0%	D	P					N/A			50.00%	2		N/A	0					
ND	14--09	OP-3	Install Commit Met, DS0%		P	12	100.00%	3	.	Yes			33.33%	3		N/A	0					
ND	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	1	4	1	.	N/A						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		P	12	6	3	-0.32	Yes			22.25	4		N/A	0					
ND	14--09	OP-5	New Service Install Quality, DS0%		P	7	40.00%	5	-2.09	Yes			33.33%	3		N/A	0					
ND	14--09	OP-5*	New Service Install Quality, DS0%		P	7	40.00%	5	-2.09	Yes			66.67%	3		N/A	0					
ND	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	1				N/A						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		P					N/A			32	2		N/A	0					
ND	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P					N/A						N/A	0					
ND	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS		74.33	3		N/A			84	2		N/A	0					
ND	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS		2			N/A			1			N/A	0					
ND	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P		91.01%	89		N/A	100.00%	1	95.45%	66	-0.22	Yes	1	6	66.7%	90.5%	-23.9%	
ND	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		1:58	89		N/A	1:22	1	1:14	66	0.47	Yes	0					
ND	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		29.21%	89		N/A	0.00%	1	21.21%	66	-0.51	Yes	0					
ND	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		22.00%	50		N/A			6.06%	33		N/A	0					
ND	14--09	MR-8	Trouble Rate, DS0%		P	170	0.84%	10576	-1.19	Yes	0.65%	153	0.61%	10749	0.16	Yes	0					
ND	14--09	MR-8*	Trouble Rate, DS0%		P	170	0.47%	10576	-0.89	Yes	0.00%	153	0.31%	10749	-0.68	Yes	1	832	0.4%	0.4%	0.0%	
ND	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		41.45%	152		N/A	0.00%	1	50.75%	134	-1.01	N/A	0					
ND	14--10	OP-3	Install Commit Met, DS1%		P	1	76.25%	80	-0.55	Yes	0.00%	1	69.72%	142	1.03	Yes	0					
ND	14--10	OP-4	Install Interv, DS1, Avg Days		P	1	15.1	91	-0.47	Yes			17.85	157		N/A	0					
ND	14--10	OP-5	New Service Install Quality, DS1%		P	1	90.63%	128	-0.32	Yes	100.00%	1	97.30%	148	-0.17	Yes	3	5	40.0%	95.6%	-55.6%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
ND	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	100.00%	1	100.00%	145	.	Yes	0.00%	1	97.97%	148	2.27	No	0.00%	1	99.17%	120	2.47	No	100.00%
ND	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			50.5	6		N/A			15.8	25		N/A			14.8	15		N/A			17.29	17		N/A	
ND	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			18.9	10		N/A			29.8	5		N/A	2	1	19.33	3	-1.07	Yes			21	1		N/A	
ND	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			38.42	19		N/A			67.2	20		N/A			51.47	30		N/A			44.24	34		N/A	
ND	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			6			N/A			11			N/A			17			N/A			9			N/A	
ND	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	4	78.46%	65	-1.02	Yes	100.00%	3	80.39%	51	-0.83	Yes	66.67%	3	83.56%	73	0.64	Yes	100.00%	2	76.39%	72	-0.78	Yes	100.00%
ND	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0:45	4	3:16	65	-1.18	Yes	1:09	3	2:29	51	-0.83	Yes	4:00	3	3:08	73	0.67	Yes	3:12	2	3:07	72	0.45	Yes	0:35
ND	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	50.00%	4	41.54%	65	0.28	Yes	0.00%	3	33.33%	51	-1.19	Yes	33.33%	3	41.10%	73	-0.27	Yes	50.00%	2	36.11%	72	0.31	Yes	0.00%
ND	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A			45.16%	31		N/A	0.00%	1	47.37%	57	-0.94	Yes	50.00%	2	40.43%	47	0.18	Yes	0.00%
ND	14--10	MR-8	Trouble Rate, DS1%		P	7.55%	53	1.16%	5595	2.91	No	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	4.00%
ND	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0.00%	54	0.55%	5616	-0.54	Yes	1.89%	53	1.01%	5660	0.63	Yes	3.85%	52	0.84%	5590	1.76	No	2.00%
ND	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	0.00%	4	23.53%	85	-1.08	N/A	50.00%	6	33.77%	77	0.75	N/A	25.00%	4	23.16%	95	0.09	N/A	0.00%	2	27.27%	99	-0.86	N/A	0.00%
ND	14--11	OP-3	Install Commit Met, DS3%		P			75.00%	4		N/A			60.00%	5		N/A			87.50%	8		N/A			100.00%	1		N/A	
ND	14--11	OP-4	Install Interv, DS3, Avg Days		P			22.5	4		N/A			8.86	7		N/A			26	9		N/A			13.67	3		N/A	
ND	14--11	OP-5	New Service Install Quality, DS3%		P			######	6		N/A			100.00%	9		N/A			100.00%	6		N/A			100.00%	17		N/A	
ND	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	9		N/A			100.00%	6		N/A			100.00%	17		N/A	
ND	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P						N/A			5	1		N/A			67	1		N/A						N/A	
ND	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			23	1		N/A			30	1		N/A						N/A						N/A	
ND	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			58.5	2		N/A			35.5	2		N/A			27.67	3		N/A			18.25	4		N/A	
ND	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			1			N/A			1			N/A			2			N/A			-			N/A	
ND	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P						N/A			100.00%	2		N/A						N/A			0.00%	1		N/A	
ND	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P						N/A			1:31	2		N/A						N/A			15:39	1		N/A	
ND	14--11	MR-7	Repair Repeat Report Rate, DS3%		P						N/A			50.00%	2		N/A						N/A			0.00%	1		N/A	
ND	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0.00%	1		N/A						N/A			0.00%	1		N/A	
ND	14--11	MR-8	Trouble Rate, DS3%		P			0.00%	300		N/A			0.67%	300		N/A			0.00%	298		N/A			0.34%	295		N/A	
ND	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.33%	300		N/A			0.00%	298		N/A			0.34%	295		N/A	
ND	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS						N/A			0.00%	2		N/A						N/A			50.00%	2		N/A	
ND	14--12	OP-3	Install Commit Met, Frame Relay%		P			######	5		N/A			69.23%	13		N/A			77.27%	22		N/A			90.00%	20		N/A	
ND	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			16.5	2		N/A			9	1		N/A			26	1		N/A			13	1		N/A	
ND	14--12	OP-5	New Service Install Quality, Frame Relay%		P			90.00%	10		N/A			94.44%	18		N/A			95.24%	21		N/A			90.91%	22		N/A	
ND	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			94.44%	18		N/A			95.24%	21		N/A			90.91%	22		N/A	
ND	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P						N/A			7.25	4		N/A			13.6	5		N/A			8.5	2		N/A	
ND	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P						N/A			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						N/A			0	2		N/A			26.5	2		N/A	
ND	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS						N/A						N/A			1			N/A			1			N/A	
ND	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			90.91%	22		N/A			92.31%	13		N/A			86.67%	15		N/A			89.47%	19		N/A	
ND	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:08	22		N/A			1:41	13		N/A			1:50	15		N/A			1:43	19		N/A	
ND	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			9.09%	22		N/A			15.38%	13		N/A			13.33%	15		N/A			31.58%	19		N/A	
ND	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			16.67%	6		N/A			0.00%	8		N/A			11.11%	9		N/A	
ND	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.55%	1419		N/A			0.90%	1441		N/A			1.03%	1453		N/A			1.30%	1465		N/A	
ND	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			0.42%	1441		N/A			0.55%	1453		N/A			0.61%	1465		N/A	
ND	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			33.33%	33		N/A			35.00%	20		N/A			46.43%	28		N/A			42.42%	33		N/A	
NE	01--01	OP-3	Install Commit Met, LIS Trunk%		P	93.33%	15	######	28	0.95	Yes	100.00%	15	100.00%	20	.	Yes	100.00%	19	100.00%	9	.	Yes	100.00%	1	100.00%	5	.	Yes	100.00%
NE	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	10.8	15	20.38	29	-10.23	Yes	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
NE	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	18	92.31%	26	-0.94	Yes	100.00%	20	87.50%	16	-1.13	Yes	100.00%	10	100.00%	7	.	Yes	100.00%	2	100.00%	8	.	Yes	100.00%
NE	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	20	87.50%	16	-1.13	Yes	100.00%	10	100.00%	7	.	Yes	100.00%	2	100.00%	8	.	Yes	100.00%
NE	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	11	1				N/A						N/A						N/A						N/A	
NE	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	3	######	6	.	Yes	100.00%	1	100.00%	5	.	Yes	100.00%	4	100.00%	2	.	Yes	100.00%	2	100.00%	4	.	Yes	100.00%
NE	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:40	3	1:01	6	-0.5	Yes	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
NE	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0.00%	3	16.67%	6	-0.63	Yes	0.00%	1	20.00%	5	-0.46	Yes	0.00%	4	0.00%	2	.	Yes	0.00%	2	25.00%	4	-0.67	Yes	0.00%
NE	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A			25.00%	4		N/A	0.00%	3	0.00%	1	.	Yes	0.00%	2	0.00%	2	.	Yes	
NE	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	41186	0.02%	37927	-0.95	Yes	0.00%	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	0.00%
NE	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	40730	0.01%	37592	-1.44	Yes	0.01%	39746	0.00%	37208	1.3	Yes	0.01%	37106	0.01%	35336	-0.05	Yes	0.00%
NE	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	25.00%	4	33.33%	9	-0.29	N/A	0.00%	1	28.57%	7	-0.59	N/A	42.86%	7	60.00%	5	-0.6	N/A	33.33%	3	33.33%	6	0	N/A	66.67%
NE	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.08%	5784	0.01%	5698	99.24	Yes	0.00%	4968	0.00%	5698	-8.29	Yes	0.00%	3960	0.00%	5698	-12.1	Yes	0.00%	5448	0.00%	5698	.	Yes	0.00%
NE	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.00%	1416	0.00%	18852	.	Yes	0.00%	1416	0.00%	19596	-1.8	Yes	0.00%	1416	0.00%	20700	-1.76	Yes	0.00%	1704	0.01%	20700	-1.95	Yes	0.00%
NE	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.08%	5784	0.01%	5698	99.24	N/A	0.18%	5784	0.00%	5698	3097.28	N/A	2.85%	5424	0.00%	5698	63824.5	N/A	0.00%	5448	0.00%	5698	.	N/A	0.00%
NE	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	1416	0.00%	18852	.	N/A	0.00%	1416	0.00%	19596	-1.8	N/A	0.00%	1416	0.00%	20700	-1.76	N/A	0.00%	1704	0.01%	20700	-1.95	N/A	0.00%
NE	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A						N/A						N/A						N/A	
NE	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A	118	1				Yes	115	1				Yes						N/A	91
NE	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A						N/A						N/A						N/A	
NE	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A	100.00%	2				Yes	100.00%	1				Yes						N/A	100.00%
NE	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	9	2				Yes	10	2				Yes	8.33	3				Yes						N/A	
NE	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100.00%	2				Yes	100.00%	2				Yes	100.00%	3				Yes						N/A	
NE	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.29	2577261	5.03	1377291	-501.38	Yes	1.25	2232803	5.2	1304952	-474.78	Yes	1.75	1281546	6.11	1422905	-424.79	Yes	1.62	1076838	6.54	1437651	-462.1	Yes	1.49
NE	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100.00%	1155873				Yes	100.00%	1160525				Yes	100.00%	1171956				Yes	100.00%	1418125				Yes	91.16%
NE	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.23	1717092	5.03	1377291	-470.52	N/A	1.19	1551520	5.2	1304952	-447.04	N/A	1.71	659520	6.11	1422905	-350.19	N/A	1.63	557052	6.54	1437651	-372.19	N/A	1.52

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
ND	14--10	OP-5*	New Service Install Quality, DS1%		P	1	93.75%	128	-0.26	Yes	100.00%	1	97.97%	148	-0.14	Yes	2	5	60.0%	97.8%	-37.8%	
ND	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		17.48	23		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		14	2		N/A			18.4	5		N/A	0					
ND	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		34.97	30		N/A			26.03	33		N/A	0					
ND	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		5			N/A			8			N/A	0					
ND	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	2	86.36%	88	-0.56	Yes	0.00%	2	84.00%	50	2.22	No	1	16	81.3%	81.7%	-0.5%	
ND	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	2	2:19	88	-1.02	Yes	4:09	2	2:32	50	1.05	Yes	0					
ND	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	2	40.91%	88	-1.16	Yes	0.00%	2	24.00%	50	-0.78	Yes	0					
ND	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	1	48.44%	64	-0.96	Yes	0.00%	2	25.64%	39	-0.81	Yes	0					
ND	14--10	MR-8	Trouble Rate, DS1%		P	50	1.56%	5637	1.21	Yes	4.26%	47	0.89%	5641	1.8	No	4	309	5.2%	1.2%	4.0%	
ND	14--10	MR-8*	Trouble Rate, DS1%		P	50	1.14%	5637	0.59	Yes	4.26%	47	0.69%	5641	2	No	2	256	2.3%	0.8%	1.5%	
ND	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	2	31.25%	128	-0.95	N/A	0.00%	2	32.43%	74	-0.97	N/A	0					
ND	14--11	OP-3	Install Commit Met, DS3%		P		100.00%	28		N/A						N/A	0					
ND	14--11	OP-4	Install Interv, DS3, Avg Days		P		9.57	30		N/A			23.25	4		N/A	0					
ND	14--11	OP-5	New Service Install Quality, DS3%		P		100.00%	18		N/A			100.00%	5		N/A	0					
ND	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	18		N/A			100.00%	5		N/A	0					
ND	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		17	2		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		44	4		N/A			59.5	2		N/A	0					
ND	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		-			N/A			-			N/A	0					
ND	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		100.00%	1		N/A			100.00%	1		N/A	0					
ND	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		1:04	1		N/A			0:58	1		N/A	0					
ND	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		0.00%	1		N/A			0.00%	1		N/A	0					
ND	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		0.00%	1		N/A			0.00%	1		N/A	0					
ND	14--11	MR-8	Trouble Rate, DS3%		P		0.34%	292		N/A			0.34%	292		N/A	0					
ND	14--11	MR-8*	Trouble Rate, DS3%		P		0.34%	292		N/A			0.34%	292		N/A	0					
ND	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		66.67%	3		N/A			0.00%	1		N/A	0					
ND	14--12	OP-3	Install Commit Met, Frame Relay%		P		91.30%	23		N/A			78.57%	14		N/A	0					
ND	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		4	1		N/A			10	2		N/A	0					
ND	14--12	OP-5	New Service Install Quality, Frame Relay%		P		85.00%	20		N/A			100.00%	14		N/A	0					
ND	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		85.00%	20		N/A			100.00%	14		N/A	0					
ND	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		5	2		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		6.67	3		N/A			21.5	2		N/A	0					
ND	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		2			N/A			-			N/A	0					
ND	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		90.32%	31		N/A			95.00%	20		N/A	0					
ND	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		2:25	31		N/A			1:27	20		N/A	0					
ND	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		16.13%	31		N/A			0.00%	20		N/A	0					
ND	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		21.05%	19		N/A			0.00%	14		N/A	0					
ND	14--12	MR-8	Trouble Rate, Frame Relay%		P		2.12%	1464		N/A			1.37%	1458		N/A	0					
ND	14--12	MR-8*	Trouble Rate, Frame Relay%		P		1.30%	1464		N/A			0.96%	1458		N/A	0					
ND	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		27.91%	43		N/A			37.50%	32		N/A	0					
NE	01--01	OP-3	Install Commit Met, LIS Trunk%		P	2	100.00%	8	.	Yes	83.33%	6	90.91%	11	0.33	Yes	0					
NE	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	2	19.09	11	-8.19	Yes	12.75	8	17.93	15	-2.65	Yes	1	66	13.47	16.59	(3.12)	
NE	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	5	100.00%	13	.	Yes	100.00%	11	100.00%	13	.	Yes	0					
NE	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	5	100.00%	13	.	Yes	100.00%	11	100.00%	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	1	100.00%	4	.	Yes	87.50%	8	80.00%	5	-0.33	Yes	0					
NE	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1	0:42	4	-0.92	Yes	2:05	8	1:36	5	0.24	Yes	0					
NE	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	1	25.00%	4	-0.52	Yes	12.50%	8	0.00%	5	0.46	Yes	0					
NE	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P					N/A	14.29%	7	0.00%	4	0.42	Yes	0					
NE	01--01	MR-8	Trouble Rate, LIS Trunk%		P	36074	0.01%	35360	-1.07	Yes	0.02%	35967	0.01%	36045	0.95	Yes	0					
NE	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	36074	0.00%	35360	.	N/A	0.02%	35967	0.01%	36045	1.07	Yes	0					
NE	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	3	42.86%	7	0.5	N/A	0.00%	8	0.00%	5	.	N/A	0					
NE	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	4704	0.00%	5698	-8.17	Yes	0.00%	4704	0.01%	5746	-8.15	Yes	0					
NE	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	1440	0.00%	20700	.	Yes	0.00%	1440	0.00%	20991	.	Yes	0					
NE	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	4704	0.00%	5698	-8.17	N/A	0.00%	4704	0.01%	5746	-8.15	N/A	0					
NE	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	1440	0.00%	20700	.	N/A	0.00%	1440	0.00%	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	2				Yes						N/A	0					
NE	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%					N/A	100.00%	1				Yes	0					
NE	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	2				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	100.00%	1				Yes	0					
NE	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	950929	6.97	1187073	-414.19	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%	779459				No	99.56%	842048				Yes	1	6,527,986	98.9%			
NE	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	518375	6.97	1187073	-340.08	N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.42	860169	5.03	1377291	-371.99	N/A	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
NE	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	3641				N/A	100.00%	3213				N/A	100.00%	3101				N/A	100.00%	3132				N/A	99.96%
NE	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.28%	1013151.59	99.28%	19091519.34	-0.03	Yes	98.46%	992420.73	99.40%	19412799.31	118.68	No	86.63%	870546.02	98.82%	17983423.35	1029.36	No	98.15%	1087597.21	99.15%	20878666.94	109.89	No	96.26%
NE	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	95.22%	5400	97.01%	45819	7.31	No	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%
NE	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
NE	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
NE	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
NE	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
NE	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
NE	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
NE	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
NE	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
NE	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
NE	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
NE	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
NE	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
NE	02--01	OA-1	Order Accuracy, %		NS	99.96%	2540				N/A	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	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
NE	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.03	2841	0.06	7542	-3.71	N/A	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
NE	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
NE	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
NE	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
NE	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
NE	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
NE	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
NE	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
NE	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
NE	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
NE	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
NE	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
NE	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
NE	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
NE	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
NE	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
NE	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
NE	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
NE	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
NE	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
NE	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
NE	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
NE	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
NE	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
NE	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
NE	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
NE	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
NE	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
NE	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
NE	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
NE	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
NE	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
NE	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
NE	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
NE	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
NE	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
NE	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
NE	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
NE	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
NE	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
NE	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
NE	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
NE	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
NE	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	432554	6.97	1187073	-323.56	N/A						N/A	0					
NE	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	2771				N/A	100.00%	3020				N/A	0					
NE	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	944832.01	96.05%	20815598.94	-10.37	Yes	92.72%	851317.09	98.83%	20532175.25	513.75	No	4	5,759,865	95.5%	98.6%	-3.0%	
NE	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	2828	87.14%	54060	-9.4	Yes	97.76%	2413	96.08%	54511	-4.16	Yes	2	24,425	94.6%	94.0%	0.7%	
NE	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
NE	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
NE	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
NE	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
NE	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
NE	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
NE	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
NE	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
NE	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
NE	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
NE	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	1556	0.05	7452	-0.64	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	100.00%	5				Yes	0					
NE	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
NE	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
NE	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
NE	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
NE	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				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	470				N/A	0.47	540				N/A	0					
NE	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	470				N/A	19.92	540				N/A	0					
NE	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
NE	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
NE	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
NE	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
NE	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
NE	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
NE	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
NE	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
NE	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
NE	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
NE	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
NE	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
NE	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
NE	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
NE	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
NE	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
NE	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
NE	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				Yes	5.23	657				Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
NE	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
NE	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
NE	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
NE	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
NE	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
NE	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	78.29%	2100				N/A						N/A						N/A						N/A	
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	84.65%	1583				N/A						N/A						N/A						N/A	
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	51.14%	921				N/A						N/A						N/A						N/A	
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	62.68%	1916				N/A						N/A						N/A						N/A	
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	48.69%	382				N/A	47.62%	399				N/A	54.27%	433				N/A	47.95%	390				N/A	57.06%
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	62.81%	1912				N/A	66.73%	1993				N/A	64.40%	2534				N/A	78.47%	3209				N/A	76.27%
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	78.59%	1471				N/A	77.40%	947				N/A	83.07%	1181				N/A	77.31%	921				N/A	84.07%
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	84.64%	1523				N/A	87.26%	1248				N/A	86.77%	1051				N/A	81.88%	607				N/A	74.56%
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	52.88%	539				N/A	70.18%	550				N/A	72.28%	725				N/A	75.44%	733				N/A	62.02%
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0.00%	4				N/A	0.00%	1				N/A	0.00%	5				N/A	0.00%	1				N/A	
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	77.58%	629				N/A	77.59%	232				N/A	76.24%	303				N/A	75.16%	322				N/A	50.66%
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	85.00%	60				N/A	84.78%	46				N/A	68.18%	22				N/A	52.63%	19				N/A	42.86%
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	96.82%	1384				N/A						N/A						N/A						N/A	
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	96.88%	1697				N/A						N/A						N/A						N/A	
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	86.58%	544				N/A						N/A						N/A						N/A	
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	98.77%	1216				N/A						N/A						N/A						N/A	
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	96.25%	1201				Yes	96.70%	758				Yes	96.37%	1018				Yes	94.43%	754				No	94.98%
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	95.88%	194				Yes	93.60%	203				Yes	90.38%	260				Yes	91.67%	204				Yes	93.47%
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	98.85%	1215				Yes	97.72%	1361				Yes	96.68%	1688				Yes	97.79%	2575				Yes	98.66%
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	96.77%	1332				Yes	98.46%	1106				Yes	98.49%	926				Yes	94.67%	525				Yes	93.33%
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	0.00%	1				No	0.00%	1				No						N/A						N/A	
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	98.39%	496				Yes	97.83%	184				Yes	99.57%	232				Yes	96.03%	252				Yes	66.47%
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	98.08%	52				Yes	100.00%	39				Yes	100.00%	15				Yes	90.91%	11				Yes	100.00%
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	81.43%	350				Yes	94.15%	410				Yes	94.08%	557				Yes	93.42%	593				Yes	95.62%
NE	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:54:00	86				Yes	3:21:00	66				Yes	3:06:00	116				Yes	1:34:00	84				Yes	2:19:00
NE	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
NE	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:06:00	36				Yes	2:58:00	25				Yes	1:49:00	47				Yes	2:11:00	29				Yes	1:41:00
NE	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
NE	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	10:58:00	26				Yes	8:47:00	46				Yes	7:36:00	32				Yes	11:27:00	16				Yes	6:56:00
NE	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
NE	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
NE	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
NE	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
NE	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	36.11%	72				N/A	35.38%	130				N/A	30.77%	104				N/A	21.05%	76				N/A	20.00%
NE	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	98.98%	2346				Yes	99.83%	1771				Yes	100.00%	1831				Yes	98.46%	1170				Yes	100.00%
NE	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	99.33%	149				Yes	100.00%	167				Yes	100.00%	204				Yes	100.00%	163				Yes	100.00%
NE	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	99.03%	1034				Yes	100.00%	1144				Yes	100.00%	1371				Yes	99.87%	2281				Yes	99.71%
NE	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	99.25%	533				Yes	100.00%	219				Yes	100.00%	243				Yes	99.60%	252				Yes	100.00%
NE	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	98.56%	277				Yes	100.00%	375				Yes	100.00%	505				Yes	99.63%	540				Yes	100.00%
NE	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	100.00%	521				Yes	100.00%	354				Yes	97.82%	321				Yes	96.61%	295				Yes	99.16%
NE	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	98.43%	254				Yes	99.59%	242				Yes	98.80%	250				Yes	98.05%	256				Yes	98.29%
NE	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	99.85%	657				Yes	100.00%	616				Yes	99.77%	855				Yes	100.00%	639				Yes	100.00%
NE	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	100.00%	148				Yes	100.00%	52				Yes	100.00%	74				Yes	100.00%	84				Yes	100.00%
NE	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	98.79%	247				Yes	98.66%	149				Yes	99.46%	184				Yes	99.43%	176				Yes	100.00%
NE	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100.00%	4				Yes	100.00%	1				Yes	100.00%	5				Yes	100.00%	1				Yes	
NE	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100.00%	18				Yes	100.00%	38				Yes	100.00%	14				Yes	100.00%	21				Yes	100.00%
NE	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%						N/A	100.00%	1				Yes	100.00%	7				Yes	100.00%	11				Yes	100.00%
NE	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100.00%	28				Yes	97.50%	40				Yes	100.00%	47				Yes	100.00%	25				Yes	100.00%
NE	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100.00%	5				Yes	100.00%	21				Yes	100.00%	6				Yes	100.00%	4				Yes	100.00%
NE	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:52:00	4126				Yes	1:06:00	3921				Yes	1:34:00	4315				Yes	1:01:00	3728				Yes	0:13:00
NE	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:18:00	1054				Yes	0:42:00	689				Yes	1:43:00	1050				Yes	0:59:00	604				Yes	0:17:00
NE	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	87.63%	2796	96.54%	48822	25.11	No	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%
NE	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			96.54%	48822		N/A			96.60%	46978		N/A			96.34%	54736		N/A			96.81%	59168		N/A	
NE	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3	1	5.2	143	-0.2	Yes	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
NE	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5	34	5.2	143	0.15	Yes	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
NE	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A	
NE	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	1.5	2	5.2	143	0.98	Yes			4.65	112		N/A			4.85	124		N/A	1	1	5.26	134	0.94	Yes	
NE	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	33.33%	3	25.95%	158	-0.29	Yes	16.67%	6	17.88%	179	-0.05	Yes	50.00%	2	22.60%	177	-0.92	Yes	20.00%	5	31.76%	148	0.46	Yes	33.33%
NE	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	100.00%	6	25.95%	158	-4.06	Yes	60.00%	5	17.88%	179	-2.42	Yes	59.26%	27	22.60%	177	-4.24	Yes	10.00%	10	31.76%	148	1.46	Yes	0.00%
NE	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	0.00%	1	0.00%	3	.	Yes						N/A						N/A			0.00%	1		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	1108				N/A	17.11	1146				N/A	0					
NE	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
NE	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
NE	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
NE	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
NE	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
NE	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	326				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	2031				N/A	73.80%	1889				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	1394				N/A	73.81%	970				N/A	0					
NE	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	169				N/A	71.79%	273				N/A	0					
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	387				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, Resale Aggr W/O UNE-P-POTS%		NS	227				N/A	77.83%	221				N/A	0					
NE	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	14				N/A	52.63%	19				N/A	0					
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
NE	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	1234				Yes	94.33%	759				Yes	1	5,724	95.6%			
NE	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	199				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%	1570				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%	135				Yes	94.69%	207				Yes	0					
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%					N/A						N/A	2	2	0.0%			
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	173				No	96.63%	178				Yes	1	1,515	94.3%			
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	6				Yes	83.33%	12				No	1	135	97.0%			
NE	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	251				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	185				Yes	2:13:00	137				Yes	0					
NE	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
NE	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	45				Yes	1:30:00	38				Yes	0					
NE	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
NE	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	11				Yes	11:10:00	20				Yes	0					
NE	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
NE	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
NE	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
NE	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
NE	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	55				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%	1244				Yes	100.00%	878				Yes	0					
NE	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	161				Yes	100.00%	160				Yes	0					
NE	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	1358				Yes	100.00%	1241				Yes	0					
NE	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	119				Yes	100.00%	181				Yes	0					
NE	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	232				Yes	100.00%	343				Yes	0					
NE	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	239				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%	175				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%	447				Yes	100.00%	449				Yes	0					
NE	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	116				Yes	100.00%	54				Yes	0					
NE	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	141				Yes	100.00%	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%	19				Yes	100.00%	24				Yes	0					
NE	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	3				Yes						N/A	0					
NE	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	20				Yes	100.00%	14				Yes	0					
NE	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	1				Yes	100.00%	7				Yes	0					
NE	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	2835				Yes	0:24:00	2886				Yes	0					
NE	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	583				Yes	0:46:00	584				Yes	0					
NE	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	1435	95.32%	51830	2.82	No	96.44%	1768	95.34%	55228	-2.15	Yes	4	12,866	91.6%	96.2%	-4.5%	
NE	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P		95.32%	51830		N/A			95.34%	55228		N/A	0					
NE	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1	5.22	130	0.31	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	2	5.22	130	-0.38	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		5.22	130		N/A			4.49	145		N/A	0					
NE	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	3	23.70%	135	-0.39	Yes	66.67%	3	26.09%	161	-1.59	Yes	0					
NE	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	17	23.70%	135	2.54	No	19.05%	21	26.09%	161	0.66	Yes	1	86	34.9%	24.4%	10.5%	
NE	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		0.00%	1		N/A	0.00%	1	0.00%	5	.	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			25.95%	158		N/A			17.88%	179		N/A	0.00%	2	22.60%	177	0.53	Yes			31.76%	148		N/A	
NE	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	1066	99.09%	4172	-2.79	Yes	100.00%	985	98.74%	3814	-3.16	Yes	99.88%	861	99.45%	4866	-1.6	Yes	100.00%	352	99.59%	4118	-1.16	Yes	100.00%
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100.00%	10	93.78%	1705	-0.81	Yes	100.00%	12	92.79%	1581	-0.96	Yes	94.44%	18	93.76%	1874	-0.12	Yes	100.00%	10	93.44%	1844	-0.84	Yes	100.00%
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.97	1017	3.77	3352	-9.61	Yes	3	949	3.8	3037	-11.52	Yes	2.98	851	3.54	3796	-6.21	Yes	2.93	341	3.6	3053	-10.78	Yes	2.86
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.7	10	5.97	1717	-0.79	Yes	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
NE	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	98.07%	1037	85.38%	5650	-10.63	Yes	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%
NE	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	98.19%	938	87.22%	6080	-9.36	Yes	97.26%	621	84.48%	6361	-8.4	Yes	97.07%	205	86.04%	5811	-4.48	Yes	88.24%
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			11.54	35		N/A			3.89	45		N/A	1	1	9.21	19	-0.3	Yes			3.93	15		N/A	
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			4.2	40		N/A			7.38	61		N/A			4.8	50		N/A			3.04	55		N/A	
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			3	3		N/A			6	3		N/A			5.25	8		N/A			2	2		N/A	
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			14.92	74		N/A			13.68	62		N/A	4	1	8.91	66	-0.55	Yes			10.86	69		N/A	
NE	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	133.5	2	90.18	358	0.59	N/A	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
NE	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	-		114		-0.96	N/A	-		130		-0.67	N/A	1		146		-0.88	N/A	2		121		-0.27	N/A	2
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	6	96.66%	359	-0.45	Yes	100.00%	11	96.96%	395	-0.58	Yes	100.00%	13	95.95%	667	-0.73	Yes	100.00%	13	97.41%	580	-0.58	Yes	66.67%
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	95.00%	40	88.01%	2902	-1.35	Yes	86.36%	22	92.63%	2834	1.06	Yes	92.00%	50	84.90%	3860	-1.39	Yes	82.35%	17	92.67%	3481	1.43	Yes	92.31%
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	14	99.35%	766	-0.3	Yes	100.00%	25	99.28%	832	-0.42	Yes	100.00%	22	99.10%	1227	-0.44	Yes	100.00%	20	99.66%	1167	-0.26	Yes	100.00%
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	46	97.36%	3790	-1.11	Yes	100.00%	25	97.45%	3650	-0.81	Yes	100.00%	52	96.22%	4917	-1.42	Yes	100.00%	22	98.48%	4349	-0.58	Yes	100.00%
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:15	14	6:40	766	-1.37	Yes	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
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	12:18	46	15:42	3790	-1.68	Yes	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
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	21.43%	14	13.58%	766	0.83	Yes	24.00%	25	12.50%	832	1.57	Yes	18.18%	22	15.32%	1227	0.4	Yes	10.00%	20	13.10%	1168	-0.41	Yes	11.11%
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	8.70%	46	11.12%	3921	-0.52	Yes	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%
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	22.22%	18	13.52%	355	1.01	Yes	26.67%	15	17.24%	493	0.92	Yes	13.33%	15	15.04%	585	-0.18	Yes	14.29%
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	19.23%	26	12.82%	3517	0.95	Yes	14.00%	50	12.85%	4715	0.28	Yes	15.79%	19	13.09%	4201	0.39	Yes	5.56%
NE	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.05%	5713	1.42%	330377	-2.33	Yes	0.97%	5243	1.37%	334690	-2.47	Yes	1.63%	4602	1.85%	339434	-1.1	Yes	1.06%	3969	1.64%	345266	-2.85	Yes	0.73%
NE	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.84%	5243	1.16%	334690	-2.13	Yes	1.41%	4602	1.53%	339434	-0.67	Yes	0.86%	3969	1.39%	345266	-2.84	Yes	0.61%
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	14	98.69%	766	-0.43	Yes	100.00%	25	98.44%	832	-0.62	Yes	100.00%	22	99.02%	1227	-0.46	Yes	100.00%	20	98.20%	1168	-0.6	Yes	100.00%
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	97.83%	46	94.34%	3921	-1.02	Yes	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%
NE	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	25.00%	80	30.10%	6705	-0.99	N/A	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%
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P			######	2		N/A			75.00%	4		N/A			100.00%	2		N/A			100.00%	2		N/A	
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			87.50%	16		N/A			100.00%	11		N/A			86.96%	23		N/A			100.00%	4		N/A	
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P			5.5	4		N/A			3.25	4		N/A			1.5	2		N/A			1	2		N/A	
NE	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			5.63	16		N/A			3.64	11		N/A			7.91	23		N/A			4	4		N/A	
NE	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			0.00%	18		N/A			60.00%	20		N/A			0.00%	16		N/A			28.57%	7		N/A	
NE	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			65.00%	20		N/A			18.75%	16		N/A			28.57%	7		N/A	
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A			6	1		N/A						N/A						N/A	
NE	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			2	1		N/A						N/A			2.5	2		N/A						N/A	
NE	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			1	1		N/A						N/A			12	1		N/A						N/A	
NE	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			25	1		N/A			1.17	6		N/A						N/A						N/A	
NE	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			-			N/A			-			N/A						N/A						N/A	
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			81.82%	11		N/A			100.00%	5		N/A			90.91%	11		N/A			100.00%	4		N/A	
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			89.66%	29		N/A			78.26%	23		N/A			88.89%	27		N/A			77.27%	22		N/A	
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			95.24%	21		N/A			90.91%	11		N/A			100.00%	20		N/A			100.00%	10		N/A	
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			96.88%	32		N/A			96.55%	29		N/A			100.00%	35		N/A			92.31%	26		N/A	
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			6:54	21		N/A			12:20	11		N/A			7:04	20		N/A			2:13	10		N/A	
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			14:20	32		N/A			15:28	29		N/A			15:21	35		N/A			21:15	26		N/A	
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			4.76%	21		N/A			0.00%	11		N/A			5.00%	20		N/A			0.00%	10		N/A	
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			3.13%	32		N/A			6.45%	31		N/A			14.29%	35		N/A			7.69%	26		N/A	
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			0.00%	4		N/A			0.00%	12		N/A			0.00%	2		N/A	
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			4.00%	25		N/A			16.67%	30		N/A			8.70%	23		N/A	
NE	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.38%	13805		N/A			0.30%	13845		N/A			0.40%	13910		N/A			0.26%	13918		N/A	
NE	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.21%	13845		N/A			0.30%	13910		N/A			0.18%	13918		N/A	
NE	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			31.17%	77		N/A			26.32%	57		N/A			23.61%	72		N/A			35.71%	56		N/A	
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	85.71%	7	95.45%	22	0.68	Yes	100.00%	1	92.00%	25	-0.29	Yes	100.00%	1	100.00%	20	.	Yes	100.00%	1	100.00%	24	.	Yes	100.00%
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			86.21%	58		N/A			91.38%	58		N/A	100.00%	1	87.30%	63	-0.38	Yes			89.80%	49		N/A	
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	2.5	2	5.45	20	-0.74	Yes	3	1	6.13	16	-0.28	Yes			3	18		N/A			2.85	20		N/A	1
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			7.03	58		N/A			6.34	59		N/A	3	1	5.92	62	-0.46	Yes			7.41	49		N/A	
NE	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	75.00%	4	69.88%	83	-0.22	Yes	100.00%	2	80.95%	84	-0.68	Yes	100.00%	2	62.82%	78	-1.07	Yes	100.00%	1	69.57%	69	-0.66	Yes	100.00%
NE	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100.00%	2	88.10%	84	-0.51	Yes	100.00%	2	70.51%	78	-0.9	Yes	100.00%	1	78.26%	69	-0.52	Yes	100.00%
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	6	1	18	1	.	N/A			21.5	2		N/A						N/A						N/A	
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			4.4	5		N/A			13.5	2		N/A			4.2	5		N/A			1	1		N/A	
NE	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			10	3		N/A			19.33	3		N/A			7.33	3		N/A			3	4		N/A	
NE	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			91.78	18		N/A			60.71	24		N/A			66.38	21		N/A			65.71	17		N/A	
NE	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			1			N/A			2			N/A			5			N/A			2			N/A	
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			93.75%	32		N/A			95.24%	21		N/A			91.18%	34		N/A			96.15%	26		N/A	
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			85.98%	107		N/A			95.24%	84		N/A	100.00%	1	90.65%	139	-0.32	Yes			90.57%	106		N/A	100.00%
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	1	######	62	.	Yes			100.00%	46		N/A			97.37%	76		N/A			98.21%	56		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P		23.70%	135		N/A	0.00%	1	26.09%	161	0.31	Yes	0					
NE	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	44	99.38%	3887	-0.52	Yes	100.00%	37	99.49%	4318	-0.43	Yes	0					
NE	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	4	95.04%	1753	-0.46	Yes	94.12%	17	94.17%	1905	0.1	Yes	0					
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	36	3.55	2927	-3.04	Yes	2.6	20	3.5	3190	-3.13	Yes	0					
NE	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4	5.65	1763	-0.61	Yes	6	17	5.64	1917	0.44	Yes	0					
NE	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	51	84.81%	5945	-0.29	Yes	95.32%	278	84.78%	5971	-4.79	Yes	0					
NE	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	51	87.13%	5945	-0.23	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	ND	P		4.5	22		N/A			5.14	21		N/A	0					
NE	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P		4.14	36		N/A	1	1	15.28	47	-0.19	Yes	0					
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		2	2		N/A			6	1		N/A	0					
NE	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		10.67	51		N/A			11.69	64		N/A	0					
NE	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	3	74.85	265	0.78	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		125		0.58	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%	ND	P	3	96.21%	449	1.58	Yes	100.00%	7	98.34%	663	-0.34	Yes	0					
NE	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	13	92.60%	2987	0.13	Yes	100.00%	30	92.76%	2777	-1.52	Yes	0					
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	9	99.71%	1026	-0.16	Yes	100.00%	12	99.92%	1299	-0.1	Yes	0					
NE	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	19	98.11%	3960	-0.6	Yes	100.00%	37	98.68%	3713	-0.7	Yes	0					
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	9	6:12	1026	-0.08	Yes	5:03	12	5:52	1299	-0.38	Yes	0					
NE	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	19	14:03	3960	-0.54	Yes	9:28	37	13:04	3713	-2	Yes	0					
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	9	14.13%	1026	-0.26	Yes	25.00%	12	14.16%	1299	1.01	Yes	0					
NE	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	21	11.57%	4096	-0.97	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	7	13.37%	404	0.13	Yes	16.67%	6	13.97%	637	0.24	Yes	0					
NE	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	18	11.08%	3827	-0.74	Yes	5.56%	36	13.48%	3584	-1.38	Yes	0					
NE	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	4102	1.47%	348729	-3.9	Yes	1.16%	4382	1.45%	353493	-1.58	Yes	0					
NE	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	4102	1.21%	348729	-3.51	Yes	0.96%	4382	1.19%	353493	-1.43	Yes	0					
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	9	99.03%	1026	-0.3	Yes	100.00%	12	99.31%	1299	-0.29	Yes	0					
NE	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	21	95.53%	4096	0.16	Yes	92.31%	39	95.54%	3833	0.94	Yes	0					
NE	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	46	28.57%	7171	0.93	N/A	25.00%	68	28.20%	7148	-0.58	N/A	0					
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P					N/A			100.00%	2		N/A	0					
NE	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P		100.00%	7		N/A			100.00%	15		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-4	Install Interv, UNE P, Centrex, Avg Days	D	P		3.57	7		N/A			3.44	16		N/A	0					
NE	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P		84.62%	13		N/A			62.50%	16		N/A	0					
NE	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P		84.62%	13		N/A			75.00%	16		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-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	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%	ND	P		100.00%	3		N/A			100.00%	10		N/A	0					
NE	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P		100.00%	16		N/A			95.65%	23		N/A	0					
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P		100.00%	9		N/A			100.00%	16		N/A	0					
NE	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P		100.00%	22		N/A			96.77%	31		N/A	0					
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P		2:57	9		N/A			6:28	16		N/A	0					
NE	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P		15:11	22		N/A			15:41	31		N/A	0					
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		11.11%	9		N/A			6.25%	16		N/A	0					
NE	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P		13.64%	22		N/A			12.90%	31		N/A	0					
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		12.50%	8		N/A			0.00%	8		N/A	0					
NE	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P		12.50%	16		N/A			12.50%	24		N/A	0					
NE	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P		0.22%	13908		N/A			0.34%	13877		N/A	0					
NE	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P		0.17%	13908		N/A			0.23%	13877		N/A	0					
NE	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS		42.59%	54		N/A			28.79%	66		N/A	0					
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	1	95.83%	24	-0.2	Yes			100.00%	24		N/A	0					
NE	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P		91.89%	37		N/A			97.78%	45		N/A	0					
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	1	3.81	21	-1.59	Yes			3	18		N/A	0					
NE	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P		9.13	39		N/A			6.89	46		N/A	0					
NE	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	1	73.53%	68	-0.6	Yes			60.00%	80		N/A	0					
NE	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	1	83.82%	68	-0.44	Yes			67.50%	80		N/A	0					
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P		4	1		N/A						N/A	0					
NE	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		6.67	3		N/A						N/A	0					
NE	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		9	1		N/A			13	1		N/A	0					
NE	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS		54.82	17		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			-			N/A	0					
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P		96.77%	31		N/A			100.00%	46		N/A	0					
NE	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	1	86.75%	83	-0.39	Yes			88.37%	86		N/A	0					
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P		100.00%	64		N/A			100.00%	81		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			96.24%	133		N/A			97.39%	115		N/A	100.00%	1	97.66%	171	-0.15	Yes			97.73%	132		N/A	100.00%
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	0:01	1	4:44	62	-0.74	Yes			2:58	46		N/A			9:10	76		N/A			6:15	56		N/A	
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			15:40	133		N/A			12:45	115		N/A	17:27	1	13:19	171	0.33	Yes			13:28	132		N/A	4:51
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			13.67%	139		N/A			10.34%	116		N/A	0.00%	1	15.25%	177	-0.42	Yes			10.45%	134		N/A	100.00%
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.00%	1	17.74%	62	-0.46	Yes			19.57%	46		N/A			19.74%	76		N/A			14.29%	56		N/A	
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			10.31%	97		N/A	0.00%	1	13.73%	153	-0.4	Yes			9.09%	121		N/A	100.00%
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			22.73%	22		N/A			12.12%	33		N/A			14.29%	28		N/A	
NE	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	2.94%	34	0.79%	25589	1.12	Yes	0.00%	45	0.63%	25742	-0.53	Yes	2.63%	38	0.98%	25912	0.9	Yes	0.00%	37	0.73%	26196	-0.52	Yes	2.94%
NE	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	45	0.46%	25742	-0.46	Yes	2.63%	38	0.72%	25912	1.1	Yes	0.00%	37	0.57%	26196	-0.46	Yes	2.94%
NE	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	0.00%	1	29.23%	284	-0.64	N/A			25.00%	216		N/A	0.00%	1	28.33%	353	-0.63	N/A			27.20%	261		N/A	0.00%
NE	04--01	OP-3	Install Commit Met, UBL Analog%	ND	90%						N/A						N/A						N/A						N/A	
NE	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	100.00%
NE	04--01	OP-3	Install Commit Met, UBL Analog%		90%	99.12%	569	93.78%	1705	-4.57	Yes	98.00%	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%
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A						N/A	
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	4.5
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.21	250	5.97	1717	-1.25	Yes	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
NE	04--01	OP-5	New Service Install Quality, UBL Analog%		P	87.01%	585	50.12%	1656	-15.34	Yes	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%
NE	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	97.95%	780	55.27%	1737	-19.92	Yes	97.88%	850	47.11%	1866	-24.58	Yes	98.61%	721	55.14%	1808	-19.84	Yes	96.72%
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	12	3	4.2	40	1.58	Yes	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
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	12	2	14.92	74	-0.13	Yes	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	
NE	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	8	1	105.95	102	-0.86	N/A	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
NE	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	1		74		0.32	N/A	2		88		-0.21	N/A	2		93		-0.08	N/A	9		81		2.01	N/A	2
NE	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	98.11%	212	88.96%	3261	-4.12	Yes	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%
NE	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	236	97.70%	4556	-2.3	Yes	100.00%	142	97.79%	4482	-1.76	Yes	100.00%	190	96.79%	6144	-2.47	Yes	100.00%	154	98.73%	5516	-1.39	Yes	100.00%
NE	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	6:19	236	14:11	4556	-8.77	Yes	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
NE	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	11.44%	236	11.52%	4687	-0.04	Yes	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%
NE	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	18.69%	107	12.89%	3872	1.69	No	12.33%	146	13.27%	5208	-0.33	Yes	11.61%	112	13.33%	4786	-0.53	Yes	17.65%
NE	04--01	MR-8	Trouble Rate, UBL Analog%		P	1.42%	16623	1.42%	330377	0.01	Yes	0.86%	16546	1.37%	334690	-5.56	Yes	1.16%	16393	1.85%	339434	-6.42	Yes	0.96%	16008	1.64%	345266	-6.57	Yes	0.98%
NE	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.65%	16546	1.16%	334690	-5.99	Yes	0.89%	16393	1.53%	339434	-6.55	Yes	0.70%	16008	1.39%	345266	-7.26	Yes	0.76%
NE	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	20.81%	298	30.10%	6705	-3.42	N/A	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%
NE	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	97.01%	67	######	26	0.69	Yes	98.28%	58	100.00%	7	-0.08	Yes	98.21%	56	90.91%	22	-1.01	Yes	100.00%	45	100.00%	17	.	Yes	100.00%
NE	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.86	51	8.8	25	-3.08	Yes	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
NE	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	100.00%	63	70.59%	17	-2.36	Yes	100.00%	60	80.00%	15	-1.73	Yes	100.00%	55	90.00%	20	-1.28	Yes	100.00%	54	79.17%	24	-2.09	Yes	96.72%
NE	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100.00%	60	86.67%	15	-1.36	Yes	100.00%	55	100.00%	20	.	Yes	100.00%	54	79.17%	24	-2.09	Yes	96.72%
NE	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			22	1		N/A	6	2				N/A	10	2	2	1	.	N/A						N/A	
NE	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	5	2				N/A						N/A			4	1		N/A						N/A	
NE	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	14.33	3	74.43	7	-0.73	N/A	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	
NE	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	3		5		0.78	N/A	2		-		1.53	N/A	1		-		1.04	N/A	-		-		.	N/A	
NE	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	88.89%	9	######	32	1.28	Yes	100.00%	2	96.43%	28	-0.26	Yes	100.00%	18	98.25%	57	-0.49	Yes	100.00%	11	97.14%	35	-0.5	Yes	100.00%
NE	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	11	######	33	.	Yes	100.00%	3	100.00%	29	.	Yes	100.00%	18	100.00%	57	.	Yes	100.00%	11	100.00%	36	.	Yes	100.00%
NE	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	4:32	11	2:19	33	1.28	Yes	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
NE	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	9.09%	11	12.12%	33	-0.27	Yes	33.33%	3	13.79%	29	0.71	Yes	0.00%	18	12.28%	57	-1.38	Yes	9.09%	11	22.22%	36	-0.92	Yes	15.79%
NE	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	33.33%	3	11.76%	17	0.74	Yes	0.00%	11	13.51%	37	-1.15	Yes	0.00%	6	28.57%	21	-1.37	Yes	13.33%
NE	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.66%	1663	0.54%	6087	0.59	Yes	0.19%	1622	0.47%	6135	-1.5	Yes	1.13%	1600	0.92%	6182	0.76	Yes	0.70%	1563	0.58%	6234	0.59	Yes	1.25%
NE	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.19%	1622	0.28%	6135	-0.63	Yes	0.69%	1600	0.60%	6182	0.41	Yes	0.38%	1563	0.34%	6234	0.29	Yes	0.99%
NE	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	21.43%	14	36.54%	52	-1.04	N/A	0.00%	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%
NE	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			82.38%	420		N/A			86.55%	290		N/A			78.55%	289		N/A	100.00%	10	83.45%	284	-1.38	Yes	
NE	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			15.91	462		N/A			13.3	321		N/A			13.74	352		N/A	4	2	18.31	364	-1.57	Yes	
NE	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			94.91%	393		N/A			93.91%	345		N/A	100.00%	5	92.72%	371	-0.62	Yes	100.00%	5	88.98%	363	-0.78	Yes	
NE	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			96.52%	345		N/A	100.00%	5	94.61%	371	-0.53	Yes	100.00%	5	92.01%	363	-0.65	Yes	
NE	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			8.86	44		N/A			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A	
NE	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			12.81	32		N/A			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A	
NE	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			33.29	58		N/A			34.26	46		N/A			39	40		N/A			27.28	50		N/A	
NE	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			24			N/A			29			N/A			32			N/A			11			N/A	
NE	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			86.73%	211		N/A			84.33%	217		N/A			80.35%	285		N/A			84.96%	246		N/A	
NE	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:23	211		N/A			3:00	217		N/A			2:42	285		N/A			2:36	246		N/A	
NE	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			36.02%	211		N/A			32.72%	217		N/A			36.84%	285		N/A			32.11%	246		N/A	
NE	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			37.84%	148		N/A			39.81%	206		N/A			34.44%	180		N/A	
NE	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.65%	12817		N/A			1.72%	12614		N/A			2.27%	12580		N/A			1.96%	12522		N/A	
NE	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			1.17%	12614		N/A			1.64%	12580		N/A			1.44%	12522		N/A	
NE	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			25.70%	284		N/A			24.39%	287		N/A			22.55%	368		N/A			17.17%	297		N/A	
NE	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	75.00%	8	82.38%	420	0.54	Yes	100.00%	1	86.55%	290	-0.39	Yes	100.00%	3	78.55%	289	-0.9	Yes	100.00%	1	83.45%	284	-0.44	Yes	
NE	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8.54	13	15.91	462	-3.06	Yes	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	
NE	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	9	94.91%	393	-0.69	Yes	100.00%	2	93.91%	345	-0.36	Yes	100.00%	2	92.72%	371	-0.4	Yes	100.00%	1	88.98%	363	-0.35	Yes	100.00%
NE	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	2	96.52%	345	-0.27	Yes	100.00%	2	94.61%	371	-0.34	Yes	100.00%	1	92.01%	363	-0.29	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	1	98.33%	120	-0.13	Yes			95.80%	119		N/A	0					
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P		4:36	64		N/A			2:53	81		N/A	0					
NE	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	1	12:32	120	-0.7	Yes			14:15	119		N/A	0					
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	1	8.00%	125	1.74	No			18.18%	121		N/A	1	2	50.0%	12.8%	37.2%	
NE	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		18.75%	64		N/A			11.11%	81		N/A	0					
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	1	7.62%	105	1.76	No			17.76%	107		N/A	1	2	50.0%	11.8%	38.2%	
NE	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		11.11%	27		N/A			14.58%	48		N/A	0					
NE	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	34	0.71%	26462	1.17	Yes	0.00%	34	0.75%	26832	-0.51	Yes	0					
NE	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	34	0.50%	26462	1.38	Yes	0.00%	34	0.58%	26832	-0.44	Yes	0					
NE	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	1	19.92%	236	-0.5	N/A			30.34%	290		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%	D	90%	2	95.04%	1753	-0.32	Yes			94.17%	1905		N/A	0					
NE	04--01	OP-3	Install Commit Met, UBL Analog%		90%	700	95.04%	1753	-4.38	Yes	99.13%	458	94.17%	1905	-4.06	Yes	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	D	6	2	5.65	1763	-0.26	Yes			5.64	1917		N/A	0					
NE	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	368	5.65	1763	-2.54	Yes	4.76	219	5.64	1917	-1.94	Yes	0					
NE	04--01	OP-5	New Service Install Quality, UBL Analog%		P	580	50.95%	1841	-18.94	Yes	95.17%	414	51.31%	1867	-16.15	Yes	0					
NE	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	580	58.45%	1841	-16.31	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	5	4.14	36	-0.26	Yes	9	4	15.28	47	-0.16	Yes	1	48	11.25	6.55	4.70	
NE	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		4.14	36		N/A			15.28	47		N/A	0					
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		10.67	51		N/A			11.69	64		N/A	0					
NE	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		10.67	51		N/A			11.69	64		N/A	0					
NE	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	3	72.64	118	-1.5	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		86		-0.24	N/A	-		77		-3.64	N/A	0					
NE	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	145	93.07%	3436	-2.9	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	153	98.44%	4986	-1.54	Yes	100.00%	155	99.00%	5012	-1.23	Yes	0					
NE	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	153	12:26	4986	-5.79	Yes	6:31	155	11:12	5012	-5.44	Yes	0					
NE	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	153	12.09%	5122	1.76	No	14.19%	155	13.78%	5132	0.17	Yes	1	1,030	12.9%	12.9%	0.0%	
NE	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	119	11.30%	4231	2.03	No	15.25%	118	13.55%	4221	0.55	Yes	2	602	15.0%	12.9%	2.1%	
NE	04--01	MR-8	Trouble Rate, UBL Analog%		P	15612	1.47%	348729	-4.97	Yes	1.02%	15245	1.45%	353493	-4.4	Yes	0					
NE	04--01	MR-8*	Trouble Rate, UBL Analog%		P	15612	1.21%	348729	-5.04	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	202	28.57%	7171	-1.34	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%	58	82.76%	29	-2.01	Yes	100.00%	61	100.00%	25	.	Yes	0					
NE	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	35	12.55	29	-2.35	Yes	3.6	43	6.58	26	-3.21	Yes	0					
NE	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	61	92.86%	28	-0.66	Yes	95.38%	65	100.00%	25	0.97	Yes	0					
NE	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	61	96.43%	28	-0.07	Yes	95.38%	65	100.00%	25	0.97	Yes	0					
NE	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P		17	5		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		155	3		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	17	98.04%	51	-0.5	Yes	100.00%	16	96.30%	27	-0.62	Yes	0					
NE	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	19	98.04%	51	-0.53	Yes	100.00%	17	100.00%	27	.	Yes	0					
NE	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	19	5:26	51	-0.87	Yes	2:35	17	2:42	27	-0.08	Yes	0					
NE	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	19	15.69%	51	0	Yes	17.65%	17	22.22%	27	-0.36	Yes	0					
NE	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	15	18.18%	33	-0.4	Yes	25.00%	12	26.67%	15	-0.1	Yes	0					
NE	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	1522	0.82%	6250	1.68	No	1.14%	1495	0.43%	6261	3.74	No	2	9,465	0.8%	0.6%	0.2%	
NE	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	1522	0.53%	6250	2.21	No	0.80%	1495	0.24%	6261	4	No	2	7,802	0.6%	0.4%	0.2%	
NE	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	21	30.14%	73	-1.81	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		94.52%	310		N/A			86.79%	265		N/A	0					
NE	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		18.58	351		N/A			14.87	316		N/A	0					
NE	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P		94.33%	335		N/A			95.50%	378		N/A	0					
NE	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		96.42%	335		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		17.26	19		N/A			16.24	41		N/A	0					
NE	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		20.5	2		N/A			14.33	6		N/A	0					
NE	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		43.97	30		N/A			37.89	35		N/A	0					
NE	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		6			N/A			11			N/A	0					
NE	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		87.34%	229		N/A			86.81%	182		N/A	0					
NE	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		2:32	229		N/A			2:37	182		N/A	0					
NE	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		25.76%	229		N/A			33.52%	182		N/A	0					
NE	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		25.30%	166		N/A			36.15%	130		N/A	0					
NE	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P		1.86%	12340		N/A			1.50%	12171		N/A	0					
NE	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P		1.35%	12340		N/A			1.07%	12171		N/A	0					
NE	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		19.08%	283		N/A			20.18%	228		N/A	0					
NE	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P		94.52%	310		N/A	100.00%	2	86.79%	265	-0.55	Yes	0					
NE	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P		18.58	351		N/A			14.87	316		N/A	0					
NE	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	1	94.33%	335	-0.24	Yes	100.00%	1	95.50%	378	-0.22	Yes	0					
NE	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	1	96.42%	335	-0.19	Yes	100.00%	1	97.35%	378	-0.16	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	8	1	8.86	44	-0.07	Yes			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A	
NE	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	5	2	12.81	32	-1.04	Yes			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A	
NE	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	9.33	3	33.29	58	-0.72	N/A	5	2	34.26	46	-0.75	N/A			39	40		N/A	13	1	27.28	50	-0.24	N/A	16
NE	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	3		24		1.84	N/A	2		29		0.86	N/A			32			N/A	-		11		-0.53	N/A	-
NE	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	66.67%	3	86.73%	211	0.83	Yes			84.33%	217		N/A	100.00%	1	80.35%	285	-0.49	Yes			84.96%	246		N/A	
NE	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	15:29	3	2:23	211	2.65	No			3:00	217		N/A	1:33	1	2:42	285	-0.37	Yes			2:36	246		N/A	
NE	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	33.33%	3	36.02%	211	-0.1	Yes			32.72%	217		N/A	100.00%	1	36.84%	285	0.9	Yes			32.11%	246		N/A	
NE	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A			37.84%	148		N/A	100.00%	1	39.81%	206	0.85	Yes			34.44%	180		N/A	
NE	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	8.57%	35	1.65%	12817	2.3	No	0.00%	18	1.72%	12614	-0.56	Yes	5.88%	17	2.27%	12580	0.88	Yes	0.00%	15	1.96%	12522	-0.55	Yes	0.00%
NE	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	0.00%	18	1.17%	12614	-0.46	Yes	5.88%	17	1.64%	12580	1.09	Yes	0.00%	15	1.44%	12522	-0.47	Yes	0.00%
NE	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	25.00%	4	25.70%	284	-0.03	N/A			24.39%	287		N/A	0.00%	1	22.55%	368	-0.54	N/A			17.17%	297		N/A	
NE	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	5	######	26	.	Yes	83.33%	12	100.00%	7	0.92	Yes	90.63%	32	90.91%	22	-0.08	Yes	88.89%	9	100.00%	17	0.96	Yes	100.00%
NE	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	5	5	8.8	25	-1.18	Yes	6.45	11	6.17	6	0.54	Yes	4.9	31	9.85	20	-3.54	Yes	6.88	8	6.86	14	-0.06	Yes	3.95
NE	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	55.56%	9	70.59%	17	0.69	Yes	90.91%	22	80.00%	15	-0.81	Yes	85.71%	21	90.00%	20	0.3	Yes	85.71%	14	79.17%	24	-0.48	Yes	100.00%
NE	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	95.45%	22	86.67%	15	-0.77	Yes	85.71%	21	100.00%	20	1.65	No	85.71%	14	79.17%	24	-0.48	Yes	100.00%
NE	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			22	1		N/A	11	2				N/A	5.33	3	2	1	.	N/A	20	1				N/A	
NE	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A						N/A			4	1		N/A						N/A	
NE	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	10	1	74.43	7	-0.5	N/A	23	2	214.5	2	-1.77	N/A	5	3	194.5	2	-1.92	N/A			172.5	2		N/A	6
NE	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	1		5		0.21	N/A	2		-		1.53	N/A	3		-		1.82	N/A			-			N/A	5
NE	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	12	######	32	.	Yes	100.00%	7	96.43%	28	-0.46	Yes	100.00%	10	98.25%	57	-0.39	Yes	100.00%	5	97.14%	35	-0.36	Yes	100.00%
NE	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	13	######	33	.	Yes	100.00%	7	100.00%	29	.	Yes	100.00%	10	100.00%	57	.	Yes	100.00%	5	100.00%	36	.	Yes	100.00%
NE	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	4:46	13	2:19	33	2.05	No	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
NE	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	23.08%	13	12.12%	33	0.87	Yes	14.29%	7	13.79%	29	0.01	Yes	50.00%	10	12.28%	57	2.51	No	20.00%	5	22.22%	36	-0.11	Yes	0.00%
NE	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	0.00%	4	11.76%	17	-0.66	Yes	50.00%	10	13.51%	37	2.27	No	20.00%	5	28.57%	21	-0.38	Yes	0.00%
NE	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	2.20%	591	0.54%	6087	5.24	No	1.17%	597	0.47%	6135	2.38	No	1.67%	599	0.92%	6182	1.83	No	0.86%	579	0.58%	6234	0.87	Yes	1.05%
NE	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.67%	597	0.28%	6135	1.74	No	1.67%	599	0.60%	6182	3.24	No	0.86%	579	0.34%	6234	2.09	No	0.52%
NE	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	7.14%	14	36.54%	52	-2.03	N/A	36.36%	11	38.30%	47	-0.12	N/A	9.09%	11	26.92%	78	-1.25	N/A	0.00%	5	36.84%	57	-1.64	N/A	33.33%
NE	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			91.67%	24		N/A			87.18%	39		N/A			81.08%	37		N/A			95.12%	41		N/A	
NE	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.75	24		N/A			5.56	41		N/A			6.27	37		N/A			6.69	42		N/A	
NE	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			######	33		N/A			100.00%	39		N/A			97.50%	40		N/A			97.73%	44		N/A	
NE	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	39		N/A			97.50%	40		N/A			97.73%	44		N/A	
NE	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			4	2		N/A			4	5		N/A			7	7		N/A			1.5	2		N/A	
NE	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A						N/A						N/A						N/A	
NE	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			91.18%	34		N/A			73.68%	19		N/A			85.71%	42		N/A			85.71%	28		N/A	
NE	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			97.06%	34		N/A			89.47%	19		N/A			95.24%	42		N/A			92.86%	28		N/A	
NE	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			9:15	34		N/A			14:29	19		N/A			10:49	42		N/A			10:44	28		N/A	
NE	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			41.18%	34		N/A			36.84%	19		N/A			35.71%	42		N/A			46.43%	28		N/A	
NE	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			14.29%	7		N/A			52.17%	23		N/A			50.00%	18		N/A	
NE	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.00%	2	1.86%	1827	-0.19	Yes	0.00%	2	1.01%	1873	-0.14	Yes	0.00%	2	2.18%	1931	-0.21	Yes	0.00%	2	1.41%	1990	-0.17	Yes	0.00%
NE	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0.00%	2	0.37%	1873	-0.09	Yes	0.00%	2	1.19%	1931	-0.16	Yes	0.00%	2	0.90%	1990	-0.14	Yes	0.00%
NE	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			47.69%	65		N/A			62.75%	51		N/A			47.50%	80		N/A			42.86%	49		N/A	
NE	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			######	11		N/A			83.33%	12		N/A			85.71%	14		N/A			84.21%	19		N/A	
NE	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			15.13	16		N/A			16.5	20		N/A			14.7	20		N/A			17.93	27		N/A	
NE	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			94.44%	18		N/A			100.00%	20		N/A			95.83%	24		N/A			100.00%	34		N/A	
NE	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	20		N/A			95.83%	24		N/A			100.00%	34		N/A	
NE	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			81	1		N/A			32.5	4		N/A			35.5	2		N/A			7	3		N/A	
NE	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A						N/A						N/A	
NE	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			38.17	6		N/A			28.5	6		N/A			22.57	7		N/A			41.86	7		N/A	
NE	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			6			N/A			6			N/A			5			N/A			1			N/A	
NE	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			######	10		N/A			75.00%	4		N/A			100.00%	2		N/A			100.00%	4		N/A	
NE	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:33	10		N/A			2:05	4		N/A			1:29	2		N/A			0:28	4		N/A	
NE	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			40.00%	10		N/A			25.00%	4		N/A			0.00%	2		N/A			0.00%	4		N/A	
NE	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0.00%	3		N/A			0.00%	2		N/A			0.00%	1		N/A	
NE	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			1.07%	936		N/A			0.43%	931		N/A			0.22%	928		N/A			0.44%	918		N/A	
NE	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.32%	931		N/A			0.22%	928		N/A			0.11%	918		N/A	
NE	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			9.09%	11		N/A			0.00%	4		N/A			0.00%	2		N/A			33.33%	6		N/A	
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02:00	170				N/A	0:03:00	130				N/A	0:04:00	95				N/A	0:02:00	119				N/A	0:03:00
NE	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A						N/A						N/A	
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	96.77%	31				Yes	100.00%	43				Yes	97.67%	43				Yes	100.00%	31				Yes	100.00%
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	6				Yes	100.00%	6				Yes	100.00%	11				Yes	100.00%	4				Yes	100.00%
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	31				N/A	0.00%	43				N/A	0.00%	43				N/A	0.00%	31				N/A	0.00%
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	6				N/A	0.00%	6				N/A	0.00%	11				N/A	0.00%	4				N/A	0.00%
NE	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%						N/A	0.00%	1				No	42.86%	7				No	100.00%	6				Yes	
NE	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15						N/A						N/A	14.5	6				Yes	5.33	6				Yes	
NE	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100.00%	36	99.09%	4172	-0.57	Yes	100.00%	24	98.74%	3814	-0.55	Yes	100.00%	48	99.45%	4866	-0.51	Yes	100.00%	49	99.59%	4118	-0.45	Yes	100.00%
NE	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			93.78%	1705		N/A			92.79%	1581		N/A			93.76%	1874		N/A			93.44%	1844		N/A	
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3	33	3.77	3352	-1.89	Yes	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P		17.26	19		N/A			16.24	41		N/A	0					
NE	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P		20.5	2		N/A			14.33	6		N/A	0					
NE	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	1	43.97	30	-0.44	N/A			37.89	35		N/A	0					
NE	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS		6		-0.49	N/A			11			N/A	0					
NE	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P		87.34%	229		N/A	0.00%	1	86.81%	182	1.51	Yes	0					
NE	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P		2:32	229		N/A	4:33	1	2:37	182	1.13	Yes	1	5.0	10:30	2:38	7:52	
NE	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P		25.76%	229		N/A	100.00%	1	33.52%	182	0.97	Yes	0					
NE	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P		25.30%	166		N/A	100.00%	1	36.15%	130	0.91	Yes	0					
NE	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	14	1.86%	12340	-0.51	Yes	7.69%	13	1.50%	12171	1.3	Yes	1	112	4.5%	1.8%	2.6%	
NE	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	14	1.35%	12340	-0.44	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		19.08%	283		N/A	0.00%	1	20.18%	228	-0.5	N/A	0					
NE	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	18	82.76%	29	-1.52	Yes	100.00%	11	100.00%	25	.	Yes	0					
NE	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	19	12.55	29	-1.91	Yes	3.4	10	6.58	26	-2.29	Yes	0					
NE	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	16	92.86%	28	-0.88	Yes	77.78%	9	100.00%	25	1.9	No	1	91	85.7%	86.8%	-1.1%	
NE	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	16	96.43%	28	-0.61	Yes	77.78%	9	100.00%	25	1.9	No	2	82	90.2%	92.9%	-2.6%	
NE	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P		17	5		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	5	155	3	-2.65	N/A			58.25	8		N/A	0					
NE	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS		-		2.57	N/A			2			N/A	0					
NE	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	6	98.04%	51	-0.33	Yes	100.00%	6	96.30%	27	-0.43	Yes	0					
NE	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	6	98.04%	51	-0.33	Yes	100.00%	6	100.00%	27	.	Yes	0					
NE	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	6	5:26	51	-0.39	Yes	4:18	6	2:42	27	1.17	Yes	1	47.0	4:46	3:45	1:00	
NE	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	6	15.69%	51	-1	Yes	33.33%	6	22.22%	27	0.52	Yes	1	47	25.5%	15.9%	9.7%	
NE	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	3	18.18%	33	-0.78	Yes	33.33%	6	26.67%	15	0.24	Yes	1	28	28.6%	18.7%	9.9%	
NE	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	574	0.82%	6250	0.58	Yes	1.04%	576	0.43%	6261	2.14	No	4	3,516	1.3%	0.6%	0.7%	
NE	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	574	0.53%	6250	-0.02	Yes	1.04%	576	0.24%	6261	3.77	No	4	2,925	1.0%	0.4%	0.6%	
NE	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	9	30.14%	73	0.19	N/A	25.00%	8	52.63%	57	-1.47	N/A	0					
NE	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%		95.35%	43		N/A			100.00%	35		N/A	0					
NE	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		9.78	46		N/A			9.95	37		N/A	0					
NE	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P		97.62%	42		N/A			92.50%	40		N/A	0					
NE	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P		97.62%	42		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		4.5	2		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		93.75%	16		N/A			88.46%	26		N/A	0					
NE	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		100.00%	16		N/A			100.00%	26		N/A	0					
NE	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		10:51	16		N/A			10:49	26		N/A	0					
NE	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		31.25%	16		N/A			19.23%	26		N/A	0					
NE	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		40.00%	10		N/A			12.50%	16		N/A	0					
NE	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	2	0.78%	2039	-0.13	Yes	0.00%	2	1.24%	2095	-0.16	Yes	0					
NE	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	2	0.49%	2039	-0.1	Yes	0.00%	2	0.76%	2095	-0.12	Yes	0					
NE	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		48.39%	31		N/A			33.33%	39		N/A	0					
NE	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		97.14%	35		N/A			70.83%	24		N/A	0					
NE	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		15.46	41		N/A			24.75	28		N/A	0					
NE	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		94.29%	35		N/A			100.00%	24		N/A	0					
NE	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		94.29%	35		N/A			100.00%	24		N/A	0					
NE	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		34	3		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		32.4	5		N/A			63.6	5		N/A	0					
NE	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS		1			N/A			2			N/A	0					
NE	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		80.00%	5		N/A			75.00%	4		N/A	0					
NE	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		2:47	5		N/A			6:29	4		N/A	0					
NE	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		20.00%	5		N/A			0.00%	4		N/A	0					
NE	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		25.00%	4		N/A			0.00%	2		N/A	0					
NE	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		0.55%	906		N/A			0.45%	897		N/A	0					
NE	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.44%	906		N/A			0.22%	897		N/A	0					
NE	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		0.00%	5		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	166				N/A	0:02:00	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%	48				Yes	100.00%	28				Yes	0					
NE	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	10				Yes	100.00%	8				Yes	0					
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	48				N/A	0.00%	28				N/A	0					
NE	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	10				N/A	0.00%	8				N/A	0					
NE	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%					N/A	100.00%	4				Yes	2	18	72.2%			
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%	ND	95%	15	99.38%	3887	-0.3	Yes			99.49%	4318		N/A	0					
NE	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		95.04%	1753		N/A			94.17%	1905		N/A	0					
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	8	3.55	2927	-1.15	Yes			3.5	3190		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.97	1717		N/A			5.86	1594		N/A			5.83	1879		N/A			5.91	1851		N/A	
NE	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100.00%	30	85.38%	5650	-2.26	Yes	100.00%	36	85.26%	6080	-2.49	Yes	100.00%	49	81.76%	6361	-3.29	Yes	93.94%	33	83.51%	5811	-1.61	Yes	100.00%
NE	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100.00%	36	87.22%	6080	-2.29	Yes	100.00%	49	84.48%	6361	-2.99	Yes	93.94%	33	86.04%	5811	-1.31	Yes	100.00%
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			11.54	35		N/A			3.89	45		N/A			9.21	19		N/A			3.93	15		N/A	
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.2	40		N/A			7.38	61		N/A			4.8	50		N/A			3.04	55		N/A	
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			3	3		N/A			6	3		N/A			5.25	8		N/A			2	2		N/A	
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			14.92	74		N/A			13.68	62		N/A			8.91	66		N/A			10.86	69		N/A	
NE	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A						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						N/A	-					N/A	
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			96.66%	359		N/A			96.96%	395		N/A			95.95%	667		N/A	100.00%	1	97.41%	580	-0.16	Yes	
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			88.01%	2902		N/A			92.63%	2834		N/A			84.90%	3860		N/A			92.67%	3481		N/A	
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			97.36%	3790		N/A			97.45%	3650		N/A			96.22%	4917		N/A	0.00%	1	98.48%	4349	2.43	No	
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.35%	766		N/A			99.28%	832		N/A			99.10%	1227		N/A	100.00%	1	99.66%	1167	-0.06	Yes	
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:40	766		N/A			6:14	832		N/A			8:05	1227		N/A	21:59	1	7:30	1167	1.88	No	
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			15:42	3790		N/A			13:52	3650		N/A			17:45	4917		N/A	19:02	1	13:48	4349	2.58	No	
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			40.74%	27		N/A			30.77%	13		N/A			33.33%	33		N/A	0.00%	1	47.62%	21	-0.93	N/A	
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			42.86%	7		N/A			50.00%	6		N/A			44.44%	9		N/A	0.00%	1	42.86%	7	-0.81	N/A	
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			0.00%	5		N/A			44.44%	18		N/A	0.00%	1	50.00%	16	-0.97	N/A	
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A			50.00%	2		N/A			80.00%	5		N/A	0.00%	1	50.00%	2	-0.82	N/A	
NE	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.00%	140	1.42%	330377	-1.42	Yes	0.00%	122	1.37%	334690	-1.3	Yes	0.00%	83	1.85%	339434	-1.25	Yes	5.88%	34	1.64%	345266	1.54	Yes	0.00%
NE	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.00%	122	1.16%	334690	-1.19	Yes	0.00%	83	1.53%	339434	-1.14	Yes	5.88%	34	1.39%	345266	1.69	No	0.00%
NE	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS						N/A						N/A	0.00%	2				N/A						N/A	
NE	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A						N/A	0.00%	2				N/A						N/A	
NE	05--01	OP-3	Install Commit Met, UDIT DS1%		P	100.00%	1	82.38%	420	-0.46	Yes			86.55%	290		N/A	100.00%	3	78.55%	289	-0.9	Yes			83.45%	284		N/A	
NE	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	5	1	15.91	462	-1.27	Yes			13.3	321		N/A	3.67	3	13.74	352	-1.84	Yes			18.31	364		N/A	
NE	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	1	94.91%	393	-0.23	Yes	50.00%	2	93.91%	345	1.55	Yes	100.00%	2	92.72%	371	-0.4	Yes			88.98%	363		N/A	
NE	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	50.00%	2	96.52%	345	1.81	No	100.00%	2	94.61%	371	-0.34	Yes			92.01%	363		N/A	
NE	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			8.86	44		N/A			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A	
NE	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			12.81	32		N/A			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A	
NE	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			33.29	58		N/A			34.26	46		N/A			39	40		N/A			27.28	50		N/A	
NE	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			24			N/A			29			N/A			32			N/A			11			N/A	
NE	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			86.73%	211		N/A	0.00%	1	84.33%	217	1.42	Yes			80.35%	285		N/A			84.96%	246		N/A	0.00%
NE	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:23	211		N/A	12:12	1	3:00	217	2.07	No			2:42	285		N/A			2:36	246		N/A	6:17
NE	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			36.02%	211		N/A	0.00%	1	32.72%	217	-0.7	Yes			36.84%	285		N/A			32.11%	246		N/A	0.00%
NE	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A	0.00%	1	37.84%	148	-0.78	Yes			39.81%	206		N/A			34.44%	180		N/A	0.00%
NE	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	23	1.65%	12817	-0.62	Yes	4.55%	22	1.72%	12614	0.89	Yes	0.00%	22	2.27%	12580	-0.71	Yes	0.00%	20	1.96%	12522	-0.63	Yes	5.00%
NE	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	4.55%	22	1.17%	12614	1.14	Yes	0.00%	22	1.64%	12580	-0.6	Yes	0.00%	20	1.44%	12522	-0.54	Yes	5.00%
NE	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			25.70%	284		N/A	0.00%	1	24.39%	287	-0.57	N/A			22.55%	368		N/A			17.17%	297		N/A	0.00%
NE	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			######	11		N/A	100.00%	5	83.33%	12	-0.84	Yes			85.71%	14		N/A			84.21%	19		N/A	
NE	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			15.13	16		N/A	12.8	5	16.5	20	-0.41	Yes			14.7	20		N/A			17.93	27		N/A	47
NE	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	3	94.44%	18	-0.39	Yes	66.67%	3	100.00%	20	1.6	Yes			95.83%	24		N/A	100.00%	1	100.00%	34	.	Yes	100.00%
NE	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	66.67%	3	100.00%	20	1.6	Yes			95.83%	24		N/A	100.00%	1	100.00%	34	.	Yes	100.00%
NE	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			81	1		N/A			32.5	4		N/A			35.5	2		N/A			7	3		N/A	38
NE	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A						N/A						N/A						N/A	
NE	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			38.17	6		N/A			28.5	6		N/A			22.57	7		N/A			41.86	7		N/A	
NE	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			6			N/A			6			N/A			5			N/A			1			N/A	
NE	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			######	10		N/A	100.00%	1	75.00%	4	-0.52	Yes			100.00%	2		N/A			100.00%	4		N/A	
NE	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			1:33	10		N/A	1:53	1	2:05	4	-0.07	Yes			1:29	2		N/A			0:28	4		N/A	
NE	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			40.00%	10		N/A	0.00%	1	25.00%	4	-0.52	Yes			0.00%	2		N/A			0.00%	4		N/A	
NE	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	0.00%	1	0.00%	3	.	Yes			0.00%	2		N/A			0.00%	1		N/A	
NE	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	24	1.07%	936	-0.5	Yes	4.35%	23	0.43%	931	1.59	Yes	0.00%	18	0.22%	928	-0.2	Yes	0.00%	16	0.44%	918	-0.26	Yes	0.00%
NE	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	4.35%	23	0.32%	931	1.71	No	0.00%	18	0.22%	928	-0.2	Yes	0.00%	16	0.11%	918	-0.13	Yes	0.00%
NE	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			9.09%	11		N/A	0.00%	1	0.00%	4	.	N/A			0.00%	2		N/A			33.33%	6		N/A	
NE	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS						N/A						N/A						N/A						N/A	
NE	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A						N/A						N/A						N/A	
NE	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:28	20622				N/A	0:16	19286				N/A	0:23	22557				N/A	0:24	21165				N/A	0:52
NE	07--01	OP-3	Install Commit Met, E911%		P						N/A			0.00%	3		N/A			0.00%	3		N/A						N/A	
NE	07--01	OP-4	Install Interv, E911, Avg Days		P			29.27	11		N/A			37.89	9		N/A			89.67	3		N/A						N/A	
NE	07--01	OP-5	New Service Install Quality, E911%		P			90.00%	10		N/A			100.00%	7		N/A			100.00%	4		N/A			100.00%	3		N/A	
NE	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	7		N/A			100.00%	4		N/A			100.00%	3		N/A	
NE	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A						N/A	
NE	07--01	OP-6B	Delayed Days for Facility Reasons, E911, Avg Days		P						N/A			20	3		N/A			80.67	3		N/A						N/A	
NE	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A			30	2		N/A			14.18	11		N/A			18.75	4		N/A	
NE	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS						N/A			2			N/A			11			N/A			1			N/A	
NE	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P			######	1		N/A						N/A						N/A						N/A	
NE	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			1:25	1		N/A						N/A						N/A						N/A	
NE	07--01	MR-7	Repair Repeat Report Rate, E911%		P			0.00%	1		N/A						N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		5.65	1763		N/A			5.64	1917		N/A	0					
NE	04--10	OP-5	New Service Install Quality, Line Sharing%		P	8	84.81%	5945	-1.2	Yes			84.78%	5971		N/A	0					
NE	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	8	87.13%	5945	-1.09	Yes			87.34%	5971		N/A	0					
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS		4.5	22		N/A			5.14	21		N/A	0					
NE	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		4.14	36		N/A			15.28	47		N/A	0					
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS		2	2		N/A			6	1		N/A	0					
NE	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		10.67	51		N/A			11.69	64		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%	ND	P		96.21%	449		N/A			98.34%	663		N/A	0					
NE	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P		92.60%	2987		N/A			92.76%	2777		N/A	0					
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P		98.11%	3960		N/A			98.68%	3713		N/A	1	1	0.0%	97.7%	-97.7%	
NE	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P		99.71%	1026		N/A			99.92%	1299		N/A	0					
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P		6:12	1026		N/A			5:52	1299		N/A	1	1.0	21:59	6:47	15:11	
NE	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P		14:03	3960		N/A			13:04	3713		N/A	1	1.0	19:02	14:49	4:12	
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS		27.27%	11		N/A			12.50%	16		N/A	0					
NE	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS		40.00%	5		N/A			30.00%	10		N/A	0					
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		28.57%	7		N/A			0.00%	11		N/A	0					
NE	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS		66.67%	3		N/A			40.00%	5		N/A	0					
NE	04--10	MR-8	Trouble Rate, Line Sharing%		P	4	1.47%	348729	-0.24	Yes			1.45%	353493		N/A	0					
NE	04--10	MR-8*	Trouble Rate, Line Sharing%		P	4	1.21%	348729	-0.22	Yes			1.19%	353493		N/A	1	243	0.8%	1.3%	-0.5%	
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		94.52%	310		N/A			86.79%	265		N/A	0					
NE	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		18.58	351		N/A			14.87	316		N/A	0					
NE	05--01	OP-5	New Service Install Quality, UDIT DS1%		P		94.33%	335		N/A			95.50%	378		N/A	0					
NE	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P		96.42%	335		N/A			97.35%	378		N/A	1	4	75.0%	95.4%	-20.4%	
NE	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		17.26	19		N/A			16.24	41		N/A	0					
NE	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		20.5	2		N/A			14.33	6		N/A	0					
NE	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		43.97	30		N/A			37.89	35		N/A	0					
NE	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS		6			N/A			11			N/A	0					
NE	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	1	87.34%	229	1.53	Yes			86.81%	182		N/A	0					
NE	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1	2:32	229	1.43	Yes			2:37	182		N/A	1	2.0	9:14	2:38	6:35	
NE	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	1	25.76%	229	-0.59	Yes			33.52%	182		N/A	0					
NE	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	1	25.30%	166	-0.58	Yes			36.15%	130		N/A	0					
NE	05--01	MR-8	Trouble Rate, UDIT DS1%		P	20	1.86%	12340	0.9	Yes	0.00%	20	1.50%	12171	-0.55	Yes	0					
NE	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	20	1.35%	12340	1.11	Yes	0.00%	20	1.07%	12171	-0.46	Yes	0					
NE	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	1	19.08%	283	-0.48	N/A			20.18%	228		N/A	0					
NE	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		97.14%	35		N/A			70.83%	24		N/A	0					
NE	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	1	15.46	41	1.55	Yes			24.75	28		N/A	0					
NE	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	1	94.29%	35	-0.24	Yes	100.00%	1	100.00%	24	.	Yes	0					
NE	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	1	94.29%	35	-0.24	Yes	100.00%	1	100.00%	24	.	Yes	0					
NE	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	1	34	3	0.06	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		32.4	5		N/A	19	1	63.6	5	-0.83	N/A	0					
NE	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS		1			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		80.00%	5		N/A	0.00%	1	75.00%	4	0.88	Yes	0					
NE	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P		2:47	5		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		20.00%	5		N/A	0.00%	1	0.00%	4	.	Yes	0					
NE	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		25.00%	4		N/A	0.00%	1	0.00%	2	.	Yes	0					
NE	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	16	0.55%	906	-0.3	Yes	6.25%	16	0.45%	897	1.75	No	1	113	1.8%	0.5%	1.2%	
NE	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	16	0.44%	906	-0.26	Yes	6.25%	16	0.22%	897	2	No	2	89	2.2%	0.3%	2.0%	
NE	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS		0.00%	5		N/A	0.00%	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	18840				N/A	0:59	20233				N/A	0					
NE	07--01	OP-3	Install Commit Met, E911%		P					N/A			100.00%	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		100.00%	6		N/A			100.00%	6		N/A	0					
NE	07--01	OP-5*	New Service Install Quality, E911%		P		100.00%	6		N/A			100.00%	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		32	1		N/A			12	1		N/A	0					
NE	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS		1			N/A			1			N/A	0					
NE	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P		100.00%	1		N/A						N/A	0					
NE	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P		0:46	1		N/A						N/A	0					
NE	07--01	MR-7	Repair Repeat Report Rate, E911%		P		100.00%	1		N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A						N/A	
NE	07--01	MR-8	Trouble Rate, E911%		P	0.00%	66	0.21%	472	-0.35	Yes	0.00%	66	0.00%	446	.	Yes	0.00%	66	0.00%	414	.	Yes	0.00%	66	0.00%	402	.	Yes	0.00%
NE	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	66	0.00%	446	.	N/A	0.00%	66	0.00%	414	.	N/A	0.00%	66	0.00%	402	.	N/A	0.00%
NE	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			0.00%	1		N/A						N/A						N/A						N/A	
NE	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.01	1		N/A			8.33	1		N/A			8.78	.		N/A			8.67	.		N/A	
NE	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.46	1		N/A			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A	
NE	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.12	40409				N/A	0.13	31068				N/A	0.09	43836				N/A	0.06	35919				N/A	0.07
NE	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	94.49%	35932				N/A	94.42%	28409				N/A	94.77%	40327				N/A	95.87%	31797				N/A	94.83%
NE	09--01	NP-1A	NXX Code Activation, All%		P						N/A	100.00%	1				N/A						N/A						N/A	
NE	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A	0.00%	1				N/A						N/A						N/A	
NE	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
NE	11--01	OP-8B	LNP Timeliness, LNP%		95%	96.47%	170				Yes	99.22%	129				Yes	100.00%	94				Yes	100.00%	108				Yes	100.00%
NE	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.28%	2086				Yes	99.39%	2622				Yes	99.76%	2976				Yes	99.08%	2705				Yes	99.02%
NE	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.96%	2270				Yes	100.00%	2780				Yes	100.00%	3088				Yes	100.00%	3031				Yes	100.00%
NE	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	2270				N/A	100.00%	2780				N/A	100.00%	3088				N/A	100.00%	3031				N/A	100.00%
NE	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			47.35%	359		N/A			50.89%	395		N/A			38.68%	667		N/A			38.62%	580		N/A	
NE	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			99.35%	766		N/A			99.28%	832		N/A			99.10%	1227		N/A			99.66%	1167		N/A	
NE	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100.00%	24366.5387				Yes	100.00%	29492.8129				Yes	100.00%	26829.3084				Yes	100.00%	26804.2854				Yes	100.00%
NE	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100.00%	24366.5387				Yes	100.00%	29492.8129				Yes	100.00%	26829.3084				Yes	100.00%	26804.2854				Yes	100.00%
NE	14--01	OP-3	Install Commit Met, Residence%	ND	P	99.90%	953	99.21%	4072	-2.14	Yes	100.00%	445	98.77%	3729	-2.23	Yes	100.00%	544	99.46%	4782	-1.63	Yes	99.77%	434	99.63%	4048	-0.46	Yes	99.67%
NE	14--01	OP-3	Install Commit Met, Residence%	D	P	95.12%	41	94.15%	1265	-0.26	Yes	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	100.00%
NE	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.96	367	3.77	3294	-6.58	Yes	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
NE	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.26	42	5.74	1274	-1.76	Yes	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
NE	14--01	OP-5	New Service Install Quality, Residence%		P	96.52%	748	85.44%	5143	-8.03	Yes	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%
NE	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	94.77%	554	86.99%	5587	-5.19	Yes	95.25%	547	84.31%	5864	-6.73	Yes	94.75%	571	85.86%	5331	-5.79	Yes	94.29%
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	3	1	10.63	30	-0.95	Yes			3.86	44		N/A			3.17	18		N/A	1	1	4.23	13	-0.71	Yes	1
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1	1	2.84	25	-0.34	Yes	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	
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			1	2		N/A			6	3		N/A			5.25	8		N/A			2	2		N/A	
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	4	1	15.39	54	-0.31	Yes	2	1	13.05	43	-0.59	Yes	3	1	7.96	49	-0.56	Yes	17	1	9.69	45	0.83	Yes	
NE	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	188.67	6	86.22	236	2.01	N/A	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
NE	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	1		80		-0.88	N/A	-		90		-1.33	N/A	1		103		-2.63	N/A	-		91		-2.32	N/A	1
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	12	96.41%	306	-0.66	Yes	100.00%	6	96.93%	326	-0.43	Yes	100.00%	8	96.15%	597	-0.56	Yes	100.00%	10	97.32%	522	-0.52	Yes	100.00%
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	95.35%	86	87.59%	2554	-2.15	Yes	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%
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	20	99.24%	659	-0.39	Yes	100.00%	17	99.30%	711	-0.34	Yes	100.00%	21	99.35%	1077	-0.37	Yes	100.00%	31	99.61%	1021	-0.34	Yes	100.00%
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	98.04%	102	97.36%	3375	-0.42	Yes	100.00%	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	100.00%
NE	14--01	MR-6	Mean Time to Restore, Residence , Hrs:Min	ND	P	4:53	20	6:55	659	-0.94	Yes	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
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	12:31	102	15:54	3375	-2.47	Yes	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
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	15.00%	20	13.51%	659	0.24	Yes	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%
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	8.57%	105	11.17%	3490	-0.83	Yes	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%
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	42.86%	7	13.29%	301	1.87	No	45.45%	11	17.41%	425	2.11	No	5.26%	19	14.81%	513	-1.15	Yes	0.00%
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	6.25%	80	12.87%	3154	-1.75	Yes	9.18%	98	12.88%	4254	-1.08	Yes	11.11%	90	12.98%	3836	-0.52	Yes	11.58%
NE	14--01	MR-8	Trouble Rate, Residence%		P	1.69%	7395	1.64%	253260	0.35	Yes	1.38%	7225	1.59%	256973	-1.37	Yes	1.69%	7299	2.16%	260903	-2.73	Yes	1.77%	7332	1.92%	265962	-0.89	Yes	1.78%
NE	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.20%	7225	1.34%	256973	-1.02	Yes	1.49%	7299	1.79%	260903	-1.91	Yes	1.49%	7332	1.64%	265962	-0.99	Yes	1.58%
NE	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	20	99.09%	659	-0.42	Yes	100.00%	17	98.87%	711	-0.43	Yes	100.00%	21	99.35%	1077	-0.37	Yes	100.00%	31	98.14%	1022	-0.75	Yes	100.00%
NE	14--01	MR-9	Repair Appoint Met, Residence%	D	P	98.10%	105	95.76%	3490	-1.17	Yes	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%
NE	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	21.88%	160	29.62%	5895	-2.12	N/A	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%
NE	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	19	94.00%	100	-1.01	Yes	100.00%	8	97.65%	85	-0.42	Yes	100.00%	44	98.81%	84	-0.59	Yes	100.00%	23	97.14%	70	-0.71	Yes	100.00%
NE	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	4	92.73%	440	-0.56	Yes	100.00%	2	88.68%	380	-0.5	Yes	100.00%	8	91.59%	428	-0.85	Yes	100.00%	6	89.85%	404	-0.82	Yes	100.00%
NE	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	4.78	9	3.74	58	0.77	Yes	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
NE	14--02	OP-4	Install Interv, Business, Avg Days	D	P	10.25	4	6.63	443	1.06	Yes	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
NE	14--02	OP-5	New Service Install Quality, Business%		P	100.00%	17	84.84%	508	-1.71	Yes	96.77%	31	87.63%	493	-1.5	Yes	97.56%	41	81.69%	497	-2.53	Yes	100.00%	28	84.82%	481	-2.18	Yes	97.06%
NE	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	96.77%	31	89.86%	493	-1.24	Yes	97.56%	41	86.52%	497	-1.99	Yes	100.00%	28	88.15%	481	-1.89	Yes	97.06%
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			17	5		N/A			5	1		N/A			118	1		N/A			2	2		N/A	
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			6.47	15		N/A			6.63	30		N/A			3.05	19		N/A			4.26	19		N/A	
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			7	1		N/A						N/A						N/A						N/A	
NE	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			13.65	20		N/A			15.11	19		N/A			11.65	17		N/A			13.04	24		N/A	
NE	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			97.85	122		N/A			80.52	132		N/A			69.86	136		N/A			72.99	105		N/A	
NE	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			34			N/A			40			N/A			43			N/A			30			N/A	
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	1	98.11%	53	-0.14	Yes			97.10%	69		N/A	100.00%	4	94.29%	70	-0.48	Yes			98.28%	58		N/A	
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	4	91.09%	348	-0.62	Yes	66.67%	3	90.09%	323	1.04	Yes	87.50%	8	91.39%	418	0.41	Yes	100.00%	4	89.91%	317	-0.67	Yes	100.00%
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	2	######	107	.	Yes	100.00%	3	99.17%	121	-0.16	Yes	100.00%	5	97.33%	150	-0.36	Yes	100.00%	1	100.00%	146	.	Yes	
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	5	97.35%	415	-0.37	Yes	100.00%	5	95.88%	388	-0.46	Yes	100.00%	10	96.16%	495	-0.63	Yes	100.00%	5	97.45%	392	-0.36	Yes	100.00%
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	8:36	2	5:06	107	0.72	Yes	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	
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	7:35	5	14:00	415	-1.09	Yes	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
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	2	14.02%	107	-0.57	Yes	0.00%	3	9.92%	121	-0.57	Yes	0.00%	5	14.67%	150	-0.91	Yes	0.00%	1	16.44%	146	-0.44	Yes	
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	5	10.67%	431	-0.77	Yes	0.00%	5	12.63%	396	-0.84	Yes	9.09%	11	12.20%	508	-0.31	Yes	40.00%	5	14.14%	403	1.37	Yes	20.00%
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0.00%	3	14.81%	54	-0.7	Yes	0.00%	3	16.18%	68	-0.74	Yes	0.00%	1	16.67%	72	-0.44	Yes	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	07--01	MR-7*	Repair Repeat Report Rate, E911%		P		100.00%	1		N/A						N/A	0					
NE	07--01	MR-8	Trouble Rate, E911%		P	66	0.26%	390	-0.38	Yes	0.00%	66	0.00%	389	.	Yes	0					
NE	07--01	MR-8*	Trouble Rate, E911%		P	66	0.26%	390	-0.38	Yes	0.00%	66	0.00%	389	.	N/A	0					
NE	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS		0.00%	1		N/A						N/A	0					
NE	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		10.62	.		N/A			10.13	.		N/A	0					
NE	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.67	.		N/A			9.43	.		N/A	0					
NE	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	30946				N/A	0.08	34070				N/A	0					
NE	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	26821				N/A	94.28%	26641				N/A	0					
NE	09--01	NP-1A	NXX Code Activation, All%		P					N/A	100.00%	2				N/A	0					
NE	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS					N/A	0.00%	2				N/A	0					
NE	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	6559733				N/A	1.25	7032415				N/A	0					
NE	11--01	OP-8B	LNP Timeliness, LNP%		95%	161				Yes	100.00%	74				Yes	0					
NE	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	2950				Yes	99.35%	2001				Yes	0					
NE	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	3371				Yes	100.00%	2081				Yes	0					
NE	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	3371				N/A	100.00%	2081				N/A	0					
NE	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		49.22%	449		N/A			45.55%	663		N/A	0					
NE	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		99.71%	1026		N/A			99.92%	1299		N/A	0					
NE	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	44152.2988				Yes	100.00%	44638.1312				Yes	0					
NE	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	44152.2988				Yes	100.00%	44638.1312				Yes	0					
NE	14--01	OP-3	Install Commit Met, Residence%	ND	P	610	99.42%	3810	-0.76	Yes	100.00%	446	99.53%	4215	-1.39	Yes	0					
NE	14--01	OP-3	Install Commit Met, Residence%	D	P	45	95.85%	1349	-1.37	Yes	96.30%	54	95.32%	1411	-0.33	Yes	0					
NE	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	220	3.55	2868	-6.26	Yes	2.96	202	3.49	3118	-6.7	Yes	0					
NE	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	45	5.3	1358	-2.01	Yes	4.94	54	5.46	1420	-0.62	Yes	0					
NE	14--01	OP-5	New Service Install Quality, Residence%		P	578	84.49%	5402	-5.86	Yes	94.27%	419	84.61%	5398	-5.28	Yes	0					
NE	14--01	OP-5*	New Service Install Quality, Residence%		P	578	86.80%	5402	-5.06	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	ND	P	2	4.8	20	-0.78	Yes			5.05	19		N/A	0					
NE	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P		3.23	22		N/A	3	1	6.11	27	-0.43	Yes	0					
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		2	2		N/A			6	1		N/A	0					
NE	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P		10.65	34		N/A	55	1	11.98	40	1.59	Yes	0					
NE	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	6	84.48	161	1.3	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		92		-1.97	N/A	-		85		-2.34	N/A	0					
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	14	96.10%	385	-0.74	Yes	100.00%	12	97.98%	544	-0.49	Yes	0					
NE	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	77	92.71%	2717	-0.7	Yes	96.83%	63	93.00%	2529	-1.18	Yes	0					
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	26	99.66%	879	-0.29	Yes	100.00%	32	99.91%	1084	-0.17	Yes	0					
NE	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	95	98.41%	3582	-1.22	Yes	98.68%	76	98.75%	3353	0.14	Yes	0					
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	26	6:31	879	-0.19	Yes	3:28	32	6:13	1084	-2	Yes	0					
NE	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	95	13:57	3582	-1.27	Yes	10:51	76	13:02	3353	-1.76	Yes	0					
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	26	15.24%	879	-1.59	Yes	18.75%	32	14.39%	1084	0.7	Yes	1	147	15.0%	14.1%	0.9%	
NE	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	97	11.78%	3710	0.51	Yes	6.41%	78	13.84%	3468	-1.88	Yes	0					
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	14	14.12%	340	-1.49	Yes	12.50%	16	14.40%	500	-0.21	Yes	2	67	16.4%	14.9%	1.5%	
NE	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	95	11.27%	3488	0.13	Yes	5.48%	73	13.56%	3260	-1.99	Yes	0					
NE	14--01	MR-8	Trouble Rate, Residence%		P	6896	1.71%	268769	0.48	Yes	1.59%	6935	1.67%	272953	-0.52	Yes	0					
NE	14--01	MR-8*	Trouble Rate, Residence%		P	6896	1.42%	268769	1.08	Yes	1.28%	6935	1.38%	272953	-0.66	Yes	0					
NE	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	26	99.09%	879	-0.48	Yes	100.00%	32	99.54%	1084	-0.38	Yes	0					
NE	14--01	MR-9	Repair Appoint Met, Residence%	D	P	97	95.96%	3710	-0.47	Yes	97.44%	78	96.19%	3468	-0.57	Yes	0					
NE	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	154	28.46%	6415	-2.27	N/A	25.68%	148	28.26%	6345	-0.69	N/A	0					
NE	14--02	OP-3	Install Commit Met, Business%	ND	P	22	97.40%	77	-0.68	Yes	100.00%	35	98.06%	103	-0.72	Yes	0					
NE	14--02	OP-3	Install Commit Met, Business%	D	P	4	92.33%	404	-0.57	Yes	100.00%	6	90.89%	494	-0.77	Yes	0					
NE	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	19	3.37	59	-1.6	Yes	2.96	23	4.21	72	-1.13	Yes	0					
NE	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4	6.8	405	-0.81	Yes	2.83	6	6.13	497	-1.14	Yes	0					
NE	14--02	OP-5	New Service Install Quality, Business%		P	34	88.03%	543	-1.57	Yes	93.55%	31	86.39%	573	-1.13	Yes	0					
NE	14--02	OP-5*	New Service Install Quality, Business%		P	34	90.42%	543	-1.28	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	ND	P		1.5	2		N/A			6	2		N/A	0					
NE	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		5.57	14		N/A			27.65	20		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-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		10.71	17		N/A			11.21	24		N/A	0					
NE	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS		59.95	104		N/A			48.44	99		N/A	0					
NE	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS		33			N/A			27			N/A	0					
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P		96.88%	64		N/A	100.00%	3	100.00%	119	.	Yes	0					
NE	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	9	91.48%	270	-0.9	Yes	100.00%	10	90.32%	248	-1.01	Yes	0					
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P		100.00%	147		N/A	100.00%	7	100.00%	215	.	Yes	0					
NE	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	10	95.24%	378	-0.7	Yes	100.00%	10	98.06%	360	-0.44	Yes	0					
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P		4:18	147		N/A	2:43	7	4:10	215	-0.71	Yes	0					
NE	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	10	15:00	378	-0.96	Yes	6:53	10	13:26	360	-1.69	Yes	0					
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P		7.48%	147		N/A	28.57%	7	13.02%	215	1.07	Yes	0					
NE	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	10	9.59%	386	1	Yes	0.00%	10	11.78%	365	-1.14	Yes	0					
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P		9.38%	64		N/A	28.57%	7	12.41%	137	1.1	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	4	12.40%	363	-0.75	Yes	10.00%	10	12.58%	461	-0.24	Yes	40.00%	5	14.25%	365	1.37	Yes	20.00%
NE	14--02	MR-8	Trouble Rate, Business%		P	0.49%	1415	0.70%	77117	-0.91	Yes	0.57%	1415	0.67%	77717	-0.46	Yes	1.13%	1412	0.84%	78531	1.21	Yes	0.46%	1318	0.69%	79304	-1.03	Yes	0.77%
NE	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.49%	1415	0.54%	77717	-0.21	Yes	0.92%	1412	0.67%	78531	1.12	Yes	0.46%	1318	0.55%	79304	-0.47	Yes	0.77%
NE	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	2	96.26%	107	-0.28	Yes	100.00%	3	95.87%	121	-0.36	Yes	100.00%	5	96.67%	150	-0.41	Yes	100.00%	1	98.63%	146	-0.12	Yes	
NE	14--02	MR-9	Repair Appoint Met, Business%	D	P	80.00%	5	82.83%	431	0.21	Yes	80.00%	5	88.64%	396	0.57	Yes	100.00%	11	87.01%	508	-1.27	Yes	100.00%	5	90.32%	403	-0.73	Yes	80.00%
NE	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	30.00%	10	33.58%	810	-0.24	N/A	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%
NE	14--03	OP-3	Install Commit Met, Centrex%	ND	P			######	2		N/A			75.00%	4		N/A			100.00%	2		N/A			100.00%	2		N/A	
NE	14--03	OP-3	Install Commit Met, Centrex%	D	P			87.50%	16		N/A			100.00%	11		N/A			86.96%	23		N/A			100.00%	4		N/A	
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			5.5	4		N/A			3.25	4		N/A			1.5	2		N/A			1	2		N/A	
NE	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			5.63	16		N/A			3.64	11		N/A			7.91	23		N/A			4	4		N/A	
NE	14--03	OP-5	New Service Install Quality, Centrex%		P			0.00%	18		N/A			60.00%	20		N/A			0.00%	16		N/A			28.57%	7		N/A	
NE	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			65.00%	20		N/A			18.75%	16		N/A			28.57%	7		N/A	
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A			6	1		N/A						N/A						N/A	
NE	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			2	1		N/A						N/A			2.5	2		N/A						N/A	
NE	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			1	1		N/A						N/A			12	1		N/A						N/A	
NE	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			25	1		N/A			1.17	6		N/A						N/A						N/A	
NE	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			-			N/A			-			N/A						N/A						N/A	
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			81.82%	11		N/A			100.00%	5		N/A			90.91%	11		N/A			100.00%	4		N/A	
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			89.66%	29		N/A	100.00%	2	78.26%	23	-0.71	Yes			88.89%	27		N/A	100.00%	1	77.27%	22	-0.53	Yes	
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			95.24%	21		N/A			90.91%	11		N/A			100.00%	20		N/A			100.00%	10		N/A	
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			96.88%	32		N/A	100.00%	4	96.55%	29	-0.35	Yes			100.00%	35		N/A	100.00%	2	92.31%	26	-0.39	Yes	
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			6:54	21		N/A			12:20	11		N/A			7:04	20		N/A			2:13	10		N/A	
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			14:20	32		N/A	8:38	4	15:28	29	-0.94	Yes			15:21	35		N/A	22:08	2	21:15	26	0.31	Yes	
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			4.76%	21		N/A			0.00%	11		N/A			5.00%	20		N/A			0.00%	10		N/A	
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			3.13%	32		N/A	25.00%	4	6.45%	31	0.96	Yes			14.29%	35		N/A	0.00%	2	7.69%	26	-0.39	Yes	
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0.00%	4		N/A			0.00%	12		N/A			0.00%	2		N/A	
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	25.00%	4	4.00%	25	1.12	Yes			16.67%	30		N/A	0.00%	2	8.70%	23	-0.42	Yes	
NE	14--03	MR-8	Trouble Rate, Centrex%		P	0.00%	122	0.38%	13805	-0.68	Yes	3.28%	122	0.30%	13845	3.44	No	0.00%	122	0.40%	13910	-0.69	Yes	1.64%	122	0.26%	13918	2.02	No	0.00%
NE	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	3.28%	122	0.21%	13845	3.8	No	0.00%	122	0.30%	13910	-0.61	Yes	1.64%	122	0.18%	13918	2.3	No	0.00%
NE	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			94.74%	19		N/A			100.00%	11		N/A			95.00%	20		N/A			88.89%	9		N/A	
NE	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			87.10%	31		N/A	100.00%	4	80.65%	31	-0.92	Yes			91.18%	34		N/A	100.00%	2	92.31%	26	-0.39	Yes	
NE	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	100.00%	1	31.17%	77	1.01	N/A	0.00%	4	26.32%	57	-1.16	N/A			23.61%	72		N/A	0.00%	2	35.71%	56	-1.04	N/A	100.00%
NE	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100.00%	7	95.45%	22	-0.5	Yes	100.00%	5	92.00%	25	-0.6	Yes	100.00%	11	100.00%	20	.	Yes	87.50%	16	100.00%	24	1.45	Yes	100.00%
NE	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100.00%	1	86.21%	58	-0.4	Yes	100.00%	6	91.38%	58	-0.72	Yes	100.00%	1	87.30%	63	-0.38	Yes	100.00%	12	89.80%	49	-1.05	Yes	75.00%
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	3	1	5.45	20	-0.44	Yes			6.13	16		N/A	3	1	3	18	0	Yes	4	4	2.85	20	1.64	No	5
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	3	1	7.03	58	-0.59	Yes	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
NE	14--04	OP-5	New Service Install Quality, Centrex 21%		P	90.00%	10	69.88%	83	-1.31	Yes	75.00%	12	80.95%	84	0.47	Yes	90.00%	20	62.82%	78	-2.24	Yes	100.00%	18	69.57%	69	-2.5	Yes	90.00%
NE	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	75.00%	12	88.10%	84	1.14	Yes	95.00%	20	70.51%	78	-2.14	Yes	100.00%	18	78.26%	69	-1.99	Yes	100.00%
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			18	1		N/A			21.5	2		N/A						N/A	9	2				N/A	
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			4.4	5		N/A			13.5	2		N/A			4.2	5		N/A			1	1		N/A	
NE	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			10	3		N/A			19.33	3		N/A			7.33	3		N/A			3	4		N/A	4
NE	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			91.78	18		N/A			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
NE	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			1			N/A			2			N/A	-		5		-0.55	N/A	-		2		-0.35	N/A	-
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			93.75%	32		N/A	100.00%	2	95.24%	21	-0.3	Yes			91.18%	34		N/A	0.00%	1	96.15%	26	1.87	No	100.00%
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	4	85.98%	107	-0.79	Yes	60.00%	5	95.24%	84	2.18	No	100.00%	4	90.65%	139	-0.63	Yes	88.89%	9	90.57%	106	0.18	Yes	100.00%
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100.00%	3	######	62	.	Yes	100.00%	4	100.00%	46	.	Yes	100.00%	4	97.37%	76	-0.32	Yes	83.33%	6	98.21%	56	1.34	Yes	100.00%
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	6	96.24%	133	-0.47	Yes	100.00%	5	97.39%	115	-0.36	Yes	100.00%	6	97.66%	171	-0.37	Yes	100.00%	10	97.73%	132	-0.46	Yes	100.00%
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	4:55	3	4:44	62	0.33	Yes	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
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	11:20	6	15:40	133	-0.78	Yes	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
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0.00%	3	17.74%	62	-0.79	Yes	25.00%	4	19.57%	46	0.23	Yes	0.00%	4	19.74%	76	-0.97	Yes	50.00%	6	14.29%	56	1.87	No	0.00%
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	16.67%	6	13.67%	139	0.23	Yes	0.00%	5	10.34%	116	-0.74	Yes	16.67%	6	15.25%	177	0.13	Yes	0.00%	10	10.45%	134	-1.04	Yes	50.00%
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	5	10.31%	97	-0.74	Yes	20.00%	5	13.73%	153	0.39	Yes	0.00%	9	9.09%	121	-0.92	Yes	50.00%
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	0.00%	2	22.73%	22	-0.73	Yes	0.00%	2	12.12%	33	-0.51	Yes	40.00%	5	14.29%	28	1.19	Yes	0.00%
NE	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.58%	1549	0.79%	25589	-0.89	Yes	0.58%	1559	0.63%	25742	-0.25	Yes	0.64%	1563	0.98%	25912	-1.31	Yes	1.06%	1515	0.73%	26196	1.48	Yes	0.72%
NE	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.45%	1559	0.46%	25742	-0.08	Yes	0.45%	1563	0.72%	25912	-1.23	Yes	0.92%	1515	0.57%	26196	1.79	No	0.53%
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100.00%	3	93.55%	62	-0.44	Yes	100.00%	4	100.00%	46	.	Yes	100.00%	4	93.42%	76	-0.52	Yes	83.33%	6	94.64%	56	0.87	Yes	100.00%
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	83.33%	6	82.73%	139	-0.04	Yes	80.00%	5	89.66%	116	0.61	Yes	100.00%	6	84.18%	177	-1.04	Yes	100.00%	10	83.58%	134	-1.35	Yes	75.00%
NE	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	18.18%	11	29.23%	284	-0.79	N/A	35.71%	14	25.00%	216	0.87	N/A	37.50%	16	28.33%	353	0.78	N/A	20.00%	20	27.20%	261	-0.7	N/A	0.00%
NE	14--05	OP-3	Install Commit Met, PBX%	ND	P	100.00%	1	######	5	.	Yes	50.00%	2	100.00%	1	0.33	Yes	100.00%	1				N/A			100.00%	2		N/A	
NE	14--05	OP-3	Install Commit Met, PBX%	D	P			80.00%	5		N/A	100.00%	1	100.00%	5	.	Yes			50.00%	2		N/A			100.00%	6		N/A	
NE	14--05	OP-3	Install Commit Met, PBX%		P			66.67%	3		N/A			60.00%	5		N/A			0.00%	2		N/A			14.29%	7		N/A	
NE	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	2	1	2.2	5	-0.41	Yes	4	2	3	1	.	N/A	4	1				N/A			0	1		N/A	
NE	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			4.2	5		N/A	5	1	6.86	7	-0.26	Yes			4.5	2		N/A			2.67	6		N/A	
NE	14--05	OP-4	Install Interv, PBX, Avg Days		P			18.6	5		N/A			10.67	6		N/A			13.65	26		N/A			31.5	18		N/A	
NE	14--05	OP-5	New Service Install Quality, PBX%		P	100.00%	2	86.67%	15	-0.52	Yes	100.00%	2	86.36%	22	-0.54	Yes	100.00%	1	90.00%	30	-0.33	Yes			96.55%	29		N/A	
NE	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	2	90.91%	22	-0.43	Yes	100.00%	1	93.33%	30	-0.26	Yes			96.55%	29		N/A	
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	10	9.14%	339	1.05	Yes	0.00%	10	12.65%	324	-1.19	Yes	0					
NE	14--02	MR-8	Trouble Rate, Business%		P	1305	0.67%	79960	0.44	Yes	1.35%	1257	0.72%	80540	2.63	No	1	8,122	0.8%	0.7%	0.1%	
NE	14--02	MR-8*	Trouble Rate, Business%		P	1305	0.50%	79960	1.33	Yes	1.35%	1257	0.57%	80540	3.64	No	1	6,707	0.8%	0.6%	0.2%	
NE	14--02	MR-9	Repair Appoint Met, Business%	ND	P		98.64%	147		N/A	100.00%	7	98.14%	215	-0.36	Yes	0					
NE	14--02	MR-9	Repair Appoint Met, Business%	D	P	10	91.45%	386	1.13	Yes	100.00%	10	89.32%	365	-1.08	Yes	0					
NE	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	12	29.50%	756	-0.97	N/A	22.73%	22	27.77%	803	-0.52	N/A	0					
NE	14--03	OP-3	Install Commit Met, Centrex%	ND	P					N/A			100.00%	2		N/A	0					
NE	14--03	OP-3	Install Commit Met, Centrex%	D	P		100.00%	7		N/A			100.00%	15		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-4	Install Interv, Centrex, Avg Days	D	P		3.57	7		N/A			3.44	16		N/A	0					
NE	14--03	OP-5	New Service Install Quality, Centrex%		P		84.62%	13		N/A	100.00%	1	62.50%	16	-0.75	Yes	0					
NE	14--03	OP-5*	New Service Install Quality, Centrex%		P		84.62%	13		N/A	100.00%	1	75.00%	16	-0.56	Yes	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-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	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%	ND	P		100.00%	3		N/A			100.00%	10		N/A	0					
NE	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P		100.00%	16		N/A			95.65%	23		N/A	0					
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		100.00%	9		N/A			100.00%	16		N/A	0					
NE	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P		100.00%	22		N/A			96.77%	31		N/A	0					
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		2:57	9		N/A			6:28	16		N/A	0					
NE	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P		15:11	22		N/A			15:41	31		N/A	0					
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		11.11%	9		N/A			6.25%	16		N/A	0					
NE	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P		13.64%	22		N/A			12.90%	31		N/A	0					
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		12.50%	8		N/A			0.00%	8		N/A	0					
NE	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P		12.50%	16		N/A			12.50%	24		N/A	0					
NE	14--03	MR-8	Trouble Rate, Centrex%		P	122	0.22%	13908	-0.52	Yes	0.00%	122	0.34%	13877	-0.64	Yes	2	732	0.8%	0.3%	0.5%	
NE	14--03	MR-8*	Trouble Rate, Centrex%		P	122	0.17%	13908	-0.46	Yes	0.00%	122	0.23%	13877	-0.53	Yes	2	610	1.0%	0.2%	0.8%	
NE	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P		100.00%	9		N/A			100.00%	16		N/A	0					
NE	14--03	MR-9	Repair Appoint Met, Centrex%	D	P		90.91%	22		N/A			96.77%	31		N/A	0					
NE	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	1	42.59%	54	0.79	N/A			28.79%	66		N/A	0					
NE	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	3	95.83%	24	-0.34	Yes	100.00%	10	100.00%	24	.	Yes	0					
NE	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	4	91.89%	37	0.86	Yes	66.67%	3	97.78%	45	1.6	Yes	0					
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	3	3.81	21	0.99	Yes	3.88	8	3	18	1.94	No	2	17	4.00	4.00	0.00	
NE	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	4	9.13	39	-0.16	Yes	7.33	3	6.89	46	0.58	Yes	0					
NE	14--04	OP-5	New Service Install Quality, Centrex 21%		P	10	73.53%	68	-1.1	Yes	66.67%	12	60.00%	80	-0.44	Yes	0					
NE	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	10	83.82%	68	-1.3	Yes	75.00%	12	67.50%	80	-0.52	Yes	0					
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P		4	1		N/A						N/A	0					
NE	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		6.67	3		N/A						N/A	0					
NE	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	1	9	1	.	N/A	7	1	13	1	.	N/A	0					
NE	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	2	54.82	17	-0.38	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	-		-		.	N/A	0					
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	2	96.77%	31	-0.25	Yes	100.00%	3	100.00%	46	.	Yes	1	8	87.5%	95.8%	-8.3%	
NE	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	4	86.75%	83	-0.76	Yes	100.00%	4	88.37%	86	-0.71	Yes	1	30	90.0%	89.6%	0.4%	
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	7	100.00%	64	.	Yes	100.00%	8	100.00%	81	.	Yes	0					
NE	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	4	98.33%	120	-0.26	Yes	100.00%	5	95.80%	119	-0.46	Yes	0					
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	7	4:36	64	-0.41	Yes	2:49	8	2:53	81	-0.04	Yes	0					
NE	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	4	12:32	120	-0.8	Yes	9:10	5	14:15	119	-0.85	Yes	0					
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	7	18.75%	64	-1.21	Yes	0.00%	8	11.11%	81	-0.95	Yes	1	32	12.5%	16.6%	-4.1%	
NE	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	4	8.00%	125	2.07	No	0.00%	5	18.18%	121	-1.03	Yes	1	36	11.1%	12.8%	-1.7%	
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	4	7.62%	105	2.09	No	0.00%	5	17.76%	107	-1.02	Yes	1	28	10.7%	11.8%	-1.1%	
NE	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	4	11.11%	27	-0.66	Yes	0.00%	4	14.58%	48	-0.79	Yes	0					
NE	14--04	MR-8	Trouble Rate, Centrex 21%		P	1523	0.71%	26462	0.04	Yes	0.87%	1492	0.75%	26832	0.52	Yes	0					
NE	14--04	MR-8*	Trouble Rate, Centrex 21%		P	1523	0.50%	26462	0.14	Yes	0.60%	1492	0.58%	26832	0.13	Yes	1	7,652	0.6%	0.6%	0.0%	
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	7	96.88%	64	-0.45	Yes	100.00%	8	98.77%	81	-0.3	Yes	0					
NE	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	4	88.00%	125	0.68	Yes	100.00%	5	90.91%	121	-0.69	Yes	0					
NE	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	11	19.92%	236	-1.62	N/A	13.33%	15	30.34%	290	-1.4	N/A	0					
NE	14--05	OP-3	Install Commit Met, PBX%	ND	P		100.00%	2		N/A			100.00%	2		N/A	0					
NE	14--05	OP-3	Install Commit Met, PBX%	D	P		100.00%	2		N/A			100.00%	3		N/A	0					
NE	14--05	OP-3	Install Commit Met, PBX%		P		30.00%	10		N/A			100.00%	10		N/A	0					
NE	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P		1.5	2		N/A			2.5	2		N/A	0					
NE	14--05	OP-4	Install Interv, PBX, Avg Days	D	P		3	2		N/A			21.33	3		N/A	0					
NE	14--05	OP-4	Install Interv, PBX, Avg Days		P		17.67	21		N/A			11.67	12		N/A	0					
NE	14--05	OP-5	New Service Install Quality, PBX%		P		87.50%	24		N/A	100.00%	2	76.47%	17	-0.74	Yes	0					
NE	14--05	OP-5*	New Service Install Quality, PBX%		P		87.50%	24		N/A	100.00%	2	82.35%	17	-0.62	Yes	0					
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P		42	1		N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			2	1		N/A						N/A	
NE	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			11.5	4		N/A			4.5	2		N/A			14	3		N/A			20	21		N/A	
NE	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P			9	1		N/A						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						N/A	
NE	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			43.5	6		N/A	29	1	66.75	4	-0.68	N/A	9	1	66.33	3	-1.34	N/A			39.25	4		N/A	
NE	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			-			N/A	-		-		.	N/A	-		-		.	N/A			1			N/A	
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			######	15		N/A	100.00%	2	100.00%	10	.	Yes			100.00%	14		N/A			100.00%	14		N/A	
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	100.00%	1	90.00%	10	-0.32	Yes			100.00%	11		N/A	100.00%	2	80.00%	10	-0.65	Yes	100.00%	1	75.00%	12	-0.55	Yes	
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P			######	18		N/A	100.00%	2	100.00%	13	.	Yes			100.00%	18		N/A			100.00%	15		N/A	
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100.00%	1	91.67%	12	-0.29	Yes			100.00%	13		N/A	100.00%	2	91.67%	12	-0.39	Yes	100.00%	2	88.24%	17	-0.49	Yes	
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			3:26	18		N/A	2:42	2	3:12	13	-0.11	Yes			1:50	18		N/A			1:16	15		N/A	
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	9:30	1	13:14	12	-0.25	Yes			9:40	13		N/A	11:46	2	15:17	12	-0.3	Yes	4:03	2	20:03	17	-0.79	Yes	
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P			16.67%	18		N/A	0.00%	2	0.00%	13	.	Yes			22.22%	18		N/A			20.00%	15		N/A	
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	0.00%	1	25.00%	12	-0.55	Yes			14.29%	14		N/A	0.00%	2	7.69%	13	-0.38	Yes	0.00%	2	11.11%	18	-0.47	Yes	
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	1	0.00%	6	.	Yes			14.29%	7		N/A			16.67%	6		N/A	
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			7.69%	13		N/A			11.11%	9		N/A	0.00%	2	6.67%	15	-0.36	Yes	
NE	14--05	MR-8	Trouble Rate, PBX%		P	0.27%	365	0.19%	16010	0.43	Yes	0.55%	365	0.16%	17081	1.49	Yes	0.54%	369	0.18%	17127	1.35	Yes	0.54%	369	0.19%	16977	1.28	Yes	0.00%
NE	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.27%	365	0.11%	17081	0.82	Yes	0.00%	369	0.09%	17127	-0.58	Yes	0.54%	369	0.12%	16977	1.7	No	0.00%
NE	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			66.67%	3		N/A			100.00%	3		N/A			100.00%	6		N/A			100.00%	4		N/A	
NE	14--05	MR-9	Repair Appoint Met, PBX%	D	P	0.00%	1	81.82%	11	1.21	Yes			84.62%	13		N/A	100.00%	2	75.00%	12	-0.76	Yes	100.00%	2	80.00%	15	-0.66	Yes	
NE	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0.00%	1	28.57%	42	-0.63	N/A	0.00%	2	43.75%	48	-1.22	N/A	33.33%	3	22.50%	40	0.36	N/A	50.00%	4	17.50%	40	1.32	N/A	100.00%
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A						N/A	
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A						N/A	
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			######	26		N/A			100.00%	7		N/A			90.91%	22		N/A			100.00%	17		N/A	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A	
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			8.8	25		N/A			6.17	6		N/A			9.85	20		N/A			6.86	14		N/A	
NE	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			70.59%	17		N/A			80.00%	15		N/A			90.00%	20		N/A			79.17%	24		N/A	
NE	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			86.67%	15		N/A			100.00%	20		N/A			79.17%	24		N/A	
NE	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			22	1		N/A						N/A			2	1		N/A						N/A	
NE	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A			4	1		N/A						N/A	
NE	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			74.43	7		N/A			214.5	2		N/A			194.5	2		N/A			172.5	2		N/A	
NE	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			5			N/A			-			N/A			-			N/A			-			N/A	
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	16		N/A			100.00%	19		N/A			100.00%	29		N/A			100.00%	24		N/A	
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	16		N/A			88.89%	9		N/A			96.43%	28		N/A	100.00%	2	90.91%	11	-0.41	Yes	
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	17		N/A			100.00%	20		N/A			100.00%	29		N/A			100.00%	24		N/A	
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	16		N/A			100.00%	9		N/A			100.00%	28		N/A	100.00%	2	100.00%	12	.	Yes	
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:51	17		N/A			2:32	20		N/A			1:34	29		N/A			1:38	24		N/A	
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			2:49	16		N/A			7:54	9		N/A			5:16	28		N/A	1:17	2	8:03	12	-0.99	Yes	
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			17.65%	17		N/A			15.00%	20		N/A			10.34%	29		N/A			16.67%	24		N/A	
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			6.25%	16		N/A			11.11%	9		N/A			14.29%	28		N/A	50.00%	2	33.33%	12	0.29	Yes	
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			11.11%	9		N/A			18.18%	11		N/A			20.00%	10		N/A	
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			12.50%	8		N/A			11.54%	26		N/A	50.00%	2	36.36%	11	0.2	Yes	
NE	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	8	0.54%	6087	-0.21	Yes	0.00%	8	0.47%	6135	-0.19	Yes	0.00%	8	0.92%	6182	-0.27	Yes	25.00%	8	0.58%	6234	3.33	No	0.00%
NE	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	8	0.28%	6135	-0.15	Yes	0.00%	8	0.60%	6182	-0.22	Yes	25.00%	8	0.34%	6234	3.62	No	0.00%
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			######	1		N/A			100.00%	1		N/A						N/A						N/A	
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A			0.00%	2		N/A						N/A			100.00%	1		N/A	
NE	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			36.54%	52		N/A			38.30%	47		N/A			26.92%	78		N/A	0.00%	2	36.84%	57	-1.06	N/A	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.38%	322		N/A			99.47%	380		N/A			98.95%	381		N/A			98.70%	538		N/A	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			91.67%	24		N/A			87.18%	39		N/A			81.08%	37		N/A			95.12%	41		N/A	
NE	14--07	OP-3	Install Commit Met, Qwest DSL%		P						N/A						N/A			100.00%	1		N/A			50.00%	2		N/A	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.91	251		N/A			4.85	301		N/A			4.89	284		N/A			4.89	298		N/A	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.75	24		N/A			5.56	41		N/A			6.27	37		N/A			6.69	42		N/A	
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P						N/A						N/A			4	1		N/A			9.5	2		N/A	
NE	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			######	384		N/A			100.00%	420		N/A			99.80%	501		N/A			99.81%	523		N/A	
NE	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	420		N/A			99.80%	501		N/A			99.81%	523		N/A	
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			3	2		N/A			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	D	P			4	2		N/A			4	5		N/A			7	7		N/A			1.5	2		N/A	
NE	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A			1	1		N/A	
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A						N/A	
NE	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A						N/A	
NE	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			91.18%	34		N/A			73.68%	19		N/A			85.71%	42		N/A			85.71%	28		N/A	
NE	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			97.06%	34		N/A			89.47%	19		N/A			95.24%	42		N/A			92.86%	28		N/A	
NE	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			9:15	34		N/A			14:29	19		N/A			10:49	42		N/A			10:44	28		N/A	
NE	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			41.18%	34		N/A			36.84%	19		N/A			35.71%	42		N/A			46.43%	28		N/A	
NE	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			14.29%	7		N/A			52.17%	23		N/A			50.00%	18		N/A	
NE	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	4	1.86%	1827	-0.28	Yes	0.00%	4	1.01%	1873	-0.2	Yes	0.00%	4	2.18%	1931	-0.3	Yes	0.00%	4	1.41%	1990	-0.24	Yes	0.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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		P		10	9		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		16.64	22		N/A			2.6	5		N/A	0					
NE	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		20			N/A			-			N/A	0					
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P		100.00%	14		N/A			100.00%	16		N/A	0					
NE	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		71.43%	7		N/A	100.00%	1	83.33%	6	-0.41	Yes	0					
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P		100.00%	14		N/A	100.00%	1	100.00%	22	.	Yes	0					
NE	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P		88.89%	9		N/A	100.00%	3	83.33%	6	-0.63	Yes	0					
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P		1:09	14		N/A	0:32	1	2:34	22	-0.47	Yes	0					
NE	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P		1:16	9		N/A	9:46	3	1:26	6	-0.64	Yes	0					
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P		0.00%	14		N/A	0.00%	1	18.18%	22	-0.46	Yes	0					
NE	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P		11.11%	9		N/A	0.00%	3	0.00%	6	.	Yes	0					
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P		0.00%	9		N/A	0.00%	1	11.11%	9	-0.34	Yes	0					
NE	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		12.50%	8		N/A	0.00%	3	0.00%	4	.	Yes	0					
NE	14--05	MR-8	Trouble Rate, PBX%		P	386	0.14%	16673	-0.72	Yes	1.02%	393	0.17%	16362	2.74	No	1	2,247	0.5%	0.2%	0.3%	
NE	14--05	MR-8*	Trouble Rate, PBX%		P	386	0.10%	16673	-0.62	Yes	1.02%	393	0.08%	16362	3.52	No	2	1,882	0.4%	0.1%	0.3%	
NE	14--05	MR-9	Repair Appoint Met, PBX%	ND	P		100.00%	1		N/A	100.00%	1	100.00%	14	.	Yes	0					
NE	14--05	MR-9	Repair Appoint Met, PBX%	D	P		100.00%	9		N/A	100.00%	3	83.33%	6	-0.63	Yes	0					
NE	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	1	28.13%	32	1.06	N/A	20.00%	5	31.71%	41	-0.53	N/A	0					
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P					N/A			100.00%	1		N/A	0					
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		100.00%	7		N/A			100.00%	5		N/A	0					
NE	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		77.27%	22		N/A			100.00%	19		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	D	P		3.29	7		N/A			5.8	5		N/A	0					
NE	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		15.5	22		N/A			7.05	20		N/A	0					
NE	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		92.86%	28		N/A			100.00%	25		N/A	0					
NE	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		96.43%	28		N/A			100.00%	25		N/A	0					
NE	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		17	5		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		155	3		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%	ND	P		96.43%	28		N/A			93.75%	16		N/A	0					
NE	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		100.00%	23		N/A			100.00%	11		N/A	0					
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		96.43%	28		N/A			100.00%	16		N/A	0					
NE	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	23		N/A			100.00%	11		N/A	0					
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		4:58	28		N/A			2:26	16		N/A	0					
NE	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		6:01	23		N/A			3:04	11		N/A	0					
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		7.14%	28		N/A			12.50%	16		N/A	0					
NE	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		26.09%	23		N/A			36.36%	11		N/A	0					
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		0.00%	13		N/A			20.00%	5		N/A	0					
NE	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		30.00%	20		N/A			30.00%	10		N/A	0					
NE	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	8	0.82%	6250	-0.26	Yes	0.00%	8	0.43%	6261	-0.19	Yes	1	48	4.2%	0.6%	3.5%	
NE	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	8	0.53%	6250	-0.21	Yes	0.00%	8	0.24%	6261	-0.14	Yes	1	40	5.0%	0.4%	4.6%	
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		100.00%	1		N/A						N/A	0					
NE	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P		100.00%	1		N/A						N/A	0					
NE	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		30.14%	73		N/A			52.63%	57		N/A	0					
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P		100.00%	414		N/A			99.54%	431		N/A	0					
NE	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		95.35%	43		N/A			100.00%	35		N/A	0					
NE	14--07	OP-3	Install Commit Met, Qwest DSL%		P		100.00%	3		N/A			100.00%	1		N/A	0					
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P		9.36	297		N/A			9.64	305		N/A	0					
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		9.78	46		N/A			9.95	37		N/A	0					
NE	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		2	3		N/A			11	1		N/A	0					
NE	14--07	OP-5	New Service Install Quality, Qwest DSL%		P		99.79%	466		N/A			99.41%	505		N/A	0					
NE	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P		99.79%	466		N/A			99.41%	505		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	D	P		4.5	2		N/A						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	ND	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	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		93.75%	16		N/A			88.46%	26		N/A	0					
NE	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		100.00%	16		N/A			100.00%	26		N/A	0					
NE	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		10:51	16		N/A			10:49	26		N/A	0					
NE	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		31.25%	16		N/A			19.23%	26		N/A	0					
NE	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		40.00%	10		N/A			12.50%	16		N/A	0					
NE	14--07	MR-8	Trouble Rate, Qwest DSL%		P	4	0.78%	2039	-0.18	Yes	0.00%	4	1.24%	2095	-0.22	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	4	0.37%	1873	-0.12	Yes	0.00%	4	1.19%	1931	-0.22	Yes	0.00%	4	0.90%	1990	-0.19	Yes	0.00%
NE	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			47.69%	65		N/A			62.75%	51		N/A			47.50%	80		N/A			42.86%	49		N/A	
NE	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P			50.00%	2		N/A						N/A			0.00%	1		N/A						N/A	
NE	14--08	OP-3	Install Commit Met, ISDN Primary%		P			94.12%	17		N/A			33.33%	9		N/A			60.00%	5		N/A			100.00%	27		N/A	
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P			10	2		N/A						N/A			5	1		N/A						N/A	
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			11.25	20		N/A			25.24	21		N/A			15.74	19		N/A			12	35		N/A	
NE	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			95.65%	23		N/A			95.24%	21		N/A			92.86%	28		N/A			96.67%	30		N/A	
NE	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			95.24%	21		N/A			96.43%	28		N/A			100.00%	30		N/A	
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P			9	1		N/A						N/A			3	1		N/A						N/A	
NE	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			6	1		N/A			18.07	15		N/A			21.4	5		N/A			16.6	5		N/A	
NE	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			11	1		N/A			21	1		N/A						N/A						N/A	
NE	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			201	2		N/A			178.5	2		N/A			171.5	2		N/A			88.5	4		N/A	
NE	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			1			N/A			1			N/A			-			N/A			-			N/A	
NE	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			######	9		N/A			88.89%	9		N/A			88.89%	9		N/A			75.00%	4		N/A	
NE	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:51	9		N/A			2:37	9		N/A			1:41	9		N/A			2:31	4		N/A	
NE	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			44.44%	9		N/A			11.11%	9		N/A			44.44%	9		N/A			0.00%	4		N/A	
NE	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			11.11%	9		N/A			57.14%	7		N/A			0.00%	2		N/A	
NE	14--08	MR-8	Trouble Rate, ISDN Primary%		P			0.04%	24511		N/A			0.04%	24219		N/A			0.04%	24697		N/A			0.01%	26881		N/A	
NE	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A			0.04%	24219		N/A			0.03%	24697		N/A			0.01%	26881		N/A	
NE	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			18.18%	11		N/A			43.75%	16		N/A			40.00%	15		N/A			20.00%	5		N/A	
NE	14--09	OP-3	Install Commit Met, DS0%	ND	P	100.00%	1				N/A						N/A			0.00%	1		N/A	100.00%	1				N/A	
NE	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A			100.00%	1		N/A	
NE	14--09	OP-3	Install Commit Met, DS0%		P	100.00%	6	93.75%	16	-0.54	Yes	0.00%	1	50.00%	4	0.48	Yes	100.00%	1	50.00%	6	-0.93	Yes	100.00%	2	50.00%	8	-1.26	Yes	
NE	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	3	1				N/A						N/A			6	1		N/A	7	1				N/A	
NE	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A			0	1		N/A	
NE	14--09	OP-4	Install Interv, DS0, Avg Days		P	5.33	6	5.89	19	-0.27	Yes	15	1	12.25	4	0.31	Yes			17	6		N/A	9.5	2	12.88	8	-0.48	Yes	7
NE	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	4	0.00%	12	.	N/A	100.00%	1	0.00%	7	.	N/A	100.00%	2	0.00%	9	.	N/A	100.00%	3	0.00%	10	.	N/A	100.00%
NE	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	1	0.00%	7	.	N/A	100.00%	2	0.00%	9	.	N/A	100.00%	3	10.00%	10	-4.56	Yes	100.00%
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A			2	1		N/A						N/A	
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			15	1		N/A	7	1	13.5	2	-0.68	Yes			11	4		N/A			7.67	3		N/A	
NE	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A			15	1		N/A						N/A			25	1		N/A	
NE	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			246.92	13		N/A			296.8	10		N/A			252	11		N/A			192.71	14		N/A	0
NE	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			-			N/A			-			N/A			-			N/A			-			N/A	-
NE	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100.00%	1	86.58%	298	-0.39	Yes			81.10%	164		N/A	100.00%	1	79.43%	209	-0.51	Yes			85.06%	261		N/A	0.00%
NE	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	3:05	1	2:12	298	0.71	Yes			3:31	164		N/A	2:17	1	2:36	209	-0.09	Yes			2:18	261		N/A	7:33
NE	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	100.00%	1	19.46%	298	1.3	Yes			20.12%	164		N/A	0.00%	1	20.57%	209	-0.51	Yes			14.18%	261		N/A	0.00%
NE	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			19.01%	121		N/A	0.00%	1	23.19%	138	-0.55	Yes			12.50%	184		N/A	0.00%
NE	14--09	MR-8	Trouble Rate, DS0%		P	0.63%	158	1.07%	27730	-0.54	Yes	0.00%	161	0.60%	27517	-0.98	Yes	0.65%	154	0.77%	27108	-0.17	Yes	0.00%	154	0.96%	27331	-1.22	Yes	1.29%
NE	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	161	0.44%	27517	-0.84	Yes	0.65%	154	0.51%	27108	0.33	Yes	0.00%	154	0.67%	27331	-1.02	Yes	0.65%
NE	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	0.00%	1	17.45%	361	-0.46	N/A	100.00%	1	24.77%	218	1.16	N/A	0.00%	1	28.91%	294	-0.64	N/A			19.94%	326		N/A	33.33%
NE	14--10	OP-3	Install Commit Met, DS1%		P			82.38%	420		N/A			86.55%	290		N/A			78.55%	289		N/A			83.45%	284		N/A	
NE	14--10	OP-4	Install Interv, DS1, Avg Days		P			15.91	462		N/A			13.3	321		N/A			13.74	352		N/A			18.31	364		N/A	
NE	14--10	OP-5	New Service Install Quality, DS1%		P			94.91%	393		N/A			93.91%	345		N/A			92.72%	371		N/A			88.98%	363		N/A	
NE	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			96.52%	345		N/A			94.61%	371		N/A			92.01%	363		N/A	
NE	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			8.86	44		N/A			11.96	23		N/A			11.98	47		N/A			16.72	47		N/A	
NE	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			12.81	32		N/A			9.5	18		N/A			14.45	22		N/A			12.56	9		N/A	
NE	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			33.29	58		N/A			34.26	46		N/A			39	40		N/A			27.28	50		N/A	
NE	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			24			N/A			29			N/A			32			N/A			11			N/A	
NE	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P			86.73%	211		N/A	100.00%	1	84.33%	217	-0.43	Yes			80.35%	285		N/A			84.96%	246		N/A	
NE	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P			2:23	211		N/A	0:21	1	3:00	217	-0.25	Yes			2:42	285		N/A			2:36	246		N/A	
NE	14--10	MR-7	Repair Repeat Report Rate, DS1%		P			36.02%	211		N/A	0.00%	1	32.72%	217	-0.7	Yes			36.84%	285		N/A			32.11%	246		N/A	
NE	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A			37.84%	148		N/A			39.81%	206		N/A			34.44%	180		N/A	
NE	14--10	MR-8	Trouble Rate, DS1%		P	0.00%	18	1.65%	12817	-0.55	Yes	5.56%	18	1.72%	12614	1.02	Yes	0.00%	18	2.27%	12580	-0.65	Yes	0.00%	18	1.96%	12522	-0.6	Yes	0.00%
NE	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0.00%	18	1.17%	12614	-0.46	Yes	0.00%	18	1.64%	12580	-0.55	Yes	0.00%	18	1.44%	12522	-0.51	Yes	0.00%
NE	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS			25.70%	284		N/A	0.00%	1	24.39%	287	-0.57	N/A			22.55%	368		N/A			17.17%	297		N/A	
NE	14--11	OP-3	Install Commit Met, DS3%		P			######	11		N/A			83.33%	12		N/A			85.71%	14		N/A			84.21%	19		N/A	
NE	14--11	OP-4	Install Interv, DS3, Avg Days		P			15.13	16		N/A			16.5	20		N/A			14.7	20		N/A			17.93	27		N/A	
NE	14--11	OP-5	New Service Install Quality, DS3%		P			94.44%	18		N/A			100.00%	20		N/A			95.83%	24		N/A			100.00%	34		N/A	
NE	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	20		N/A			95.83%	24		N/A			100.00%	34		N/A	
NE	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			81	1		N/A			32.5	4		N/A			35.5	2		N/A			7	3		N/A	
NE	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A						N/A	
NE	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			38.17	6		N/A			28.5	6		N/A			22.57	7		N/A			41.86	7		N/A	
NE	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			6			N/A			6			N/A			5			N/A			1			N/A	
NE	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			######	10		N/A			75.00%	4		N/A			100.00%	2		N/A			100.00%	4		N/A	
NE	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:33	10		N/A			2:05	4		N/A			1:29	2		N/A			0:28	4		N/A	
NE	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			40.00%	10		N/A			25.00%	4		N/A			0.00%	2		N/A			0.00%	4		N/A	
NE	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0.00%	3		N/A			0.00%	2		N/A			0.00%	1		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	4	0.49%	2039	-0.14	Yes	0.00%	4	0.76%	2095	-0.18	Yes	0					
NE	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		48.39%	31		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		50.00%	12		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					
NE	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		15.72	25		N/A			13.71	24		N/A	0					
NE	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		96.15%	26		N/A			85.71%	21		N/A	0					
NE	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		96.15%	26		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		14.29	7		N/A			18	4		N/A	0					
NE	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P		12	1		N/A						N/A	0					
NE	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS		108.67	3		N/A			146.5	2		N/A	0					
NE	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		-			N/A			-			N/A	0					
NE	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		100.00%	3		N/A			100.00%	11		N/A	0					
NE	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		1:22	3		N/A			1:23	11		N/A	0					
NE	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		0.00%	3		N/A			18.18%	11		N/A	0					
NE	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P		0.00%	1		N/A			0.00%	6		N/A	0					
NE	14--08	MR-8	Trouble Rate, ISDN Primary%		P		0.01%	26709		N/A			0.04%	26133		N/A	0					
NE	14--08	MR-8*	Trouble Rate, ISDN Primary%		P		0.00%	26709		N/A			0.02%	26133		N/A	0					
NE	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		50.00%	6		N/A			15.38%	13		N/A	0					
NE	14--09	OP-3	Install Commit Met, DS0%	ND	P		0.00%	1		N/A	100.00%	1				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%		P		80.00%	10		N/A	100.00%	5	40.00%	5	-1.94	Yes	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	D	P					N/A						N/A	0					
NE	14--09	OP-4	Install Interv, DS0, Avg Days		P	3	7.2	10	-0.12	Yes	4.67	3	10.6	5	-0.98	Yes	0					
NE	14--09	OP-5	New Service Install Quality, DS0%		P	5	11.11%	9	-5.07	Yes	100.00%	5	28.57%	7	-2.7	Yes	0					
NE	14--09	OP-5*	New Service Install Quality, DS0%		P	5	22.22%	9	-3.35	Yes	100.00%	5	71.43%	7	-1.08	Yes	0					
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P		42	1		N/A						N/A	0					
NE	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		5	2		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	1	194.58	12	-2.09	N/A			196.91	11		N/A	0					
NE	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS		-		.	N/A			-			N/A	0					
NE	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	2	84.91%	265	2.3	No			83.00%	247		N/A	1	4	50.0%	83.7%	-33.7%	
NE	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	2	2:25	265	1.93	No			2:30	247		N/A	1	4.0	5:07	2:31	2:36	
NE	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	2	19.25%	265	-0.69	Yes			19.43%	247		N/A	0					
NE	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	1	19.47%	190	-0.49	Yes			19.30%	171		N/A	0					
NE	14--09	MR-8	Trouble Rate, DS0%		P	155	0.97%	27259	0.47	Yes	0.00%	152	0.90%	27453	-1.17	Yes	0					
NE	14--09	MR-8*	Trouble Rate, DS0%		P	155	0.70%	27259	-0.08	Yes	0.00%	152	0.62%	27453	-0.97	Yes	0					
NE	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	3	26.59%	361	0.26	N/A			27.14%	339		N/A	0					
NE	14--10	OP-3	Install Commit Met, DS1%		P		94.52%	310		N/A			86.79%	265		N/A	0					
NE	14--10	OP-4	Install Interv, DS1, Avg Days		P		18.58	351		N/A			14.87	316		N/A	0					
NE	14--10	OP-5	New Service Install Quality, DS1%		P		94.33%	335		N/A			95.50%	378		N/A	0					
NE	14--10	OP-5*	New Service Install Quality, DS1%		P		96.42%	335		N/A			97.35%	378		N/A	0					
NE	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		17.26	19		N/A			16.24	41		N/A	0					
NE	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		20.5	2		N/A			14.33	6		N/A	0					
NE	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		43.97	30		N/A			37.89	35		N/A	0					
NE	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		6			N/A			11			N/A	0					
NE	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P		87.34%	229		N/A			86.81%	182		N/A	0					
NE	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P		2:32	229		N/A			2:37	182		N/A	0					
NE	14--10	MR-7	Repair Repeat Report Rate, DS1%		P		25.76%	229		N/A			33.52%	182		N/A	0					
NE	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P		25.30%	166		N/A			36.15%	130		N/A	0					
NE	14--10	MR-8	Trouble Rate, DS1%		P	19	1.86%	12340	-0.6	Yes	0.00%	19	1.50%	12171	-0.54	Yes	0					
NE	14--10	MR-8*	Trouble Rate, DS1%		P	19	1.35%	12340	-0.51	Yes	0.00%	19	1.07%	12171	-0.45	Yes	0					
NE	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS		19.08%	283		N/A			20.18%	228		N/A	0					
NE	14--11	OP-3	Install Commit Met, DS3%		P		97.14%	35		N/A			70.83%	24		N/A	0					
NE	14--11	OP-4	Install Interv, DS3, Avg Days		P		15.46	41		N/A			24.75	28		N/A	0					
NE	14--11	OP-5	New Service Install Quality, DS3%		P		94.29%	35		N/A			100.00%	24		N/A	0					
NE	14--11	OP-5*	New Service Install Quality, DS3%		P		94.29%	35		N/A			100.00%	24		N/A	0					
NE	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		34	3		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		32.4	5		N/A			63.6	5		N/A	0					
NE	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		1			N/A			2			N/A	0					
NE	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		80.00%	5		N/A			75.00%	4		N/A	0					
NE	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		2:47	5		N/A			6:29	4		N/A	0					
NE	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		20.00%	5		N/A			0.00%	4		N/A	0					
NE	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		25.00%	4		N/A			0.00%	2		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
NE	14--11	MR-8	Trouble Rate, DS3%		P			1.07%	936		N/A			0.43%	931		N/A			0.22%	928		N/A			0.44%	918		N/A	
NE	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.32%	931		N/A			0.22%	928		N/A			0.11%	918		N/A	
NE	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			9.09%	11		N/A			0.00%	4		N/A			0.00%	2		N/A			33.33%	6		N/A	
NE	14--12	OP-3	Install Commit Met, Frame Relay%		P			83.33%	36		N/A			78.57%	28		N/A			72.50%	40		N/A			74.36%	39		N/A	
NE	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			7.67	3		N/A			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			81.82%	33		N/A			88.89%	36		N/A			88.10%	42		N/A			92.11%	38		N/A	
NE	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			91.67%	36		N/A			88.10%	42		N/A			97.37%	38		N/A	
NE	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			9.2	5		N/A			9.67	3		N/A			14.5	6		N/A			22	10		N/A	
NE	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			7	1		N/A			14	3		N/A			23.33	6		N/A			2	1		N/A	
NE	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			13.4	5		N/A			14	2		N/A			7.4	5		N/A			11	7		N/A	
NE	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			2			N/A			1			N/A			3			N/A			2			N/A	
NE	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			85.23%	88		N/A			82.61%	69		N/A			85.11%	94		N/A			83.12%	77		N/A	
NE	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:03	88		N/A			2:35	69		N/A			2:26	94		N/A			2:27	77		N/A	
NE	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			26.14%	88		N/A			27.54%	69		N/A			23.40%	94		N/A			29.87%	77		N/A	
NE	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			29.63%	54		N/A			27.78%	72		N/A			33.33%	51		N/A	
NE	14--12	MR-8	Trouble Rate, Frame Relay%		P			2.12%	4147		N/A			1.65%	4170		N/A			2.19%	4288		N/A			1.80%	4276		N/A	
NE	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.30%	4170		N/A			1.68%	4288		N/A			1.19%	4276		N/A	
NE	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			26.05%	119		N/A			26.60%	94		N/A			29.32%	133		N/A			19.79%	96		N/A	
UT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	97.30%	37	94.44%	18	-0.43	Yes	100.00%	23	96.43%	28	-0.68	Yes	100.00%	15	85.71%	14	-1.1	Yes	100.00%	4	87.50%	8	-0.62	Yes	92.31%
UT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	17.47	43	23.33	21	-5.59	Yes	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
UT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	97.30%	37	######	25	0.5	Yes	92.31%	26	95.45%	22	0.28	Yes	100.00%	13	100.00%	15	.	Yes	100.00%	11	100.00%	11	.	Yes	100.00%
UT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	92.31%	26	95.45%	22	0.28	Yes	100.00%	13	100.00%	15	.	Yes	100.00%	11	100.00%	11	.	Yes	100.00%
UT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	6	1	14	1	.	N/A			9	1		N/A			65	2		N/A			5.33	3		N/A	6
UT	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A	4	1				N/A						N/A						N/A	
UT	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS						N/A	1					N/A						N/A						N/A	
UT	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	2	######	4	.	Yes	88.89%	18	90.91%	11	0	Yes	80.00%	10	100.00%	10	1.17	Yes	75.00%	4	100.00%	9	1.04	Yes	100.00%
UT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:47	2	0:48	4	-0.01	Yes	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
UT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	50.00%	2	25.00%	4	0.32	Yes	22.22%	18	9.09%	11	0.81	Yes	20.00%	10	20.00%	10	0	Yes	25.00%	4	22.22%	9	0.01	Yes	7.14%
UT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	26.67%	15	10.00%	10	0.91	Yes	20.00%	5	0.00%	6	0.71	Yes	25.00%	4	0.00%	4	0.61	Yes	7.69%
UT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.00%	80036	0.01%	49266	-1.09	Yes	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%
UT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.02%	77037	0.02%	49026	-0.11	Yes	0.01%	75789	0.01%	50598	-0.84	Yes	0.01%	74374	0.01%	51543	-0.47	Yes	0.02%
UT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	66.67%	6	50.00%	8	0.5	N/A	10.00%	20	8.33%	12	-0.02	N/A	28.57%	14	33.33%	15	-0.27	N/A	50.00%	8	55.00%	20	-0.24	N/A	12.50%
UT	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.00%	13464	0.00%	17212	9.67	Yes	0.00%	12000	0.00%	17212	.	Yes	0.00%	11952	0.00%	17812	.	Yes	0.00%	11688	0.00%	18244	142.36	Yes	0.00%
UT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.00%	2880	0.01%	34260	-5.66	Yes	0.20%	2832	0.00%	34284	.	Yes	0.00%	2832	0.00%	34404	-8.09	Yes	0.01%	2880	0.00%	35004	.	Yes	0.00%
UT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.61%	13656	0.00%	17212	6497.9	N/A	0.51%	12408	0.00%	17212	.	N/A	0.07%	12288	0.00%	17812	.	N/A	0.00%	11688	0.00%	18244	142.36	N/A	0.00%
UT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.48%	2904	0.01%	34260	274.42	N/A	0.82%	2856	0.00%	34284	.	N/A	0.00%	2832	0.00%	34404	-8.09	N/A	0.01%	2880	0.00%	35004	.	N/A	0.00%
UT	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A						N/A	71	2				Yes	
UT	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120						N/A	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						N/A	
UT	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A	100.00%	1				Yes						N/A	100.00%	3				Yes	
UT	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A						N/A						N/A	
UT	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	6	3				Yes						N/A	9	1				Yes						N/A	
UT	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100.00%	6				Yes	100.00%	3				Yes	100.00%	1				Yes	100.00%	1				Yes	100.00%
UT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.83	4757422	2.84	7104183	-217.79	Yes	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
UT	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	99.93%	1050712				Yes	93.61%	1142062				No	100.00%	885704				Yes	100.00%	672284				Yes	100.00%
UT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.83	4162281	2.84	7104183	-209.2	N/A	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
UT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.83	595141	2.84	7104183	-95.05	N/A	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
UT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	8398				N/A	100.00%	8387				N/A	100.00%	8349				N/A	100.00%	8438				N/A	100.00%
UT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	87.64%	1539209.81	99.37%	44192379.88	1816.6	No	97.79%	1755725.88	99.54%	45214241.7	335.96	No	98.43%	1680493.17	98.75%	40971424.12	35.96	No	98.80%	1682039.83	99.57%	51803967.86	148.71	No	99.05%
UT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	96.93%	7558	99.29%	148534	23.84	No	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%
UT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
UT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
UT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
UT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
UT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
UT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
UT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
UT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
UT	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
UT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
UT	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
UT	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
UT	02--01	OA-1	Order Accuracy, %		NS	99.93%	4556				N/A	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	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
UT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.1	5310	0.03	24872	20.15	N/A	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
UT	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
UT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
NE	14--11	MR-8	Trouble Rate, DS3%		P		0.55%	906		N/A			0.45%	897		N/A	0					
NE	14--11	MR-8*	Trouble Rate, DS3%		P		0.44%	906		N/A			0.22%	897		N/A	0					
NE	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		0.00%	5		N/A			42.86%	7		N/A	0					
NE	14--12	OP-3	Install Commit Met, Frame Relay%		P		60.00%	30		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		91.67%	48		N/A			84.91%	53		N/A	0					
NE	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		97.92%	48		N/A			88.68%	53		N/A	0					
NE	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		17.44	9		N/A			12.25	8		N/A	0					
NE	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		25.33	3		N/A			27	2		N/A	0					
NE	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		30	7		N/A			18.7	10		N/A	0					
NE	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		1			N/A			5			N/A	0					
NE	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		83.33%	102		N/A			79.17%	72		N/A	0					
NE	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		2:21	102		N/A			2:31	72		N/A	0					
NE	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		23.53%	102		N/A			23.61%	72		N/A	0					
NE	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		21.67%	60		N/A			21.28%	47		N/A	0					
NE	14--12	MR-8	Trouble Rate, Frame Relay%		P		2.40%	4253		N/A			1.70%	4238		N/A	0					
NE	14--12	MR-8*	Trouble Rate, Frame Relay%		P		1.41%	4253		N/A			1.11%	4238		N/A	0					
NE	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		23.31%	133		N/A			30.10%	103		N/A	0					
UT	01--01	OP-3	Install Commit Met, LIS Trunk%		P	13	100.00%	4	0.18	Yes	100.00%	27	90.00%	10	-0.9	Yes	0					
UT	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	16	18.67	9	0.76	Yes	17.1	29	19.18	11	-1	Yes	0					
UT	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	23	80.00%	10	-1.32	Yes	97.56%	41	100.00%	20	0.37	Yes	0					
UT	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	23	90.00%	10	-0.88	Yes	97.56%	41	100.00%	20	0.37	Yes	0					
UT	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	1				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	14	84.62%	13	-1.11	Yes	100.00%	7	100.00%	6	.	Yes	0					
UT	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	14	1:29	13	-0.27	Yes	1:22	7	0:46	6	1.27	Yes	0					
UT	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	14	0.00%	13	0.66	Yes	14.29%	7	16.67%	6	-0.11	Yes	0					
UT	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	13	0.00%	8	0.46	Yes	0.00%	4	0.00%	3	.	Yes	0					
UT	01--01	MR-8	Trouble Rate, LIS Trunk%		P	79720	0.02%	54207	-0.74	Yes	0.01%	84104	0.01%	54447	-0.47	Yes	0					
UT	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	79720	0.01%	54207	0.23	Yes	0.00%	84104	0.01%	54447	-0.18	Yes	0					
UT	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	16	23.53%	17	-0.75	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%	12168	0.00%	18244	149.86	Yes	0.01%	12696	0.00%	18244	.	Yes	0					
UT	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	2904	0.00%	35004	54.53	Yes	0.00%	3072	0.00%	36060	-7.6	Yes	0					
UT	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	12168	0.00%	18244	149.86	N/A	0.15%	13128	0.00%	18244	.	N/A	0					
UT	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	2904	0.00%	35004	54.53	N/A	0.00%	3072	0.00%	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	100.00%	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%	1				Yes	100.00%	2				Yes	0					
UT	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	3512165	4.16	6047238	-247.65	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%	143972				Yes	96.75%	152307				Yes	1	4,047,041	98.1%			
UT	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	3384119	4.16	6047238	-242.21	N/A						N/A	0					
UT	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	128046	4.16	6047238	-74.92	N/A						N/A	0					
UT	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	8139				N/A	100.00%	8648				N/A	0					
UT	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	1835123.37	98.86%	45066261.93	-22.63	Yes	99.85%	1778589.11	96.63%	45762560.99	-233.66	Yes	4	10,271,181	97.1%	98.8%	-1.7%	
UT	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	5578	99.22%	144793	15.7	No	98.23%	5315	98.92%	144948	4.74	No	6	33,446	97.4%	99.2%	-1.9%	
UT	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
UT	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
UT	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
UT	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
UT	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
UT	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
UT	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
UT	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
UT	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
UT	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
UT	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	2829	0.06	25074	10.11	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	100.00%	5				Yes	0					
UT	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
UT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
UT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
UT	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
UT	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
UT	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
UT	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
UT	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
UT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
UT	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
UT	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
UT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
UT	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
UT	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
UT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
UT	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
UT	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
UT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
UT	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
UT	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
UT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
UT	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
UT	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
UT	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
UT	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
UT	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
UT	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
UT	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
UT	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
UT	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
UT	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
UT	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
UT	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
UT	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
UT	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
UT	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
UT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
UT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
UT	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
UT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
UT	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
UT	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
UT	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
UT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
UT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
UT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
UT	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
UT	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
UT	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	68.88%	511				N/A						N/A						N/A						N/A	
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	64.49%	1687				N/A						N/A						N/A						N/A	
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	47.43%	2583				N/A						N/A						N/A						N/A	
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	54.49%	4625				N/A						N/A						N/A						N/A	
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	45.29%	1347				N/A	22.93%	772				N/A	23.86%	922				N/A	21.11%	720				N/A	19.19%
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	9.23%	195				N/A	6.74%	178				N/A	6.51%	215				N/A	7.75%	142				N/A	4.20%
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	70.48%	498				N/A	63.03%	476				N/A	68.19%	459				N/A	66.94%	496				N/A	78.07%
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	62.41%	931				N/A	57.37%	563				N/A	64.10%	234				N/A	65.97%	238				N/A	64.80%
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	49.76%	1236				N/A	64.60%	1014				N/A	54.12%	741				N/A	52.91%	875				N/A	48.20%
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	56.48%	4430				N/A	56.95%	4904				N/A	64.58%	6024				N/A	62.68%	3339				N/A	57.97%
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	7.69%	13				N/A	8.57%	35				N/A	8.70%	23				N/A	6.25%	16				N/A	8.00%
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	67.06%	756				N/A	60.10%	817				N/A	51.53%	590				N/A	64.62%	602				N/A	56.04%
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	92.13%	1181				N/A						N/A						N/A						N/A	
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	85.61%	410				N/A						N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
UT	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
UT	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
UT	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
UT	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				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	470				N/A	0.47	540				N/A	0					
UT	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	470				N/A	19.92	540				N/A	0					
UT	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
UT	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
UT	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
UT	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
UT	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
UT	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
UT	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
UT	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
UT	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
UT	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
UT	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
UT	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
UT	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
UT	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
UT	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
UT	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
UT	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
UT	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
UT	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
UT	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
UT	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
UT	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
UT	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
UT	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	959				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	119				N/A	8.11%	148				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	424				N/A	73.27%	434				N/A	0					
UT	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	304				N/A	65.97%	335				N/A	0					
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	722				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	1951				N/A	52.42%	2129				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	25				N/A	6.25%	16				N/A	0					
UT	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	671				N/A	65.10%	404				N/A	0					
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	83.90%	1460				N/A						N/A						N/A						N/A	
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	99.02%	2545				N/A						N/A						N/A						N/A	
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	85.78%	408				No	75.95%	395				No	79.85%	392				No	78.12%	425				No	89.95%
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	64.29%	28				No	85.71%	14				No	77.78%	18				No	57.89%	19				No	71.43%
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	89.38%	650				No	88.01%	367				No	91.46%	164				Yes	91.81%	171				Yes	86.78%
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	95.61%	638				Yes	90.77%	195				Yes	92.05%	239				Yes	91.57%	166				Yes	80.70%
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	50.00%	2				No	60.00%	5				No	50.00%	4				No	33.33%	3				No	40.00%
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	74.82%	822				No	91.10%	719				Yes	91.76%	437				Yes	91.16%	509				Yes	88.10%
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	95.48%	531				Yes	91.26%	538				Yes	90.21%	337				Yes	91.10%	427				Yes	86.44%
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	99.40%	2517				Yes	96.68%	2889				Yes	95.30%	4082				Yes	96.67%	2165				Yes	98.95%
UT	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	4:03:00	110				Yes	9:54:00	80				Yes	3:12:00	84				Yes	2:47:00	62				Yes	10:51:00
UT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
UT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:57:00	203				Yes	3:27:00	273				Yes	3:01:00	249				Yes	1:52:00	161				Yes	3:00:00
UT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
UT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	7:34:00	33				Yes	10:12:00	36				Yes	22:06:00	17				Yes	13:48:00	13				Yes	18:52:00
UT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
UT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
UT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
UT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
UT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	44.00%	75				N/A	42.86%	84				N/A	27.87%	61				N/A	20.31%	64				N/A	44.83%
UT	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	99.03%	925				Yes	100.00%	620				Yes	100.00%	462				Yes	100.00%	485				Yes	100.00%
UT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	99.83%	601				Yes	100.00%	172				Yes	100.00%	203				Yes	100.00%	146				Yes	100.00%
UT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	100.00%	15				Yes	100.00%	10				Yes	100.00%	12				Yes	100.00%	11				Yes	100.00%
UT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	97.23%	506				Yes	100.00%	490				Yes	100.00%	304				Yes	99.74%	389				Yes	99.47%
UT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	99.13%	577				Yes	100.00%	614				Yes	100.00%	350				Yes	100.00%	424				Yes	98.71%
UT	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	99.88%	2426				Yes	100.00%	2756				Yes	100.00%	3859				Yes	100.00%	2088				Yes	99.82%
UT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	96.26%	535				Yes	96.67%	451				Yes	95.61%	228				Yes	98.81%	253				Yes	97.83%
UT	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	99.00%	703				Yes	98.73%	549				Yes	99.11%	671				Yes	98.55%	552				Yes	99.72%
UT	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	99.37%	158				Yes	100.00%	145				Yes	99.42%	171				Yes	100.00%	108				Yes	100.00%
UT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.60%	251				Yes	99.71%	339				Yes	96.89%	289				Yes	96.85%	222				Yes	99.36%
UT	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	99.68%	927				Yes	99.85%	650				Yes	99.28%	557				Yes	99.85%	680				Yes	100.00%
UT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	99.93%	1473				Yes	99.74%	1552				Yes	100.00%	1399				Yes	100.00%	819				Yes	100.00%
UT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100.00%	13				Yes	93.75%	16				Yes	88.24%	17				No	66.67%	18				No	84.62%
UT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100.00%	7				Yes	100.00%	4				Yes	100.00%	7				Yes	100.00%	10				Yes	100.00%
UT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	100.00%	13				Yes	100.00%	15				Yes	100.00%	9				Yes	100.00%	11				Yes	100.00%
UT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100.00%	20				Yes	100.00%	35				Yes	100.00%	34				Yes	95.45%	22				Yes	100.00%
UT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:32:00	2520				Yes	1:20:00	1827				Yes	1:57:00	1509				Yes	0:56:00	1391				Yes	0:26:00
UT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:17:00	5513				Yes	0:35:00	5148				Yes	1:19:00	4926				Yes	0:47:00	3006				Yes	0:15:00
UT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	96.92%	3666	99.60%	155281	25.41	No	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%
UT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			99.60%	155281		N/A			98.48%	144506		N/A			98.46%	161176		N/A			98.11%	150361		N/A	
UT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.5	2	4.84	553	0.98	Yes	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
UT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	3.51	39	4.84	553	1.37	Yes	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
UT	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	15	1				N/A						N/A						N/A			9	1		N/A	
UT	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	3.4	5	4.84	553	0.45	Yes	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
UT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0.00%	3	40.07%	544	1.26	Yes	50.00%	4	32.19%	525	-0.76	Yes	100.00%	1	36.09%	557	-1.33	Yes	0.00%	1	36.27%	477	0.46	Yes	50.00%
UT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	30.56%	36	40.07%	544	1.12	Yes	42.86%	7	32.19%	525	-0.6	Yes	36.36%	11	36.09%	557	-0.02	Yes	25.00%	44	36.27%	477	1.51	Yes	4.31%
UT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	100.00%	1	0.00%	1	.	N/A			0.00%	1		N/A			0.00%	6		N/A			50.00%	2		N/A	0.00%
UT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	25.00%	8	40.07%	544	0.81	Yes	33.33%	9	32.19%	525	-0.07	Yes	50.00%	4	36.09%	557	-0.58	Yes	0.00%	1	36.27%	477	0.46	Yes	25.00%
UT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.75%	1216	99.37%	11012	-1.59	Yes	99.42%	690	99.53%	11282	0.41	Yes	99.60%	248	99.64%	14986	0.2	Yes	100.00%	231	99.63%	10952	-0.91	Yes	100.00%
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	92.41%	79	93.52%	7196	0.44	Yes	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%
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.17	249	3.61	9483	-4.08	Yes	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
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.87	79	5.52	7212	-0.97	Yes	6.51	67	6.29	6689	0.48	Yes	5.38	72	6.5	7544	-1.63	Yes	7.72	61	6.5	6855	1.59	Yes	5.38
UT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	93.96%	1027	85.58%	18107	-7.44	Yes	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%
UT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	95.92%	539	89.57%	20258	-4.76	Yes	91.50%	306	88.54%	20171	-1.61	Yes	91.41%	384	88.24%	17734	-1.9	Yes	90.27%
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	2.67	3	4.36	114	-0.33	Yes	2.33	3	5.46	175	-0.84	Yes	10	1	3.74	144	1.3	Yes	16	3	5.97	118	1.51	Yes	24
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	2.67	3	6.21	52	-0.27	Yes	4.25	4	5.48	54	-0.29	Yes	2	1	3.53	47	-0.5	Yes			4.38	32		N/A	
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	8	3	8.57	355	-0.09	Yes	23	4	10.23	299	1.93	No	11.75	4	10.73	333	0.53	Yes	25	1	9.96	297	1.51	Yes	5.67
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			9.67	18		N/A			5.5	8		N/A			7.57	7		N/A			5.38	8		N/A	
UT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	33.5	6	90.67	631	-1.23	N/A	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
UT	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	1		273		-1.31	N/A	2		316		-0.33	N/A	5		293		0.57	N/A	2		288		0.06	N/A	6
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	97.22%	72	90.45%	6515	-1.94	Yes	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%
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	97.37%	38	97.26%	2010	-0.04	Yes	100.00%	29	96.88%	1570	-0.96	Yes	100.00%	34	97.30%	1775	-0.96	Yes	100.00%	24	95.58%	1902	-1.05	Yes	100.00%
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	98.80%	83	98.18%	8581	-0.42	Yes	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%
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	94	99.76%	3342	-0.47	Yes	100.00%	81	99.86%	2815	-0.33	Yes	100.00%	73	99.68%	3103	-0.48	Yes	98.75%	80	99.58%	3300	0.93	Yes	100.00%
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	2:51	94	6:58	3342	-4.33	Yes	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
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	12:47	83	15:46	8581	-1.55	Yes	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
UT	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	368				No	91.64%	347				Yes	5	2,335	83.3%			
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	7				No	85.71%	14				No	6	100	72.0%			
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	227				Yes	90.95%	243				Yes	2	1,822	89.4%			
UT	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	228				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%	5				No	20.00%	5				No	6	24	41.7%			
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	395				Yes	87.73%	538				Yes	1	3,420	86.4%			
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	435				Yes	90.69%	290				Yes	0					
UT	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	1143				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	174				Yes	6:44:00	139				Yes	0					
UT	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
UT	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	248				Yes	3:24:00	311				Yes	0					
UT	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
UT	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	39				Yes	8:50:00	20				Yes	0					
UT	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
UT	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
UT	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
UT	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
UT	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	87				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%	524				Yes	100.00%	536				Yes	0					
UT	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	160				Yes	100.00%	223				Yes	0					
UT	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	5				Yes	100.00%	12				Yes	0					
UT	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	376				Yes	100.00%	264				Yes	0					
UT	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	310				Yes	100.00%	411				Yes	0					
UT	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	1130				Yes	100.00%	1113				Yes	0					
UT	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	184				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%	716				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%	104				Yes	100.00%	113				Yes	0					
UT	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	311				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%	579				Yes	100.00%	650				Yes	0					
UT	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	608				Yes	100.00%	640				Yes	0					
UT	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	13				No	100.00%	4				Yes	3	81	86.4%			
UT	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	11				Yes	100.00%	7				Yes	0					
UT	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	13				Yes	100.00%	12				Yes	0					
UT	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	54				Yes	100.00%	60				Yes	0					
UT	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	1469				Yes	0:41:00	1578				Yes	0					
UT	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	2318				Yes	0:45:00	3035				Yes	0					
UT	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	2579	97.32%	137501	5.78	No	97.86%	2472	97.51%	150524	-1.08	Yes	3	15,985	97.5%	98.3%	-0.8%	
UT	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P		97.32%	137501		N/A			97.51%	150524		N/A	0					
UT	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3	4.48	544	1.21	Yes	3	1	5	577	-0.46	Yes	0					
UT	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	16	4.48	544	0.59	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	3	4.48	544	1.39	Yes	5.2	5	5	577	-0.04	Yes	0					
UT	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	4	34.48%	464	-0.65	Yes	0.00%	1	30.54%	537	0.38	Yes	0					
UT	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	116	34.48%	464	7.04	No	1.01%	99	30.54%	537	7.02	No	2	313	11.2%	35.0%	-23.8%	
UT	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	1				N/A	0.00%	2	0.00%	2	.	Yes	0					
UT	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	4	34.48%	464	0.3	Yes	25.00%	4	30.54%	537	0.15	Yes	0					
UT	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	410	99.51%	11179	-1.4	Yes	99.26%	135	99.39%	12146	0.28	Yes	0					
UT	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	65	94.24%	6438	0.2	Yes	95.52%	67	94.11%	6992	-0.49	Yes	0					
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	95	3.53	8819	-0.71	Yes	3.26	39	3.5	9717	-1.5	Yes	0					
UT	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	65	5.58	6473	-0.28	Yes	4.64	67	5.26	7009	-0.97	Yes	0					
UT	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	339	86.04%	18410	-0.21	Yes	85.24%	210	86.01%	17852	0.34	Yes	0					
UT	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	339	88.76%	18410	-0.87	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	1	4.81	97	1.94	No	2	1	4.43	113	-0.36	Yes	1	12	8.25	4.81	3.44	
UT	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P		4.3	47		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	3	9.71	280	-0.69	Yes	4.5	2	9.2	300	-0.74	Yes	1	17	12.59	9.72	2.87	
UT	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		12.44	9		N/A			6.56	9		N/A	0					
UT	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	8	67.99	598	-1.47	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		293		1.41	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	81	90.18%	7464	1.76	No	90.77%	65	90.90%	6616	0.09	Yes	1	393	89.8%	89.6%	0.2%	
UT	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	40	96.66%	1828	-1.16	Yes	100.00%	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	98	98.09%	9789	2.46	No	98.84%	86	98.51%	8852	-0.25	Yes	2	485	96.1%	98.0%	-1.9%	
UT	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	118	99.26%	3368	-0.92	Yes	100.00%	76	99.64%	3331	-0.52	Yes	0					
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	118	7:02	3368	-2.45	Yes	2:33	76	5:20	3331	-2.68	Yes	0					
UT	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	98	15:58	9789	0.35	Yes	14:04	86	14:47	8852	-0.53	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	14.89%	94	11.55%	3342	0.99	Yes	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%
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	17.86%	84	13.70%	8670	1.09	Yes	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%
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	26.42%	53	14.19%	1290	2.29	No	8.89%	45	13.45%	1375	-0.88	Yes	18.18%	44	14.77%	1496	0.64	Yes	22.37%
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	10.00%	70	13.79%	8941	-0.92	Yes	9.43%	53	12.05%	8184	-0.58	Yes	20.27%	74	14.52%	8839	1.36	Yes	14.89%
UT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.40%	12734	1.40%	858943	-0.01	Yes	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%
UT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.91%	13588	1.18%	864515	-2.98	Yes	0.70%	14089	1.10%	869214	-4.56	Yes	0.78%	15170	1.18%	873628	-4.58	Yes	1.10%
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	84.52%	84	93.66%	8670	2.95	No	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%
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	97.87%	94	98.26%	3342	0.35	Yes	100.00%	81	97.80%	2815	-1.33	Yes	100.00%	73	98.71%	3103	-0.97	Yes	93.75%	80	98.00%	3300	2.19	No	97.46%
UT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	34.80%	273	29.53%	17046	1.87	N/A	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%
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P			######	7		N/A			100.00%	12		N/A			100.00%	13		N/A			100.00%	7		N/A	
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			92.57%	148		N/A			92.14%	140		N/A			95.59%	204		N/A			93.85%	130		N/A	
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P			4	7		N/A			2.64	11		N/A			2.08	13		N/A			2.86	7		N/A	
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			5.31	150		N/A			8.26	142		N/A			5.61	205		N/A			4.28	131		N/A	
UT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			87.82%	156		N/A			92.47%	186		N/A			92.70%	178		N/A			97.02%	168		N/A	
UT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			94.09%	186		N/A			95.51%	178		N/A			97.02%	168		N/A	
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A	
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			2.86	7		N/A			7.44	9		N/A			7.33	6		N/A			1.8	5		N/A	
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A	
UT	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			15.4	5		N/A			1	2		N/A			17.67	3		N/A			9.67	3		N/A	
UT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			116.68	34		N/A			88.31	39		N/A			82.31	39		N/A			38.82	11		N/A	
UT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS			4			N/A			5			N/A			3			N/A			3			N/A	
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			######	24		N/A			100.00%	17		N/A			90.91%	22		N/A			100.00%	20		N/A	
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			85.53%	76		N/A			89.61%	77		N/A			89.47%	57		N/A			90.48%	42		N/A	
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			######	33		N/A			100.00%	26		N/A			100.00%	33		N/A			100.00%	33		N/A	
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			97.96%	98		N/A			96.00%	100		N/A			91.95%	87		N/A			96.67%	60		N/A	
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			5:29	33		N/A			5:48	26		N/A			4:54	33		N/A			3:38	33		N/A	
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			12:25	98		N/A			13:11	100		N/A			17:52	87		N/A			14:24	60		N/A	
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			6.06%	33		N/A			11.54%	26		N/A			12.12%	33		N/A			15.15%	33		N/A	
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			11.54%	104		N/A			13.59%	103		N/A			14.61%	89		N/A			6.25%	64		N/A	
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			18.18%	11		N/A			14.29%	14		N/A			22.22%	18		N/A	
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			15.91%	88		N/A			8.22%	73		N/A			5.45%	55		N/A	
UT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.39%	34850		N/A			0.40%	32008		N/A			0.38%	31778		N/A			0.30%	31946		N/A	
UT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.31%	32008		N/A			0.27%	31778		N/A			0.23%	31946		N/A	
UT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			18.93%	169		N/A			24.56%	171		N/A			20.26%	153		N/A			22.40%	125		N/A	
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	97.40%	77	######	54	1.01	Yes	100.00%	34	100.00%	33	.	Yes	100.00%	2	95.00%	40	-0.32	Yes	100.00%	2	100.00%	33	.	Yes	100.00%
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100.00%	5	90.14%	71	-0.71	Yes	100.00%	2	95.24%	63	-0.31	Yes	100.00%	4	91.78%	73	-0.58	Yes			90.00%	80		N/A	100.00%
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	1.33	3	3.67	36	-2.21	Yes	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
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	4.4	5	6.11	71	-0.58	Yes	7	2	5.56	64	0.75	Yes	5.5	4	6.23	73	-0.25	Yes			6.86	80		N/A	6.33
UT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	91.67%	60	72.07%	111	-2.73	Yes	95.24%	21	77.14%	105	-1.8	Yes	100.00%	4	76.11%	113	-1.1	Yes	50.00%	4	71.79%	117	0.85	Yes	83.33%
UT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100.00%	21	85.71%	105	-1.71	Yes	100.00%	4	79.65%	113	-0.99	Yes	75.00%	4	79.49%	117	0.22	Yes	100.00%
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	16	2				N/A						N/A			2.5	2		N/A						N/A	
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			10.25	4		N/A			11.5	2		N/A			5	4		N/A			10.75	4		N/A	
UT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			6	3		N/A			13.5	2		N/A			9.5	2		N/A			5.5	4		N/A	
UT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			76	4		N/A	1.55	11	169	2	-1.45	N/A			68.6	5		N/A			57.2	5		N/A	
UT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			3			N/A	-		1		-1.3	N/A			3			N/A			2			N/A	
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100.00%	1	######	47	.	Yes	100.00%	2	100.00%	25	.	Yes	100.00%	1	95.83%	48	-0.21	Yes	100.00%	1	100.00%	49	.	Yes	100.00%
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	83.33%	6	92.74%	124	0.74	Yes	90.00%	10	90.48%	105	0.07	Yes	100.00%	5	87.88%	99	-0.81	Yes	88.24%	17	87.61%	113	-0.07	Yes	77.78%
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	6	######	87	.	Yes	100.00%	4	100.00%	70	.	Yes	100.00%	3	98.92%	93	-0.18	Yes	100.00%	3	100.00%	97	.	Yes	100.00%
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	12	97.96%	147	-0.48	Yes	100.00%	13	97.18%	142	-0.59	Yes	100.00%	6	96.88%	128	-0.43	Yes	94.74%	19	97.95%	146	0.73	Yes	100.00%
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	4:48	6	3:04	87	0.9	Yes	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
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	14:49	12	11:34	147	0.87	Yes	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
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	50.00%	6	18.39%	87	1.64	Yes	0.00%	4	20.00%	70	-0.97	Yes	33.33%	3	18.28%	93	0.57	Yes	0.00%	3	12.37%	97	-0.64	Yes	28.57%
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	33.33%	12	15.54%	148	1.46	Yes	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%
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			18.52%	27		N/A	50.00%	2	21.82%	55	0.74	Yes	0.00%	1	13.16%	38	-0.38	Yes	50.00%
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0.00%	12	11.63%	129	-1.2	Yes	0.00%	3	11.82%	110	-0.63	Yes	23.53%	17	16.54%	127	0.71	Yes	15.38%
UT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1.04%	1735	0.78%	30142	1.19	Yes	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%
UT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.69%	1744	0.51%	30371	0.99	Yes	0.28%	1777	0.54%	30536	-1.45	Yes	0.99%	1814	0.54%	30638	2.57	No	0.82%
UT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	30.77%	26	24.92%	313	0.66	N/A	35.71%	28	28.67%	300	0.78	N/A	35.71%	14	25.84%	298	0.81	N/A	18.52%	27	26.95%	334	-0.95	N/A	30.00%
UT	02--05	OP-3	Install Commit Met, EELs%		90%	85.71%	21				No	81.82%	11				No	71.43%	7				No	85.71%	7				No	100.00%
UT	02--05	OP-4	Install Interv, EELs, Avg Days		NS	7	11				N/A	15.5	4				N/A	10.25	4				N/A	16	6				N/A	6.67
UT	02--05	OP-5	New Service Install Quality, EELs%		NS	85.00%	20				N/A	100.00%	14				N/A	100.00%	15				N/A	100.00%	11				N/A	90.00%
UT	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100.00%	14				N/A	100.00%	15				N/A	100.00%	11				N/A	90.00%
UT	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	18.5	2				N/A	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	21	2				N/A	36	2				N/A						N/A						N/A	
UT	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	10	4				N/A	24.67	3				N/A	32	3				N/A	23	2				N/A	20
UT	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	2					N/A	2					N/A	2					N/A	2					N/A	1
UT	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	25.00%	8				N/A	100.00%	1				N/A	100.00%	2				N/A	100.00%	4				N/A	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	118	13.30%	3368	2.33	No	13.16%	76	13.87%	3331	-0.18	Yes	2	522	16.9%	12.8%	4.1%	
UT	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	99	13.59%	9885	0.75	Yes	15.22%	92	13.31%	8971	0.56	Yes	1	499	15.4%	13.6%	1.8%	
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	76	14.72%	1576	1.75	No	9.30%	43	14.88%	1445	-1.01	Yes	2	261	18.0%	14.4%	3.6%	
UT	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	94	13.30%	9172	0.48	Yes	13.41%	82	13.10%	8308	0.12	Yes	0					
UT	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	15471	1.51%	876633	-1.1	Yes	1.08%	15509	1.40%	880279	-3.31	Yes	0					
UT	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	15471	1.23%	876633	-1.43	Yes	0.81%	15509	1.11%	880279	-3.56	Yes	0					
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	99	94.27%	9885	0.99	Yes	82.61%	92	93.96%	8971	3.78	No	5	499	84.8%	93.5%	-8.8%	
UT	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	118	98.52%	3368	0.91	Yes	100.00%	76	98.92%	3331	-0.9	Yes	1	522	98.1%	98.4%	-0.3%	
UT	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	296	26.60%	18056	0.04	N/A	30.29%	241	27.46%	16960	0.97	N/A	0					
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P		93.75%	32		N/A			100.00%	90		N/A	0					
UT	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P		95.76%	165		N/A			89.44%	161		N/A	0					
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P		4.91	32		N/A			3.11	90		N/A	0					
UT	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P		6.53	165		N/A			7.71	161		N/A	0					
UT	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P		96.43%	224		N/A			93.72%	191		N/A	0					
UT	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P		96.88%	224		N/A			94.24%	191		N/A	0					
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P		35.5	2		N/A						N/A	0					
UT	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P		3.75	4		N/A			2.4	5		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-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P		11.33	3		N/A			13.17	12		N/A	0					
UT	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS		25.67	12		N/A			21.07	14		N/A	0					
UT	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS		5			N/A			4			N/A	0					
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P		92.31%	13		N/A			100.00%	13		N/A	0					
UT	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P		90.91%	44		N/A			90.91%	44		N/A	0					
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P		100.00%	21		N/A			100.00%	24		N/A	0					
UT	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P		97.10%	69		N/A			98.46%	65		N/A	0					
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P		6:07	21		N/A			3:29	24		N/A	0					
UT	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P		14:06	69		N/A			13:02	65		N/A	0					
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		19.05%	21		N/A			4.17%	24		N/A	0					
UT	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P		12.16%	74		N/A			7.35%	68		N/A	0					
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		0.00%	11		N/A			5.88%	17		N/A	0					
UT	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P		12.50%	64		N/A			6.90%	58		N/A	0					
UT	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P		0.30%	31842		N/A			0.29%	31873		N/A	0					
UT	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P		0.24%	31842		N/A			0.24%	31873		N/A	0					
UT	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS		24.00%	125		N/A			20.00%	115		N/A	0					
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	3	97.73%	44	-0.26	Yes	100.00%	2	96.15%	52	-0.28	Yes	0					
UT	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	3	94.59%	74	-0.41	Yes	100.00%	4	95.52%	67	-0.42	Yes	0					
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	3	4.78	27	0.35	Yes	5	1	3.4	35	0.57	Yes	0					
UT	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	3	6.34	76	0	Yes	5	4	5.68	68	-0.26	Yes	0					
UT	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	6	75.83%	120	-0.42	Yes	90.00%	10	65.14%	109	-1.58	Yes	0					
UT	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	6	83.33%	120	-1.07	Yes	90.00%	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	ND	P		2	1		N/A			2	2		N/A	0					
UT	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		3	3		N/A			1	3		N/A	0					
UT	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		1	1		N/A			11	1		N/A	0					
UT	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS		42.83	6		N/A			39	6		N/A	0					
UT	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS		4			N/A			2			N/A	0					
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	3	96.43%	56	-0.32	Yes	100.00%	2	100.00%	37	.	Yes	0					
UT	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	9	87.10%	93	0.74	Yes	100.00%	9	91.09%	101	-0.9	Yes	0					
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	7	98.00%	100	-0.37	Yes	100.00%	4	100.00%	80	.	Yes	0					
UT	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	13	95.24%	126	-0.77	Yes	100.00%	10	98.52%	135	-0.37	Yes	0					
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	7	4:31	100	0.78	Yes	3:42	4	3:16	80	0.22	Yes	0					
UT	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	13	16:01	126	-0.17	Yes	6:58	10	14:00	135	-1.8	Yes	0					
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	7	13.00%	100	1.04	Yes	50.00%	4	12.50%	80	1.68	No	1	27	29.6%	15.6%	14.1%	
UT	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	14	13.08%	130	0.16	Yes	20.00%	10	14.49%	138	0.48	Yes	0					
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	2	5.66%	53	1.5	Yes	33.33%	3	11.36%	44	0.87	Yes	0					
UT	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	13	12.73%	110	0.29	Yes	11.11%	9	16.26%	123	-0.4	Yes	0					
UT	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1834	0.75%	30651	1.9	No	0.79%	1782	0.70%	31101	0.42	Yes	2	10,686	1.0%	0.7%	0.2%	
UT	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	1834	0.53%	30651	1.64	Yes	0.67%	1782	0.54%	31101	0.77	Yes	1	8,951	0.7%	0.5%	0.2%	
UT	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	30	25.32%	308	0.57	N/A	41.67%	24	27.33%	300	1.45	N/A	0					
UT	02--05	OP-3	Install Commit Met, EELs%		90%	4				Yes	66.67%	3				No	5	53	83.0%			
UT	02--05	OP-4	Install Interv, EELs, Avg Days		NS	6				N/A	13.25	4				N/A	0					
UT	02--05	OP-5	New Service Install Quality, EELs%		NS	10				N/A	90.00%	10				N/A	0					
UT	02--05	OP-5*	New Service Install Quality, EELs%		NS	10				N/A	90.00%	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	2				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	2				N/A	66.67%	3				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	10:25	8				N/A	1:25	1				N/A	1:30	2				N/A	1:45	4				N/A	2:18
UT	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	50.00%	8				N/A	0.00%	1				N/A	50.00%	2				N/A	25.00%	4				N/A	0.00%
UT	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	0.00%	1				N/A	100.00%	1				N/A	25.00%	4				N/A	0.00%
UT	02--05	MR-8	Trouble Rate, EELs%		NS	6.35%	126				N/A	0.97%	103				N/A	2.38%	84				N/A	5.63%	71				N/A	3.77%
UT	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	0.97%	103				N/A	1.19%	84				N/A	5.63%	71				N/A	3.77%
UT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	
UT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	98.54%	3158	93.52%	7196	-9.55	Yes	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%
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.29	1784	5.52	7212	-1.52	Yes	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
UT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	95.87%	2737	62.44%	6951	-30.59	Yes	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%
UT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.31%	2254	70.32%	7117	-25.35	Yes	98.30%	1939	67.90%	7200	-25.45	Yes	97.22%	1763	68.71%	6664	-22.96	Yes	98.05%
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	7.13	39	4.36	114	0.75	Yes	8	8	5.46	175	1.05	Yes	5.05	19	3.74	144	1.13	Yes	9.14	28	5.97	118	1.03	Yes	7.09
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	8.64	11	8.57	355	0.35	Yes	2	1	10.23	299	-0.46	Yes			10.73	333		N/A	3	1	9.96	297	-0.71	Yes	
UT	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	20.43	21	98.94	314	-3.08	N/A	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
UT	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	19		159		3.74	N/A	15		212		0.12	N/A			173			N/A	9		184		0.01	N/A	4
UT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	277	92.06%	8525	-4.81	Yes	98.66%	224	89.82%	9028	-4.32	Yes	99.16%	237	91.97%	8573	-4.01	Yes	100.00%	245	89.30%	9228	-5.35	Yes	100.00%
UT	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	338	98.62%	11923	-2.14	Yes	99.26%	271	98.02%	12417	-1.45	Yes	100.00%	259	98.56%	11875	-1.92	Yes	100.00%	259	98.00%	12788	-2.28	Yes	100.00%
UT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:47	338	13:18	11923	-11.86	Yes	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
UT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	8.58%	338	13.10%	12012	-2.43	Yes	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%
UT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	13.24%	204	13.84%	10231	-0.25	Yes	12.23%	188	12.25%	9559	-0.01	Yes	12.37%	194	14.55%	10335	-0.85	Yes	11.56%
UT	04--01	MR-8	Trouble Rate, UBL Analog%		P	1.13%	29991	1.40%	858943	-3.94	Yes	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%
UT	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.73%	27953	1.18%	864515	-6.9	Yes	0.71%	26355	1.10%	869214	-5.93	Yes	0.78%	24971	1.18%	873628	-5.85	Yes	0.84%
UT	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	17.56%	410	29.53%	17046	-5.25	N/A	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%
UT	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	96.90%	129	92.93%	99	-1.16	Yes	96.92%	130	93.88%	147	-1.06	Yes	100.00%	148	94.48%	181	-2.18	Yes	99.07%	107	91.75%	97	-1.9	Yes	97.37%
UT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	4.18	129	7.8	96	-2.14	Yes	4.14	128	7.79	145	-3.6	Yes	4.32	146	15.98	179	-11.29	Yes	4.4	104	8.38	95	-3.65	Yes	4.22
UT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	95.07%	142	88.00%	125	-1.77	Yes	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%
UT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	92.67%	150	95.81%	167	1.18	Yes	99.28%	139	93.62%	141	-1.94	Yes	96.72%	122	97.37%	114	0.21	Yes	98.67%
UT	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	9	1	1.4	5	1.41	Yes	6.67	3	11	9	-0.36	Yes			12.5	10		N/A	16.5	2	14.57	7	0.39	Yes	28.33
UT	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	6.71	7	55.5	2	-0.84	Yes	2	1				N/A			12.5	2		N/A			25	1		N/A	
UT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	5.5	4	118.24	21	-2.19	N/A	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
UT	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	4		6		2.57	N/A	5		1		3.43	N/A	4		1		3.74	N/A	1		3		0.88	N/A	1
UT	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	15	######	106	.	Yes	100.00%	27	99.17%	120	-0.43	Yes	95.24%	21	100.00%	114	1.49	Yes	100.00%	29	100.00%	130	.	Yes	100.00%
UT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	20	######	108	.	Yes	100.00%	28	100.00%	122	.	Yes	100.00%	22	100.00%	115	.	Yes	100.00%	30	100.00%	130	.	Yes	100.00%
UT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:41	20	2:15	108	0.51	Yes	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
UT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	15.00%	20	14.81%	108	0.05	Yes	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%
UT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	4.55%	22	25.68%	74	-1.99	Yes	0.00%	14	19.35%	62	-1.66	Yes	5.56%	18	18.92%	74	-1.3	Yes	12.50%
UT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.78%	2556	1.03%	10503	-1.1	Yes	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%
UT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.88%	2489	0.69%	10666	1.03	Yes	0.57%	2445	0.57%	10785	-0.01	Yes	0.76%	2355	0.68%	10866	0.45	Yes	0.70%
UT	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	16.67%	24	37.93%	174	-2.01	N/A	15.15%	33	39.00%	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%
UT	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100.00%	4	82.65%	657	-0.91	Yes	100.00%	4	83.60%	494	-0.88	Yes	100.00%	1	84.62%	468	-0.43	Yes			82.93%	328		N/A	100.00%
UT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	4.25	4	13.33	715	-1.51	Yes	4.25	4	15.69	569	-1.75	Yes	5	1	13.27	556	-0.73	Yes			13.95	436		N/A	4
UT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	100.00%	4	91.83%	661	-0.59	Yes	66.67%	3	93.39%	575	1.29	Yes	100.00%	1	92.02%	501	-0.29	Yes	100.00%	2	86.56%	439	-0.56	Yes	100.00%
UT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	66.67%	3	95.13%	575	1.45	Yes	100.00%	1	94.41%	501	-0.24	Yes	100.00%	2	92.03%	439	-0.42	Yes	100.00%
UT	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			18.4	60		N/A			17.94	80		N/A			18.17	71		N/A			20.73	64		N/A	
UT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			22.68	75		N/A			30.1	21		N/A			23.1	21		N/A			14.56	9		N/A	
UT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			36.26	80		N/A			31.81	96		N/A			25.7	115		N/A			35.93	107		N/A	
UT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			39			N/A			56			N/A			70			N/A			51			N/A	
UT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	100.00%	1	83.26%	442	-0.45	Yes	66.67%	3	83.91%	379	0.7	Yes			85.75%	414		N/A	66.67%	3	84.55%	479	0.73	Yes	100.00%
UT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	2:04	1	2:34	442	-0.15	Yes	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
UT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	0.00%	1	22.62%	442	-0.54	Yes	0.00%	3	25.33%	379	-1	Yes			24.15%	414		N/A	0.00%	3	22.13%	479	-0.92	Yes	20.00%
UT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A	0.00%	3	26.43%	280	-1.03	Yes			24.43%	307		N/A	0.00%	2	25.15%	338	-0.82	Yes	25.00%
UT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	0.51%	198	1.89%	23443	-1.42	Yes	1.55%	194	1.64%	23122	-0.1	Yes	0.00%	195	1.79%	23178	-1.88	Yes	1.49%	201	2.06%	23229	-0.57	Yes	2.46%
UT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	1.55%	194	1.21%	23122	0.48	Yes	0.00%	195	1.32%	23178	-1.61	Yes	1.00%	201	1.46%	23229	-0.54	Yes	1.97%
UT	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	0.00%	1	18.00%	539	-0.47	N/A	25.00%	4	29.03%	534	-0.18	N/A	100.00%	1	25.81%	558	1.14	N/A	25.00%	4	25.74%	645	-0.03	N/A	16.67%
UT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	82.35%	17	82.65%	657	0.08	Yes	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	100.00%
UT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	6.7	10	13.33	715	-1.74	Yes	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
UT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	91.67%	24	91.83%	661	0.09	Yes	88.89%	27	93.39%	575	0.89	Yes	95.45%	22	92.02%	501	-0.58	Yes	100.00%	17	86.56%	439	-1.59	Yes	95.24%
UT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	27	95.13%	575	-1.15	Yes	95.45%	22	94.41%	501	-0.21	Yes	100.00%	17	92.03%	439	-1.19	Yes	95.24%
UT	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	6	1	18.4	60	-0.71	Yes	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
UT	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	7.67	3	22.68	75	-1.21	Yes			30.1	21		N/A	21	1	23.1	21	-0.11	Yes			14.56	9		N/A	
UT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	8	4	36.26	80	-0.92	N/A	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
UT	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	4		39		1.95	N/A	2		56		0.97	N/A	2		70		0.11	N/A	4		51		-0.19	N/A	-
UT	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	70.00%	10	83.26%	442	1.04	Yes	71.43%	7	83.91%	379	0.83	Yes	80.00%	10	85.75%	414	0.53	Yes	71.43%	7	84.55%	479	0.88	Yes	100.00%
UT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	4:26	10	2:34	442	1.48	Yes	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
UT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	10.00%	10	22.62%	442	-0.94	Yes	0.00%	7	25.33%	379	-1.53	Yes	20.00%	10	24.15%	414	-0.3	Yes	28.57%	7	22.13%	479	0.42	Yes	22.22%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2				N/A	2:33	3				N/A	0					
UT	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	2				N/A	0.00%	3				N/A	0					
UT	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	2				N/A	0.00%	3				N/A	0					
UT	02--05	MR-8	Trouble Rate, EELs%		NS	53				N/A	6.52%	46				N/A	0					
UT	02--05	MR-8*	Trouble Rate, EELs%		NS	53				N/A	6.52%	46				N/A	0					
UT	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%		94.24%	6438		N/A			94.11%	6992		N/A	0					
UT	04--01	OP-3	Install Commit Met, UBL Analog%		90%	1846	94.24%	6438	-3.73	Yes	99.03%	2878	94.11%	6992	-9.43	Yes	0					
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		5.58	6473		N/A			5.26	7009		N/A	0					
UT	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	1363	5.58	6473	-3.76	Yes	5.21	1509	5.26	7009	-0.3	Yes	0					
UT	04--01	OP-5	New Service Install Quality, UBL Analog%		P	2363	61.88%	6742	-30.21	Yes	96.51%	2122	63.33%	6809	-27.7	Yes	0					
UT	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	2363	69.30%	6742	-26.08	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		4.81	97		N/A			4.43	113		N/A	0					
UT	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	64	4.81	97	0.52	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		9.71	280		N/A			9.2	300		N/A	0					
UT	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		9.71	280		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	17	65.78	336	-2.73	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		193		-2.76	N/A	-		175		-5.25	N/A	0					
UT	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	247	91.46%	9292	-4.74	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	283	98.39%	13157	-2.13	Yes	100.00%	276	98.82%	12183	-1.8	Yes	0					
UT	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	283	13:41	13157	-10.08	Yes	4:41	276	12:12	12183	-10.2	Yes	0					
UT	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	283	13.51%	13253	-0.39	Yes	10.51%	276	13.46%	12302	-1.42	Yes	0					
UT	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	199	13.51%	10748	-0.8	Yes	10.33%	213	13.36%	9753	-1.29	Yes	0					
UT	04--01	MR-8	Trouble Rate, UBL Analog%		P	23723	1.51%	876633	-3.97	Yes	1.23%	22487	1.40%	880279	-2.15	Yes	0					
UT	04--01	MR-8*	Trouble Rate, UBL Analog%		P	23723	1.23%	876633	-5.35	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	346	26.60%	18056	-3.5	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%	114	95.24%	126	-0.77	Yes	97.50%	160	91.55%	71	-1.5	Yes	0					
UT	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	102	8.33	125	-4.02	Yes	4.3	152	9.84	69	-3.02	Yes	0					
UT	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	150	92.08%	101	-1.51	Yes	98.81%	168	86.90%	84	-2.64	Yes	0					
UT	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	150	97.03%	101	-0.75	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	3	9.29	7	0.97	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		35	2		N/A						N/A	0					
UT	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	4	93.79	38	-2.74	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		3		0.88	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	24	98.18%	110	-0.6	Yes	100.00%	21	98.35%	121	-0.55	Yes	0					
UT	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	24	99.09%	110	-0.43	Yes	100.00%	22	100.00%	121	.	Yes	0					
UT	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	24	3:16	110	-0.91	Yes	2:12	22	2:43	121	-0.42	Yes	0					
UT	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	24	17.27%	110	-0.56	Yes	0.00%	22	26.45%	121	-2.59	Yes	0					
UT	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	16	13.51%	74	-0.11	Yes	0.00%	15	28.21%	78	-2.22	Yes	0					
UT	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	2287	1.00%	10980	0.21	Yes	0.98%	2237	1.08%	11164	-0.42	Yes	0					
UT	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	2287	0.67%	10980	0.14	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	28	32.10%	162	-1.86	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	4	80.27%	299	-0.99	Yes	100.00%	5	84.62%	286	-0.95	Yes	0					
UT	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	3	15.15	425	-1.55	Yes	4	5	13.95	413	-1.67	Yes	0					
UT	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	5	91.78%	426	-0.67	Yes	100.00%	7	93.22%	472	-0.71	Yes	0					
UT	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	5	93.66%	426	-0.58	Yes	100.00%	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		17.1	82		N/A			21.21	53		N/A	0					
UT	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		15.4	5		N/A			14.38	8		N/A	0					
UT	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		39.93	81		N/A			41.32	82		N/A	0					
UT	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		26			N/A			19			N/A	0					
UT	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	5	84.06%	458	-0.97	Yes	100.00%	6	88.11%	429	-0.89	Yes	0					
UT	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	5	2:24	458	-0.26	Yes	1:02	6	2:10	429	-1.09	Yes	0					
UT	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	5	24.45%	458	-0.23	Yes	33.33%	6	29.14%	429	0.24	Yes	0					
UT	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	4	25.88%	340	-0.04	Yes	0.00%	1	26.88%	320	-0.61	Yes	0					
UT	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	203	1.97%	23283	0.55	Yes	3.00%	200	1.85%	23164	1.16	Yes	0					
UT	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	203	1.46%	23283	0.64	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	6	24.79%	609	-0.46	N/A	33.33%	9	22.00%	550	0.79	N/A	0					
UT	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	9	80.27%	299	-1.47	Yes	80.00%	15	84.62%	286	0.5	Yes	0					
UT	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	3	15.15	425	0.86	Yes	10.1	10	13.95	413	-0.91	Yes	0					
UT	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	21	91.78%	426	-0.56	Yes	100.00%	22	93.22%	472	-1.24	Yes	0					
UT	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	21	93.66%	426	-0.29	Yes	100.00%	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	2	17.1	82	0.95	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		15.4	5		N/A			14.38	8		N/A	0					
UT	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	2	39.93	81	-0.58	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		26		-0.96	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	9	84.06%	458	-1.29	Yes	100.00%	7	88.11%	429	-0.96	Yes	0					
UT	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	9	2:24	458	-0.8	Yes	1:29	7	2:10	429	-0.71	Yes	1	50.0	3:17	2:25	0:51	
UT	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	9	24.45%	458	-0.15	Yes	0.00%	7	29.14%	429	-1.68	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	0.00%	4	26.43%	280	-1.19	Yes	22.22%	9	24.43%	307	-0.15	Yes	28.57%	7	25.15%	338	0.23	Yes	22.22%
UT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	3.51%	285	1.89%	23443	1.83	No	2.61%	268	1.64%	23122	1.2	Yes	3.97%	252	1.79%	23178	2.28	No	3.10%	226	2.06%	23229	1.07	Yes	4.19%
UT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	1.49%	268	1.21%	23122	0.47	Yes	3.57%	252	1.32%	23178	2.61	No	3.10%	226	1.46%	23229	1.83	No	4.19%
UT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0.00%	10	18.00%	539	-1.47	N/A	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%
UT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	93.02%	43	92.93%	99	-0.02	Yes	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	100.00%
UT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.67	39	7.8	96	-1.31	Yes	4.49	35	7.79	145	-2.1	Yes	4.49	41	15.98	179	-7.17	Yes	4.86	35	8.38	95	-2.32	Yes	3.85
UT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	85.37%	41	88.00%	125	0.45	Yes	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%
UT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	97.56%	41	95.81%	167	-0.5	Yes	84.09%	44	93.62%	141	1.82	No	100.00%	42	97.37%	114	-0.91	Yes	93.02%
UT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	5	1	1.4	5	1.26	Yes			11	9		N/A	1	1	12.5	10	-1.32	Yes	6	5	14.57	7	-1.43	Yes	
UT	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	6	3	55.5	2	-0.74	Yes	7	1				N/A			12.5	2		N/A	1	1	25	1	.	N/A	
UT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			118.24	21		N/A	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
UT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			6			N/A	1		1		1.7	N/A	3		1		3.28	N/A	-		3		-0.56	N/A	1
UT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	9	######	106	.	Yes	100.00%	6	99.17%	120	-0.22	Yes	100.00%	24	100.00%	114	.	Yes	100.00%	13	100.00%	130	.	Yes	100.00%
UT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	13	######	108	.	Yes	100.00%	8	100.00%	122	.	Yes	100.00%	25	100.00%	115	.	Yes	100.00%	14	100.00%	130	.	Yes	100.00%
UT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:06	13	2:15	108	-0.16	Yes	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
UT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	30.77%	13	14.81%	108	1.36	Yes	12.50%	8	22.13%	122	-0.64	Yes	20.00%	25	19.13%	115	0.11	Yes	14.29%	14	16.15%	130	-0.18	Yes	14.29%
UT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	16.67%	6	25.68%	74	-0.49	Yes	23.81%	21	19.35%	62	0.42	Yes	8.33%	12	18.92%	74	-0.87	Yes	8.33%
UT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.50%	868	1.03%	10503	1.32	Yes	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%
UT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.69%	868	0.69%	10666	-0.01	Yes	2.46%	852	0.57%	10785	7.02	No	1.45%	826	0.68%	10866	2.6	No	1.46%
UT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	18.75%	16	37.93%	174	-1.51	N/A	57.89%	19	39.00%	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%
UT	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			94.16%	445		N/A			94.63%	484		N/A			94.42%	538		N/A	100.00%	11	93.92%	641	-0.84	Yes	100.00%
UT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.11	449		N/A			5.52	486		N/A			5.79	543		N/A	3.73	11	6.57	642	-3.44	Yes	3.75
UT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			98.93%	468		N/A			99.03%	515		N/A	100.00%	6	98.65%	593	-0.29	Yes	100.00%	16	98.75%	558	-0.44	Yes	100.00%
UT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			99.22%	515		N/A	100.00%	6	98.82%	593	-0.27	Yes	100.00%	16	98.92%	558	-0.41	Yes	100.00%
UT	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			9.3	20		N/A			5.25	16		N/A			4.76	21		N/A			2.57	30		N/A	
UT	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			4.56	9		N/A			2.63	8		N/A			8.4	10		N/A			3.25	8		N/A	
UT	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			89.41%	236		N/A			87.54%	281		N/A			82.16%	398		N/A			81.37%	306		N/A	
UT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			97.05%	237		N/A			95.02%	281		N/A			93.50%	400		N/A			94.46%	307		N/A	
UT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			8:53	237		N/A			10:47	281		N/A			16:05	400		N/A			13:39	307		N/A	
UT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			33.33%	237		N/A			37.37%	281		N/A			38.75%	400		N/A			39.41%	307		N/A	
UT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			43.35%	173		N/A			37.71%	297		N/A			42.33%	189		N/A	
UT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.00%	3	1.99%	11891	-0.25	Yes	0.00%	5	2.28%	12308	-0.34	Yes	0.00%	5	3.15%	12687	-0.4	Yes	0.00%	5	2.34%	13146	-0.35	Yes	0.00%
UT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0.00%	5	1.41%	12308	-0.27	Yes	0.00%	5	2.34%	12687	-0.35	Yes	0.00%	5	1.44%	13146	-0.27	Yes	0.00%
UT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			43.17%	417		N/A			44.36%	505		N/A			36.81%	633		N/A			45.18%	560		N/A	
UT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			73.08%	26		N/A			82.76%	29		N/A			70.59%	17		N/A			82.35%	17		N/A	
UT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			20.79	28		N/A			21.36	42		N/A			26.3	27		N/A			20.56	41		N/A	
UT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			######	36		N/A			97.22%	36		N/A			100.00%	35		N/A			100.00%	44		N/A	
UT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			97.22%	36		N/A			100.00%	35		N/A			100.00%	44		N/A	
UT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			23.33	3		N/A			14.13	8		N/A			42.57	7		N/A			26.57	7		N/A	
UT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			38.8	5		N/A						N/A						N/A						N/A	
UT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			25.71	7		N/A			22.44	9		N/A			97.33	6		N/A			56.83	12		N/A	
UT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			4			N/A			6			N/A			4			N/A			4			N/A	
UT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			87.50%	8		N/A			100.00%	8		N/A			100.00%	10		N/A			100.00%	11		N/A	
UT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:55	8		N/A			0:38	8		N/A			0:49	10		N/A			1:22	11		N/A	
UT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			37.50%	8		N/A			25.00%	8		N/A			40.00%	10		N/A			9.09%	11		N/A	
UT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			50.00%	4		N/A			37.50%	8		N/A			11.11%	9		N/A	
UT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.48%	1669		N/A			0.48%	1675		N/A			0.60%	1672		N/A			0.67%	1652		N/A	
UT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.24%	1675		N/A			0.48%	1672		N/A			0.54%	1652		N/A	
UT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			20.00%	10		N/A			38.46%	13		N/A			44.44%	18		N/A			21.43%	14		N/A	
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03:00	1818				N/A	0:03:00	854				N/A	0:03:00	912				N/A	0:02:00	765				N/A	0:03:00
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A						N/A	0:02:00	1				N/A						N/A	0:05:00
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	50				Yes	98.21%	56				Yes	95.35%	86				Yes	96.97%	66				Yes	98.61%
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	99.55%	449				Yes	98.50%	267				Yes	99.27%	273				Yes	99.58%	237				Yes	99.34%
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	449				N/A	0.00%	267				N/A	0.00%	273				N/A	0.00%	237				N/A	0.00%
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	50				N/A	0.00%	56				N/A	0.00%	86				N/A	1.52%	66				N/A	0.00%
UT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	81.82%	66				No	60.61%	66				No	95.65%	46				Yes	93.75%	64				Yes	97.01%
UT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	9.73	66				Yes	9.45	65				Yes	7.63	46				Yes	6.1	63				Yes	5.5
UT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100.00%	198	99.37%	11012	-1.11	Yes	100.00%	133	99.53%	11282	-0.79	Yes	99.24%	132	99.64%	14986	0.72	Yes	100.00%	160	99.63%	10952	-0.76	Yes	100.00%
UT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			93.52%	7196		N/A			93.22%	6662		N/A			93.64%	7529		N/A			93.99%	6841		N/A	
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3	195	3.61	9483	-5.01	Yes	3.02	132	3.7	9799	-4.6	Yes	3.11	131	3.5	12310	-3.69	Yes	3	156	3.58	8615	-5.69	Yes	2.98
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.52	7212		N/A			6.29	6689		N/A			6.5	7544		N/A			6.5	6855		N/A	
UT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	93.06%	216	85.58%	18107	-3.11	Yes	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%
UT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	97.16%	176	89.57%	20258	-3.28	Yes	100.00%	189	88.54%	20171	-4.92	Yes	97.74%	177	88.24%	17734	-3.9	Yes	97.12%
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	2	1	6.21	52	-0.19	N/A			5.48	54		N/A	17	1	3.53	47	2.23	N/A			4.38	32		N/A	
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.36	114		N/A			5.46	175		N/A	1	1	3.74	144	-0.63	N/A	3	1	5.97	118	-0.26	N/A	1.5
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	10	2	9.67	18	0.12	N/A	8.14	22	5.5	8	1.32	N/A	3	1	7.57	7	-0.47	N/A	11.5	2	5.38	8	2.17	N/A	
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			8.57	355		N/A	9	2	10.23	299	-0.1	N/A			10.73	333		N/A			9.96	297		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	9	25.88%	340	-0.25	Yes	0.00%	4	26.88%	320	-1.2	Yes	0					
UT	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	215	1.97%	23283	2.07	No	3.54%	198	1.85%	23164	1.61	Yes	3	1,444	3.5%	1.9%	1.6%	
UT	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	215	1.46%	23283	2.75	No	2.02%	198	1.38%	23164	0.78	Yes	3	1,159	2.8%	1.4%	1.5%	
UT	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	14	24.79%	609	0.91	N/A	22.22%	9	22.00%	550	0.06	N/A	0					
UT	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	39	95.24%	126	-1.22	Yes	95.35%	43	91.55%	71	-0.71	Yes	0					
UT	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	39	8.33	125	-3.19	Yes	4.49	39	9.84	69	-2.11	Yes	0					
UT	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	43	92.08%	101	-0.19	Yes	95.24%	42	86.90%	84	-1.31	Yes	0					
UT	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	43	97.03%	101	1.03	Yes	100.00%	42	89.29%	84	-1.83	Yes	1	212	94.8%	94.9%	-0.1%	
UT	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P		9.29	7		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		35	2		N/A	1	1				N/A	0					
UT	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	6	93.79	38	-3.18	N/A	11.5	2	84.69	36	-2.04	N/A	0					
UT	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS		3		0.58	N/A	-		4		-0.49	N/A	0					
UT	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	14	98.18%	110	-0.48	Yes	100.00%	15	98.35%	121	-0.47	Yes	0					
UT	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	14	99.09%	110	-0.34	Yes	100.00%	15	100.00%	121	.	Yes	0					
UT	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	14	3:16	110	0.4	Yes	1:35	15	2:43	121	-0.78	Yes	1	89.0	2:39	2:29	0:10	
UT	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	14	17.27%	110	-0.28	Yes	26.67%	15	26.45%	121	0.03	Yes	0					
UT	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	12	13.51%	74	-0.49	Yes	27.27%	11	28.21%	78	-0.06	Yes	0					
UT	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	822	1.00%	10980	1.95	No	1.84%	815	1.08%	11164	2.01	No	3	5,051	1.8%	1.1%	0.7%	
UT	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	822	0.67%	10980	2.66	No	1.35%	815	0.70%	11164	2.15	No	4	4,183	1.5%	0.7%	0.8%	
UT	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	16	32.10%	162	-1.6	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%	21	96.58%	468	-0.84	Yes	100.00%	18	97.69%	562	-0.64	Yes	0					
UT	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	20	9.96	474	-9.38	Yes	3.62	13	10.16	566	-8.41	Yes	0					
UT	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	20	98.27%	520	-0.58	Yes	100.00%	14	96.84%	601	-0.67	Yes	0					
UT	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	20	99.04%	520	-0.43	Yes	100.00%	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		6.67	12		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		5.5	4		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		88.80%	250		N/A			86.99%	292		N/A	0					
UT	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		96.80%	250		N/A			98.29%	292		N/A	0					
UT	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		15:57	250		N/A			10:07	292		N/A	0					
UT	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		36.80%	250		N/A			31.51%	292		N/A	0					
UT	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		36.62%	142		N/A			35.37%	164		N/A	0					
UT	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	6	1.85%	13548	-0.34	Yes	0.00%	6	2.09%	13994	-0.36	Yes	0					
UT	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	6	1.05%	13548	-0.25	Yes	0.00%	6	1.17%	13994	-0.27	Yes	0					
UT	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		42.40%	434		N/A			44.06%	522		N/A	0					
UT	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		88.57%	35		N/A			87.88%	33		N/A	0					
UT	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		12.63	46		N/A			21.55	47		N/A	0					
UT	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	47		N/A			100.00%	55		N/A	0					
UT	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	47		N/A			100.00%	55		N/A	0					
UT	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		14.4	5		N/A			33.4	10		N/A	0					
UT	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P		42	1		N/A						N/A	0					
UT	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS		58.09	11		N/A			56.09	11		N/A	0					
UT	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS		4			N/A			2			N/A	0					
UT	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		100.00%	16		N/A			100.00%	12		N/A	0					
UT	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		0:32	16		N/A			1:21	12		N/A	0					
UT	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		25.00%	16		N/A			16.67%	12		N/A	0					
UT	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		23.08%	13		N/A			25.00%	8		N/A	0					
UT	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		0.96%	1660		N/A			0.73%	1642		N/A	0					
UT	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.78%	1660		N/A			0.49%	1642		N/A	0					
UT	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		20.00%	20		N/A			25.00%	16		N/A	0					
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	935				N/A	0:03:00	1819				N/A	0					
UT	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	1				N/A	1:54:00	4				N/A	0					
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	72				Yes	94.29%	105				No	1	435	96.8%			
UT	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	305				Yes	99.67%	604				Yes	0					
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	305				N/A	0.17%	604				N/A	0					
UT	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	72				N/A	0.00%	105				N/A	0					
UT	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	67				Yes	96.83%	63				Yes	2	372	87.1%			
UT	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	66				Yes	6.55	58				Yes	0					
UT	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	86	99.51%	11179	-0.65	Yes	100.00%	92	99.39%	12146	-0.75	Yes	0					
UT	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		94.24%	6438		N/A			94.11%	6992		N/A	0					
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	81	3.53	8819	-3.36	Yes	3.01	90	3.5	9717	-4.56	Yes	0					
UT	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		5.58	6473		N/A			5.26	7009		N/A	0					
UT	04--10	OP-5	New Service Install Quality, Line Sharing%		P	139	86.04%	18410	-3.76	Yes	92.03%	138	86.01%	17852	-2.03	Yes	0					
UT	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	139	88.76%	18410	-3.11	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	ND	NS		4.3	47		N/A			3.38	66		N/A	0					
UT	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	2	4.81	97	-0.39	N/A			4.43	113		N/A	0					
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS		12.44	9		N/A			6.56	9		N/A	0					
UT	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		9.71	280		N/A			9.2	300		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	1.5	6				N/A	4.33	12				N/A	3.92	12				N/A	8.6	5				N/A	2.6
UT	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	4					N/A	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%	18	90.45%	6515	2.77	No	66.67%	15	88.33%	7458	2.2	No	50.00%	4	90.59%	6798	1.97	No	75.00%	4	87.67%	7326	0.69	Yes	0.00%
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	92.86%	28	97.26%	2010	1.23	Yes	83.33%	18	96.88%	1570	2.35	No	100.00%	11	97.30%	1775	-0.55	Yes	66.67%	9	95.58%	1902	2.75	No	100.00%
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	96.43%	28	99.76%	3342	1.81	No	84.21%	19	99.86%	2815	4.55	No	100.00%	12	99.68%	3103	-0.2	Yes	92.86%	14	99.58%	3300	1.88	No	100.00%
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	88.89%	18	98.18%	8581	2.01	No	93.33%	15	97.48%	9602	0.89	Yes	100.00%	4	98.16%	8772	-0.27	Yes	88.89%	9	97.45%	9488	1.21	Yes	80.00%
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	4:17	18	15:46	8581	2.88	No	21:25	15	16:10	9602	1.54	Yes	20:10	4	15:30	8772	0.96	Yes	4:38	9	16:51	9488	1.93	No	12:39
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	8:16	28	6:58	3342	0.79	Yes	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
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	32.14%	28	32.05%	156	0.01	N/A	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%
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	38.89%	18	35.80%	81	0.23	N/A	33.33%	15	47.95%	73	-1.03	N/A	25.00%	4	39.13%	138	-0.57	N/A	33.33%	9	47.52%	101	-0.82	N/A	63.64%
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	40.00%	5	38.74%	111	0.04	N/A	100.00%	1	35.98%	164	0.92	N/A	50.00%	6	37.50%	120	0.58	N/A	0.00%
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	22.22%	9	51.61%	62	-1.65	N/A	25.00%	4	39.85%	133	-0.6	N/A	16.67%	6	50.72%	69	-1.6	N/A	57.14%
UT	04--10	MR-8	Trouble Rate, Line Sharing%		P	2.36%	1948	1.40%	858943	3.62	No	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%
UT	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.77%	1811	1.18%	864515	-1.61	Yes	0.29%	1740	1.10%	869214	-3.25	Yes	0.73%	1652	1.18%	873628	-1.71	Yes	0.78%
UT	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	0.00%	15				N/A	0.00%	14				N/A						N/A						N/A	
UT	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0.00%	14				N/A						N/A						N/A	
UT	05--01	OP-3	Install Commit Met, UDIT DS1%		P			82.65%	657		N/A	100.00%	6	83.60%	494	-1.08	Yes			84.62%	468		N/A			82.93%	328		N/A	
UT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	6	1	13.33	715	-0.61	Yes	14	6	15.69	569	-0.32	Yes			13.27	556		N/A			13.95	436		N/A	6.5
UT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	4	91.83%	661	-0.59	Yes	100.00%	3	93.39%	575	-0.46	Yes			92.02%	501		N/A	100.00%	1	86.56%	439	-0.39	Yes	100.00%
UT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	3	95.13%	575	-0.39	Yes			94.41%	501		N/A	100.00%	1	92.03%	439	-0.29	Yes	100.00%
UT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			18.4	60		N/A			17.94	80		N/A			18.17	71		N/A			20.73	64		N/A	
UT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			22.68	75		N/A			30.1	21		N/A			23.1	21		N/A			14.56	9		N/A	
UT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			36.26	80		N/A			31.81	96		N/A			25.7	115		N/A			35.93	107		N/A	
UT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			39			N/A			56			N/A			70			N/A			51			N/A	
UT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	100.00%	1	83.26%	442	-0.45	Yes	0.00%	4	83.91%	379	3.44	No	100.00%	1	85.75%	414	-0.41	Yes	100.00%	2	84.55%	479	-0.6	Yes	100.00%
UT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1:46	1	2:34	442	-0.24	Yes	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
UT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0.00%	1	22.62%	442	-0.54	Yes	0.00%	4	25.33%	379	-1.16	Yes	100.00%	1	24.15%	414	1.18	Yes	0.00%	2	22.13%	479	-0.75	Yes	16.67%
UT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A	0.00%	4	26.43%	280	-1.19	Yes			24.43%	307		N/A	0.00%	1	25.15%	338	-0.58	Yes	20.00%
UT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.82%	122	1.89%	23443	-0.86	Yes	3.31%	121	1.64%	23122	1.32	Yes	0.87%	115	1.79%	23178	-0.74	Yes	1.74%	115	2.06%	23229	-0.24	Yes	5.22%
UT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	3.31%	121	1.21%	23122	1.78	No	0.00%	115	1.32%	23178	-1.24	Yes	0.87%	115	1.46%	23229	-0.52	Yes	4.35%
UT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0.00%	1	18.00%	539	-0.47	N/A	0.00%	4	29.03%	534	-1.27	N/A	50.00%	2	25.81%	558	0.64	N/A	33.33%	3	25.74%	645	0.3	N/A	14.29%
UT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			73.08%	26		N/A	100.00%	1	82.76%	29	-0.45	Yes			70.59%	17		N/A			82.35%	17		N/A	
UT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	7	1	20.79	28	-0.67	Yes	16	1	21.36	42	-0.32	Yes			26.3	27		N/A			20.56	41		N/A	
UT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	1	######	36	.	Yes	100.00%	1	97.22%	36	-0.17	Yes			100.00%	35		N/A			100.00%	44		N/A	
UT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100.00%	1	97.22%	36	-0.17	Yes			100.00%	35		N/A			100.00%	44		N/A	
UT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			23.33	3		N/A			14.13	8		N/A			42.57	7		N/A			26.57	7		N/A	
UT	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			38.8	5		N/A						N/A						N/A						N/A	
UT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			25.71	7		N/A			22.44	9		N/A			97.33	6		N/A			56.83	12		N/A	
UT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			4			N/A			6			N/A			4			N/A			4			N/A	
UT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100.00%	1	87.50%	8	-0.36	Yes			100.00%	8		N/A	100.00%	1	100.00%	10	.	Yes	100.00%	2	100.00%	11	.	Yes	100.00%
UT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	1:36	1	1:55	8	-0.14	Yes			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
UT	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	0.00%	1	37.50%	8	-0.73	Yes			25.00%	8		N/A	0.00%	1	40.00%	10	-0.78	Yes	0.00%	2	9.09%	11	-0.41	Yes	50.00%
UT	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			50.00%	4		N/A	0.00%	1	37.50%	8	-0.73	Yes	0.00%	2	11.11%	9	-0.45	Yes	50.00%
UT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	1.20%	83	0.48%	1669	0.8	Yes	0.00%	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%
UT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	84	0.24%	1675	-0.44	Yes	1.20%	83	0.48%	1672	0.8	Yes	2.41%	83	0.54%	1652	1.66	No	2.41%
UT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	50.00%	2	20.00%	10	0.64	N/A	100.00%	2	38.46%	13	1.39	N/A	0.00%	1	44.44%	18	-0.87	N/A	0.00%	2	21.43%	14	-0.69	N/A	33.33%
UT	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS	100.00%	3				N/A	100.00%	10				N/A						N/A						N/A	
UT	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	17.5	6				N/A	8.64	11				N/A						N/A						N/A	
UT	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS	100.00%	9				N/A	100.00%	6				N/A						N/A						N/A	
UT	05--03	OP-5*	New Service Install Quality, Dark Fiber - IOF%		NS						N/A	100.00%	6				N/A						N/A						N/A	
UT	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	0.00%	2				N/A	0.00%	3				N/A	0.00%	12				N/A	0.00%	12				N/A	0.00%
UT	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A	0.00%	3				N/A	0.00%	12				N/A	0.00%	12				N/A	0.00%
UT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	2:53	84983				N/A	1:48	67523				N/A	2:22	80837				N/A	3:06	76135				N/A	4:58
UT	07--01	OP-3	Install Commit Met, E911%		P	100.00%	3				N/A						N/A						N/A						N/A	
UT	07--01	OP-4	Install Interv, E911, Avg Days		P	1	3				N/A						N/A						N/A						N/A	
UT	07--01	OP-5	New Service Install Quality, E911%		P	100.00%	2				N/A			100.00%	1		N/A	100.00%	2	100.00%	1	.	Yes	100.00%	3				N/A	100.00%
UT	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	1		N/A	100.00%	2	100.00%	1	.	Yes	100.00%	3				N/A	100.00%
UT	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	100.00%	3				N/A						N/A						N/A						N/A	
UT	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	0:34	3				N/A						N/A						N/A						N/A	
UT	07--01	MR-7	Repair Repeat Report Rate, E911%		P	0.00%	3				N/A						N/A						N/A						N/A	
UT	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A						N/A	
UT	07--01	MR-8	Trouble Rate, E911%		P	1.56%	192	0.00%	286	1.85	No	0.00%	192	0.00%	288	.	Yes	0.00%	192	0.00%	288	.	Yes	0.00%	192	0.00%	284	.	Yes	0.00%
UT	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	192	0.00%	288	.	N/A	0.00%	192	0.00%	288	.	N/A	0.00%	192	0.00%	284	.	N/A	0.00%
UT	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	0.00%	3				N/A						N/A						N/A						N/A	
UT	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.66	1		N/A			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A	
UT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.52	1		N/A			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A	
UT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.16	154353				N/A	0.11	72105				N/A	0.09	77229				N/A	0.11	69861				N/A	0.09

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	5				N/A						N/A	0					
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	1	90.18%	7464	1.66	No			90.90%	6616		N/A	4	42	64.3%	89.6%	-25.3%	
UT	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	2	96.66%	1828	-0.26	Yes	66.67%	3	97.52%	1656	1.79	No	3	71	87.3%	96.9%	-9.5%	
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	7	99.26%	3368	-0.23	Yes	100.00%	18	99.64%	3331	-0.25	Yes	3	98	94.9%	99.6%	-4.7%	
UT	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	10	98.09%	9789	2.43	No	66.67%	6	98.51%	8852	2.96	No	3	62	87.1%	98.0%	-10.9%	
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	10	15:58	9789	2.51	No	13:46	6	14:47	8852	3.72	No	4	62.0	4:24	15:51	12:33	
UT	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	7	7:02	3368	-1.13	Yes	5:59	18	5:20	3331	0.46	Yes	2	98.0	8:52	6:56	1:56	
UT	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	7	31.55%	187	-0.97	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	11	52.38%	63	0.65	N/A	50.00%	6	40.26%	77	0.43	N/A	0					
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	5	31.90%	116	-1.5	N/A	42.86%	7	32.31%	130	0.56	N/A	0					
UT	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	7	57.69%	26	-0.03	N/A	40.00%	5	47.06%	34	-0.3	N/A	0					
UT	04--10	MR-8	Trouble Rate, Line Sharing%		P	1540	1.51%	876633	-1.1	Yes	1.63%	1468	1.40%	880279	0.77	Yes	1	10,159	1.6%	1.4%	0.1%	
UT	04--10	MR-8*	Trouble Rate, Line Sharing%		P	1540	1.23%	876633	-1.59	Yes	0.82%	1468	1.11%	880279	-1.06	Yes	0					
UT	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS					N/A						N/A	0					
UT	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS					N/A						N/A	0					
UT	05--01	OP-3	Install Commit Met, UDIT DS1%		P		80.27%	299		N/A			84.62%	286		N/A	0					
UT	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	2	15.15	425	-0.98	Yes	6	1	13.95	413	-0.6	Yes	0					
UT	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	2	91.78%	426	-0.42	Yes	100.00%	3	93.22%	472	-0.47	Yes	0					
UT	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	2	93.66%	426	-0.37	Yes	100.00%	3	94.28%	472	-0.43	Yes	0					
UT	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		17.1	82		N/A			21.21	53		N/A	0					
UT	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		15.4	5		N/A			14.38	8		N/A	0					
UT	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		39.93	81		N/A			41.32	82		N/A	0					
UT	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS		26			N/A			19			N/A	0					
UT	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	6	84.06%	458	-1.06	Yes	100.00%	5	88.11%	429	-0.82	Yes	1	19	78.9%	84.9%	-6.0%	
UT	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	6	2:24	458	-0.41	Yes	2:03	5	2:10	429	-0.09	Yes	1	19.0	3:43	2:25	1:17	
UT	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	6	24.45%	458	-0.44	Yes	20.00%	5	29.14%	429	-0.45	Yes	0					
UT	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	5	25.88%	340	-0.3	Yes	20.00%	5	26.88%	320	-0.34	Yes	0					
UT	05--01	MR-8	Trouble Rate, UDIT DS1%		P	115	1.97%	23283	2.13	No	4.42%	113	1.85%	23164	1.77	No	2	701	2.7%	1.9%	0.8%	
UT	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	115	1.46%	23283	2.13	No	4.42%	113	1.38%	23164	2.24	No	3	579	2.6%	1.4%	1.2%	
UT	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	7	24.79%	609	-0.64	N/A	0.00%	5	22.00%	550	-1.18	N/A	0					
UT	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		88.57%	35		N/A			87.88%	33		N/A	0					
UT	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P		12.63	46		N/A			21.55	47		N/A	0					
UT	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	47		N/A			100.00%	55		N/A	0					
UT	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	47		N/A			100.00%	55		N/A	0					
UT	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		14.4	5		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		42	1		N/A						N/A	0					
UT	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS		58.09	11		N/A			56.09	11		N/A	0					
UT	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS		4			N/A			2			N/A	0					
UT	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	2	100.00%	16	.	Yes	100.00%	3	100.00%	12	.	Yes	0					
UT	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	2	0:32	16	1.42	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	2	25.00%	16	0.55	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	2	23.08%	13	0.59	Yes	0.00%	2	25.00%	8	-0.73	Yes	0					
UT	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	83	0.96%	1660	1.15	Yes	3.53%	85	0.73%	1642	2.12	No	1	501	1.8%	0.7%	1.1%	
UT	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	83	0.78%	1660	1.34	Yes	2.35%	85	0.49%	1642	1.72	No	2	418	1.7%	0.5%	1.2%	
UT	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	3	20.00%	20	0.41	N/A	0.00%	3	25.00%	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	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	12				N/A	0.00%	12				N/A	0					
UT	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	12				N/A	0.00%	12				N/A	0					
UT	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	70904				N/A	3:24	67884				N/A	0					
UT	07--01	OP-3	Install Commit Met, E911%		P					N/A						N/A	0					
UT	07--01	OP-4	Install Interv, E911, Avg Days		P					N/A						N/A	0					
UT	07--01	OP-5	New Service Install Quality, E911%		P	3				N/A	100.00%	2				N/A	0					
UT	07--01	OP-5*	New Service Install Quality, E911%		P	3				N/A	100.00%	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	182	0.00%	286	.	Yes	0.00%	174	0.00%	282	.	Yes	1	1,124	0.3%	0.0%	0.3%	
UT	07--01	MR-8*	Trouble Rate, E911%		P	182	0.00%	286	.	N/A	0.00%	174	0.00%	282	.	N/A	0					
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		8.54	.		N/A			7.95	.		N/A	0					
UT	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.26	.		N/A			9.42	.		N/A	0					
UT	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	69363				N/A	0.1	68008				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	97.52%	150892				N/A	95.05%	70777				N/A	95.77%	74535				N/A	94.76%	69189				N/A	93.67%
UT	09--01	NP-1A	NXX Code Activation, All%		P						N/A						N/A						N/A						N/A	
UT	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A						N/A						N/A	
UT	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
UT	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.50%	1783				Yes	99.51%	816				Yes	99.88%	866				Yes	99.71%	696				Yes	99.89%
UT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.66%	5365				Yes	99.68%	6247				Yes	99.75%	5118				Yes	99.72%	5001				Yes	99.87%
UT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.97%	7532				Yes	99.92%	7131				Yes	99.97%	6083				Yes	100.00%	5947				Yes	100.00%
UT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	7532				N/A	100.00%	7131				N/A	100.00%	6083				N/A	100.00%	5947				N/A	100.00%
UT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	100.00%	1	47.51%	2010	-1.05	N/A	100.00%	5	45.29%	1570	-2.45	N/A	0.00%	1	51.72%	1775	0.7	N/A			46.64%	1902		N/A	
UT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	100.00%	1	99.76%	3342	-0.05	Yes	100.00%	7	99.86%	2815	-0.1	Yes	100.00%	1	99.68%	3103	-0.06	Yes			99.58%	3300		N/A	
UT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100.00%	21816.2613				Yes	100.00%	23272.2647				Yes	100.00%	8746.1835				Yes	100.00%	31331.3497				Yes	100.00%
UT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100.00%	21816.2613				Yes	100.00%	23272.2647				Yes	100.00%	8746.1835				Yes	100.00%	31331.3497				Yes	100.00%
UT	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	160	99.41%	10615	-0.97	Yes	100.00%	154	99.55%	10988	-0.83	Yes	100.00%	199	99.64%	14659	-0.84	Yes	100.00%	152	99.64%	10609	-0.73	Yes	99.31%
UT	14--01	OP-3	Install Commit Met, Residence%	D	P	93.94%	33	93.86%	5519	-0.02	Yes	90.00%	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%
UT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	3.01	121	3.61	9251	-4.06	Yes	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
UT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.24	33	5.53	5529	-2.72	Yes	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
UT	14--01	OP-5	New Service Install Quality, Residence%		P	94.18%	189	85.57%	16151	-3.35	Yes	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%
UT	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	96.15%	208	89.60%	18370	-3.08	Yes	96.15%	208	88.58%	18279	-3.42	Yes	92.31%	182	88.09%	15916	-1.75	Yes	93.26%
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			6.44	48		N/A			5.75	51		N/A			3.54	46		N/A			4.4	30		N/A	
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	4	1	3.88	60	0.2	Yes	1	1	4.94	115	-0.72	Yes			3.59	90		N/A			4.87	53		N/A	
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			7.44	16		N/A			5.5	8		N/A			7.57	7		N/A			5.38	8		N/A	3
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	4	1	7.54	280	-0.45	Yes	3	2	9.4	216	-0.46	Yes	3	1	11.02	260	-0.66	Yes	5	1	9.5	224	-0.57	Yes	4
UT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS			82.9	430		N/A	0	1	70.35	453	-0.72	N/A			75.69	406		N/A			72.76	386		N/A	2
UT	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS			185			N/A	1		213		0.72	N/A			182			N/A			187			N/A	1
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P			97.33%	1757		N/A	100.00%	2	96.77%	1362	-0.26	Yes			97.11%	1523		N/A	100.00%	4	95.32%	1644	-0.44	Yes	100.00%
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	100.00%	11	90.37%	5722	-1.08	Yes	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	100.00%
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P			99.72%	2875		N/A	100.00%	5	99.83%	2403	-0.09	Yes	100.00%	1	99.62%	2649	-0.06	Yes	100.00%	4	99.54%	2812	-0.14	Yes	100.00%
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	12	98.19%	7604	-0.47	Yes	100.00%	14	97.57%	8559	-0.59	Yes	100.00%	13	98.35%	7805	-0.47	Yes	100.00%	19	97.51%	8459	-0.7	Yes	100.00%
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P			7:21	2875		N/A	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
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	16:27	12	16:06	7604	0.3	Yes	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
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P			11.69%	2875		N/A	40.00%	5	12.44%	2403	1.5	Yes	0.00%	1	12.34%	2649	-0.38	Yes	0.00%	4	12.77%	2812	-0.76	Yes	0.00%
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	0.00%	12	13.97%	7682	-1.39	Yes	0.00%	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	0.00%
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A			14.19%	1064		N/A			13.10%	1130		N/A	0.00%	3	14.33%	1249	-0.71	Yes	0.00%
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	0.00%	13	13.83%	8027	-1.44	Yes	8.33%	12	12.00%	7331	-0.39	Yes	21.05%	19	14.39%	7901	0.82	Yes	0.00%
UT	14--01	MR-8	Trouble Rate, Residence%		P	0.85%	1420	1.59%	663812	-2.24	Yes	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%
UT	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.93%	1393	1.36%	668500	-1.37	Yes	0.84%	1432	1.26%	672406	-1.43	Yes	1.54%	1433	1.35%	676411	0.6	Yes	1.31%
UT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P			98.19%	2875		N/A	80.00%	5	98.09%	2403	1.67	No	100.00%	1	99.02%	2649	-0.1	Yes	50.00%	4	98.08%	2812	3.09	No	100.00%
UT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	100.00%	12	94.60%	7682	-0.83	Yes	100.00%	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%
UT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	40.00%	20	29.12%	14894	1.04	N/A	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%
UT	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	7	98.49%	397	-0.32	Yes	95.45%	22	98.98%	294	1.1	Yes	100.00%	13	99.69%	327	-0.2	Yes	100.00%	3	99.42%	343	-0.13	Yes	100.00%
UT	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	1	92.43%	1677	-0.29	Yes	100.00%	4	90.93%	1532	-0.63	Yes	100.00%	2	92.06%	1612	-0.42	Yes	100.00%	1	90.88%	1491	-0.32	Yes	
UT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	3.33	3	3.6	232	-0.14	Yes	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
UT	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3	1	5.52	1683	-0.29	Yes	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	
UT	14--02	OP-5	New Service Install Quality, Business%		P	82.35%	17	85.64%	1957	0.42	Yes	100.00%	21	86.39%	1888	-1.81	Yes	100.00%	10	83.99%	1892	-1.38	Yes	100.00%	6	85.71%	1819	-1	Yes	88.89%
UT	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	21	89.35%	1888	-1.57	Yes	100.00%	10	88.21%	1892	-1.15	Yes	100.00%	6	89.55%	1819	-0.84	Yes	100.00%
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			3.5	4		N/A	6	1	1	3	.	N/A			3	1		N/A			4	2		N/A	
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			4.89	54		N/A			6.47	60		N/A			3.98	54		N/A			6.86	65		N/A	
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			27.5	2		N/A						N/A						N/A						N/A	
UT	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			12.41	75		N/A			12.39	83		N/A			9.73	73		N/A			11.36	73		N/A	
UT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			107.31	201		N/A			96.26	214		N/A			93.13	236		N/A			88.5	214		N/A	
UT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			88			N/A			103			N/A			111			N/A			101			N/A	
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			96.84%	253		N/A	100.00%	1	97.60%	208	-0.16	Yes			98.41%	252		N/A			97.29%	258		N/A	100.00%
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	2	91.05%	793	-0.44	Yes			87.85%	864		N/A	100.00%	1	90.20%	765	-0.33	Yes			87.60%	855		N/A	80.00%
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	2	######	467	.	Yes	100.00%	1	100.00%	412	.	Yes	100.00%	1	100.00%	454	.	Yes	100.00%	1	99.80%	488	-0.05	Yes	100.00%
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	2	98.16%	977	-0.19	Yes	100.00%	1	96.74%	1043	-0.18	Yes	100.00%	2	96.69%	967	-0.26	Yes			96.99%	1029		N/A	80.00%
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	11:12	2	13:14	977	-0.21	Yes	15:46	1	13:41	1043	0.27	Yes	21:07	2	14:25	967	0.92	Yes			15:05	1029		N/A	5:38
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1:51	2	4:36	467	-0.55	Yes	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
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	50.00%	2	10.71%	467	1.24	Yes	0.00%	1	13.11%	412	-0.39	Yes	0.00%	1	12.33%	454	-0.37	Yes	0.00%	1	14.14%	488	-0.41	Yes	16.67%
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	2	11.64%	988	-0.51	Yes	0.00%	1	13.87%	1060	-0.4	Yes	0.00%	2	13.06%	988	-0.55	Yes			15.98%	1051		N/A	40.00%
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0.00%	1	14.16%	226	-0.41	Yes	0.00%	1	15.10%	245	-0.42	Yes			17.00%	247		N/A	0.00%
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	1	13.46%	914	-0.39	Yes	0.00%	1	12.43%	853	-0.38	Yes			15.57%	938		N/A	25.00%
UT	14--02	MR-8	Trouble Rate, Business%		P	0.79%	509	0.75%	195131	0.11	Yes	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%
UT	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.42%	472	0.58%	196015	-0.45	Yes	0.41%	485	0.56%	196808	-0.43	Yes	0.00%	512	0.60%	197217	-1.76	Yes	1.45%
UT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	2	98.72%	467	-0.16	Yes	100.00%	1	96.12%	412	-0.2	Yes	100.00%	1	96.92%	454	-0.18	Yes	100.00%	1	97.54%	488	-0.16	Yes	100.00%
UT	14--02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	2	86.34%	988	-0.56	Yes	100.00%	1	84.62%	1060	-0.43	Yes	100.00%	2	82.79%	988	-0.64	Yes			85.35%	1051		N/A	80.00%
UT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	55.56%	9	32.39%	2152	1.39	N/A	33.33%	3	28.89%	2070	0.19	N/A	40.00%	5	29.42%	2043	0.5	N/A	50.00%	2	29.66%	2188	0.53	N/A	8.33%
UT	14--03	OP-3	Install Commit Met, Centrex%	ND	P			######	7		N/A			100.00%	12		N/A			100.00%	13		N/A			100.00%	7		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	68239				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	6559733				N/A	1.25	7032415				N/A	0					
UT	11--01	OP-8B	LNP Timeliness, LNP%		95%	880				Yes	99.44%	1792				Yes	0					
UT	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	3059				Yes	99.83%	3026				Yes	0					
UT	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	3992				Yes	100.00%	4935				Yes	0					
UT	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	3992				N/A	100.00%	4935				N/A	0					
UT	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		55.74%	1828		N/A			59.36%	1656		N/A	0					
UT	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		99.26%	3368		N/A			99.64%	3331		N/A	0					
UT	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	34128.0929				Yes	100.00%	33572.1568				Yes	0					
UT	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	34128.0929				Yes	99.91%	33572.1568				Yes	0					
UT	14--01	OP-3	Install Commit Met, Residence%	ND	P	145	99.58%	10830	0.52	Yes	100.00%	146	99.45%	11726	-0.9	Yes	0					
UT	14--01	OP-3	Install Commit Met, Residence%	D	P	35	94.23%	5008	0.72	Yes	100.00%	30	94.46%	5434	-1.32	Yes	0					
UT	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	117	3.53	8588	-4.24	Yes	2.99	127	3.5	9452	-6.34	Yes	0					
UT	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	35	5.61	5026	-2.25	Yes	3.23	30	5.17	5444	-2.25	Yes	0					
UT	14--01	OP-5	New Service Install Quality, Residence%		P	178	86.56%	16519	-2.39	Yes	96.57%	175	86.69%	15875	-3.83	Yes	0					
UT	14--01	OP-5*	New Service Install Quality, Residence%		P	178	89.10%	16519	-1.77	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	ND	P		3.74	38		N/A			3.43	60		N/A	0					
UT	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P		3.28	61		N/A			3.43	69		N/A	0					
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	1	12.44	9	-0.33	Yes			5.17	6		N/A	0					
UT	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	3	9.57	230	-0.95	Yes			8.75	233		N/A	0					
UT	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	1	60.1	393	-0.68	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		202		0.65	N/A	1		204		0.63	N/A	0					
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	4	96.33%	1552	-0.39	Yes	100.00%	2	97.42%	1398	-0.23	Yes	0					
UT	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	15	90.31%	6594	-1.27	Yes	100.00%	14	90.88%	5791	-1.18	Yes	0					
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	6	99.14%	2804	-0.23	Yes	100.00%	4	99.67%	2766	-0.11	Yes	0					
UT	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	16	98.24%	8669	-0.54	Yes	100.00%	15	98.53%	7768	-0.47	Yes	0					
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	6	7:43	2804	-1.08	Yes	1:44	4	5:39	2766	-0.94	Yes	0					
UT	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	16	16:00	8669	-1.04	Yes	13:47	15	15:00	7768	-0.39	Yes	0					
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	6	12.95%	2804	-0.94	Yes	0.00%	4	13.45%	2766	-0.79	Yes	0					
UT	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	16	13.49%	8750	-1.58	Yes	6.67%	15	13.28%	7870	-0.75	Yes	0					
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	3	13.72%	1246	-0.69	Yes	0.00%	3	14.51%	1151	-0.71	Yes	0					
UT	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	16	13.18%	8173	-1.56	Yes	0.00%	14	13.09%	7324	-1.45	Yes	0					
UT	14--01	MR-8	Trouble Rate, Residence%		P	1453	1.70%	678803	-0.55	Yes	1.27%	1494	1.56%	681827	-0.9	Yes	0					
UT	14--01	MR-8*	Trouble Rate, Residence%		P	1453	1.39%	678803	-0.26	Yes	1.14%	1494	1.24%	681827	-0.37	Yes	0					
UT	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	6	98.61%	2804	-0.29	Yes	100.00%	4	99.10%	2766	-0.19	Yes	2	20	85.0%	98.5%	-13.5%	
UT	14--01	MR-9	Repair Appoint Met, Residence%	D	P	16	95.04%	8750	0.32	Yes	100.00%	15	94.74%	7870	-0.91	Yes	0					
UT	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	26	26.36%	15690	-1.27	N/A	13.64%	22	27.35%	14640	-1.44	N/A	0					
UT	14--02	OP-3	Install Commit Met, Business%	ND	P	8	97.42%	349	-0.45	Yes	100.00%	8	97.86%	420	-0.41	Yes	0					
UT	14--02	OP-3	Install Commit Met, Business%	D	P		94.27%	1430		N/A	100.00%	2	92.88%	1558	-0.39	Yes	0					
UT	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	4	3.36	231	-1.45	Yes	2.25	8	3.45	265	-1.12	Yes	0					
UT	14--02	OP-4	Install Interv, Business, Avg Days	D	P		5.47	1447		N/A	3	2	5.55	1565	-0.56	Yes	0					
UT	14--02	OP-5	New Service Install Quality, Business%		P	9	81.50%	1892	-0.57	Yes	88.89%	9	80.58%	1977	-0.63	Yes	0					
UT	14--02	OP-5*	New Service Install Quality, Business%		P	9	85.73%	1892	-1.22	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	ND	P		6.67	9		N/A			2.83	6		N/A	0					
UT	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		7.42	36		N/A			6	44		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-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		10.38	50		N/A			10.75	67		N/A	0					
UT	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS		83.1	205		N/A			76.35	204		N/A	0					
UT	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS		91			N/A			88			N/A	0					
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	2	98.55%	276	-0.17	Yes			98.06%	258		N/A	0					
UT	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	5	89.20%	870	0.62	Yes	100.00%	1	91.03%	825	-0.31	Yes	0					
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	6	99.82%	564	-0.1	Yes			99.47%	565		N/A	0					
UT	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	5	96.96%	1120	1.43	Yes	100.00%	3	98.34%	1084	-0.22	Yes	0					
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	5	15:42	1120	1.83	No	20:44	3	13:07	1084	1.2	Yes	1	13.0	22:22	14:13	8:08	
UT	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	6	3:36	564	0.52	Yes			3:46	565		N/A	0					
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	6	15.07%	564	0.16	Yes			15.93%	565		N/A	0					
UT	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	5	14.36%	1135	1.36	Yes	33.33%	3	13.53%	1101	0.83	Yes	0					
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	3	18.48%	330	-0.82	Yes			16.33%	294		N/A	0					
UT	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	4	14.31%	999	0.57	Yes	33.33%	3	13.11%	984	0.85	Yes	0					
UT	14--02	MR-8	Trouble Rate, Business%		P	483	0.86%	197830	2.84	No	0.66%	455	0.84%	198452	-0.42	Yes	1	2,916	0.8%	0.8%	0.0%	
UT	14--02	MR-8*	Trouble Rate, Business%		P	483	0.67%	197830	1.86	No	0.66%	455	0.64%	198452	0.12	Yes	1	2,407	0.6%	0.6%	0.0%	
UT	14--02	MR-9	Repair Appoint Met, Business%	ND	P	6	98.05%	564	-0.34	Yes			98.05%	565		N/A	0					
UT	14--02	MR-9	Repair Appoint Met, Business%	D	P	5	88.37%	1135	0.56	Yes	100.00%	3	88.37%	1101	-0.63	Yes	0					
UT	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	12	28.19%	2366	-1.53	N/A	40.00%	5	28.19%	2320	0.56	N/A	0					
UT	14--03	OP-3	Install Commit Met, Centrex%	ND	P		93.75%	32		N/A			100.00%	90		N/A	0					

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	14--03	OP-3	Install Commit Met, Centrex%	D	P			92.57%	148		N/A			92.14%	140		N/A			95.59%	204		N/A			93.85%	130		N/A	
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			4	7		N/A			2.64	11		N/A			2.08	13		N/A			2.86	7		N/A	
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			5.31	150		N/A			8.26	142		N/A			5.61	205		N/A			4.28	131		N/A	
UT	14--03	OP-5	New Service Install Quality, Centrex%		P			87.82%	156		N/A			92.47%	186		N/A			92.70%	178		N/A			97.02%	168		N/A	
UT	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			94.09%	186		N/A			95.51%	178		N/A			97.02%	168		N/A	
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A	
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			2.86	7		N/A			7.44	9		N/A			7.33	6		N/A			1.8	5		N/A	
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A	
UT	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			15.4	5		N/A			1	2		N/A			17.67	3		N/A			9.67	3		N/A	
UT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			116.68	34		N/A			88.31	39		N/A			82.31	39		N/A			38.82	11		N/A	
UT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			4			N/A			5			N/A			3			N/A			3			N/A	
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			######	24		N/A			100.00%	17		N/A			90.91%	22		N/A			100.00%	20		N/A	
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			85.53%	76		N/A			89.61%	77		N/A			89.47%	57		N/A			90.48%	42		N/A	
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			######	33		N/A			100.00%	26		N/A			100.00%	33		N/A			100.00%	33		N/A	
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			97.96%	98		N/A			96.00%	100		N/A			91.95%	87		N/A			96.67%	60		N/A	
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			5:29	33		N/A			5:48	26		N/A			4:54	33		N/A			3:38	33		N/A	
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			12:25	98		N/A			13:11	100		N/A			17:52	87		N/A			14:24	60		N/A	
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			6.06%	33		N/A			11.54%	26		N/A			12.12%	33		N/A			15.15%	33		N/A	
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			11.54%	104		N/A			13.59%	103		N/A			14.61%	89		N/A			6.25%	64		N/A	
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			18.18%	11		N/A			14.29%	14		N/A			22.22%	18		N/A	
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			15.91%	88		N/A			8.22%	73		N/A			5.45%	55		N/A	
UT	14--03	MR-8	Trouble Rate, Centrex%		P			0.39%	34850		N/A			0.40%	32008		N/A			0.38%	31778		N/A			0.30%	31946		N/A	
UT	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A			0.31%	32008		N/A			0.27%	31778		N/A			0.23%	31946		N/A	
UT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			96.67%	30		N/A			96.15%	26		N/A			81.25%	32		N/A			96.30%	27		N/A	
UT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			59.62%	104		N/A			60.78%	102		N/A			59.55%	89		N/A			52.38%	63		N/A	
UT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			18.93%	169		N/A			24.56%	171		N/A			20.26%	153		N/A			22.40%	125		N/A	
UT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			######	54		N/A			100.00%	33		N/A			95.00%	40		N/A			100.00%	33		N/A	
UT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			90.14%	71		N/A			95.24%	63		N/A			91.78%	73		N/A			90.00%	80		N/A	
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.67	36		N/A			4.88	25		N/A			2.92	37		N/A			4.35	26		N/A	
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			6.11	71		N/A			5.56	64		N/A			6.23	73		N/A			6.86	80		N/A	
UT	14--04	OP-5	New Service Install Quality, Centrex 21%		P			72.07%	111		N/A			77.14%	105		N/A			76.11%	113		N/A			71.79%	117		N/A	
UT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			85.71%	105		N/A			79.65%	113		N/A			79.49%	117		N/A	
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A			2.5	2		N/A						N/A	
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			10.25	4		N/A			11.5	2		N/A			5	4		N/A			10.75	4		N/A	
UT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			6	3		N/A			13.5	2		N/A			9.5	2		N/A			5.5	4		N/A	
UT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			76	4		N/A			169	2		N/A			68.6	5		N/A			57.2	5		N/A	
UT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			3			N/A			1			N/A			3			N/A			2			N/A	
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			######	47		N/A			100.00%	25		N/A			95.83%	48		N/A			100.00%	49		N/A	
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			92.74%	124		N/A			90.48%	105		N/A			87.88%	99		N/A			87.61%	113		N/A	
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			######	87		N/A			100.00%	70		N/A			98.92%	93		N/A			100.00%	97		N/A	
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			97.96%	147		N/A			97.18%	142		N/A			96.88%	128		N/A			97.95%	146		N/A	
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:04	87		N/A			3:37	70		N/A			6:14	93		N/A			3:34	97		N/A	
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			11:34	147		N/A			14:41	142		N/A			15:13	128		N/A			13:44	146		N/A	
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			18.39%	87		N/A			20.00%	70		N/A			18.28%	93		N/A			12.37%	97		N/A	
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			15.54%	148		N/A			11.11%	144		N/A			11.72%	128		N/A			17.01%	147		N/A	
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			18.52%	27		N/A			21.82%	55		N/A			13.16%	38		N/A	
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			11.63%	129		N/A			11.82%	110		N/A			16.54%	127		N/A	
UT	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.00%	13	0.78%	30142	-0.32	Yes	0.00%	11	0.70%	30371	-0.28	Yes	0.00%	11	0.72%	30536	-0.28	Yes	0.00%	11	0.80%	30638	-0.3	Yes	0.00%
UT	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.00%	11	0.51%	30371	-0.24	Yes	0.00%	11	0.54%	30536	-0.24	Yes	0.00%	11	0.54%	30638	-0.24	Yes	0.00%
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			96.55%	87		N/A			97.14%	70		N/A			93.55%	93		N/A			98.97%	97		N/A	
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P			75.68%	148		N/A			84.03%	144		N/A			72.66%	128		N/A			80.95%	147		N/A	
UT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	100.00%	1	24.92%	313	1.16	N/A			28.67%	300		N/A			25.84%	298		N/A			26.95%	334		N/A	
UT	14--05	OP-3	Install Commit Met, PBX%	ND	P			87.50%	8		N/A			100.00%	3		N/A			90.91%	11		N/A			100.00%	11		N/A	
UT	14--05	OP-3	Install Commit Met, PBX%	D	P			55.56%	9		N/A			100.00%	12		N/A			100.00%	11		N/A			100.00%	18		N/A	
UT	14--05	OP-3	Install Commit Met, PBX%		P			61.54%	13		N/A			72.22%	18		N/A			85.71%	14		N/A	100.00%	1	68.18%	22	-0.67	Yes	
UT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			2.33	6		N/A			3	2		N/A			2.5	10		N/A			1.55	11		N/A	
UT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			8.22	9		N/A			4.5	12		N/A			3.55	11		N/A			4.44	18		N/A	
UT	14--05	OP-4	Install Interv, PBX, Avg Days		P			10.46	13		N/A	12	1	11.55	20	0.5	Yes			12.36	25		N/A	8	1	15.38	29	-0.66	Yes	
UT	14--05	OP-5	New Service Install Quality, PBX%		P	100.00%	1	94.29%	35	-0.24	Yes	100.00%	1	92.86%	42	-0.27	Yes	0.00%	1	72.41%	58	1.08	Yes	100.00%	1	98.21%	56	-0.13	Yes	100.00%
UT	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	1	95.24%	42	-0.22	Yes	0.00%	1	82.76%	58	1.35	Yes	100.00%	1	100.00%	56	.	Yes	100.00%
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P			2	1		N/A						N/A			8	1		N/A						N/A	
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			3.67	3		N/A						N/A						N/A						N/A	
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			7.75	4		N/A			6.29	7		N/A			21.25	4		N/A			12.46	13		N/A	
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P			8	1		N/A						N/A						N/A						N/A	
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			5.5	2		N/A			35	1		N/A						N/A			46	1		N/A	
UT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			98.78	9		N/A			72	10		N/A			76.13	8		N/A			50.18	11		N/A	
UT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			3			N/A			5			N/A			3			N/A			2			N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	14--03	OP-3	Install Commit Met, Centrex%	D	P		95.76%	165		N/A			89.44%	161		N/A	0					
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P		4.91	32		N/A			3.11	90		N/A	0					
UT	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P		6.53	165		N/A			7.71	161		N/A	0					
UT	14--03	OP-5	New Service Install Quality, Centrex%		P		96.43%	224		N/A			93.72%	191		N/A	0					
UT	14--03	OP-5*	New Service Install Quality, Centrex%		P		96.88%	224		N/A			94.24%	191		N/A	0					
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P		35.5	2		N/A						N/A	0					
UT	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		3.75	4		N/A			2.4	5		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-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		11.33	3		N/A			13.17	12		N/A	0					
UT	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		25.67	12		N/A			21.07	14		N/A	0					
UT	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS		5			N/A			4			N/A	0					
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		92.31%	13		N/A			100.00%	13		N/A	0					
UT	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P		90.91%	44		N/A			90.91%	44		N/A	0					
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		100.00%	21		N/A			100.00%	24		N/A	0					
UT	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P		97.10%	69		N/A			98.46%	65		N/A	0					
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		6:07	21		N/A			3:29	24		N/A	0					
UT	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P		14:06	69		N/A			13:02	65		N/A	0					
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		19.05%	21		N/A			4.17%	24		N/A	0					
UT	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P		12.16%	74		N/A			7.35%	68		N/A	0					
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		0.00%	11		N/A			5.88%	17		N/A	0					
UT	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P		12.50%	64		N/A			6.90%	58		N/A	0					
UT	14--03	MR-8	Trouble Rate, Centrex%		P		0.30%	31842		N/A			0.29%	31873		N/A	0					
UT	14--03	MR-8*	Trouble Rate, Centrex%		P		0.24%	31842		N/A			0.24%	31873		N/A	0					
UT	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P		90.00%	20		N/A			100.00%	20		N/A	0					
UT	14--03	MR-9	Repair Appoint Met, Centrex%	D	P		56.16%	73		N/A			66.67%	66		N/A	0					
UT	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS		24.00%	125		N/A			20.00%	115		N/A	0					
UT	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P		97.73%	44		N/A			96.15%	52		N/A	0					
UT	14--04	OP-3	Install Commit Met, Centrex 21%	D	P		94.59%	74		N/A			95.52%	67		N/A	0					
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P		4.78	27		N/A			3.4	35		N/A	0					
UT	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P		6.34	76		N/A			5.68	68		N/A	0					
UT	14--04	OP-5	New Service Install Quality, Centrex 21%		P		75.83%	120		N/A			65.14%	109		N/A	0					
UT	14--04	OP-5*	New Service Install Quality, Centrex 21%		P		83.33%	120		N/A			71.56%	109		N/A	0					
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P		2	1		N/A			2	2		N/A	0					
UT	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		3	3		N/A			1	3		N/A	0					
UT	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		1	1		N/A			11	1		N/A	0					
UT	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		42.83	6		N/A			39	6		N/A	0					
UT	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		4			N/A			2			N/A	0					
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		96.43%	56		N/A	100.00%	1	100.00%	37	.	Yes	0					
UT	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P		87.10%	93		N/A			91.09%	101		N/A	0					
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P		98.00%	100		N/A	100.00%	1	100.00%	80	.	Yes	0					
UT	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P		95.24%	126		N/A			98.52%	135		N/A	0					
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P		4:31	100		N/A	0:08	1	3:16	80	-0.57	Yes	0					
UT	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P		16:01	126		N/A			14:00	135		N/A	0					
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P		13.00%	100		N/A	0.00%	1	12.50%	80	-0.38	Yes	0					
UT	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P		13.08%	130		N/A			14.49%	138		N/A	0					
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		5.66%	53		N/A	0.00%	1	11.36%	44	-0.35	Yes	0					
UT	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P		12.73%	110		N/A			16.26%	123		N/A	0					
UT	14--04	MR-8	Trouble Rate, Centrex 21%		P	11	0.75%	30651	-0.29	Yes	9.09%	11	0.70%	31101	1.77	No	1	68	1.5%	0.7%	0.7%	
UT	14--04	MR-8*	Trouble Rate, Centrex 21%		P	11	0.53%	30651	-0.24	Yes	9.09%	11	0.54%	31101	1.89	No	1	55	1.8%	0.5%	1.3%	
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P		96.00%	100		N/A	100.00%	1	97.50%	80	-0.16	Yes	0					
UT	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P		83.85%	130		N/A			80.43%	138		N/A	0					
UT	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS		25.32%	308		N/A	0.00%	1	27.33%	300	-0.61	N/A	0					
UT	14--05	OP-3	Install Commit Met, PBX%	ND	P		100.00%	1		N/A	100.00%	1	100.00%	2	.	Yes	0					
UT	14--05	OP-3	Install Commit Met, PBX%	D	P		87.50%	16		N/A			76.19%	21		N/A	0					
UT	14--05	OP-3	Install Commit Met, PBX%		P		66.67%	18		N/A			52.94%	17		N/A	0					
UT	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P		3	1		N/A			1	2		N/A	0					
UT	14--05	OP-4	Install Interv, PBX, Avg Days	D	P		9.88	16		N/A			9.95	21		N/A	0					
UT	14--05	OP-4	Install Interv, PBX, Avg Days		P		15.12	17		N/A			14.81	26		N/A	0					
UT	14--05	OP-5	New Service Install Quality, PBX%		P	1	82.98%	47	-0.45	Yes	0.00%	1	85.71%	49	1.44	Yes	0					
UT	14--05	OP-5*	New Service Install Quality, PBX%		P	1	87.23%	47	-0.38	Yes	0.00%	1	87.76%	49	1.52	Yes	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	D	P					N/A						N/A	0					
UT	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		21.11	9		N/A			11.27	11		N/A	0					
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P		50	2		N/A			9	5		N/A	0					
UT	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P		6	1		N/A			18	1		N/A	0					
UT	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS		77.33	6		N/A			63	7		N/A	0					
UT	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		2			N/A			3			N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			######	22		N/A	100.00%	2	100.00%	31	.	Yes			100.00%	43		N/A	100.00%	1	100.00%	45	.	Yes	100.00%
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			82.76%	29		N/A			100.00%	28		N/A			97.50%	40		N/A			89.47%	19		N/A	
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P			######	26		N/A	100.00%	2	100.00%	35	.	Yes	100.00%	1	100.00%	46	.	Yes	100.00%	2	100.00%	51	.	Yes	100.00%
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			94.29%	35		N/A			100.00%	31		N/A			100.00%	48		N/A			92.31%	26		N/A	
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			2:21	26		N/A	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
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			13:55	35		N/A			6:00	31		N/A			9:10	48		N/A			21:18	26		N/A	
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P			11.54%	26		N/A	0.00%	2	8.57%	35	-0.42	Yes	0.00%	1	17.39%	46	-0.45	Yes	0.00%	2	9.80%	51	-0.46	Yes	0.00%
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			8.57%	35		N/A			6.45%	31		N/A			2.08%	48		N/A			3.85%	26		N/A	
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	2	6.25%	16	-0.34	Yes	0.00%	1	5.26%	19	-0.23	Yes			5.26%	19		N/A	0.00%
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			4.55%	22		N/A			2.56%	39		N/A			5.00%	20		N/A	
UT	14--05	MR-8	Trouble Rate, PBX%		P	0.00%	1155	0.18%	34384	-1.41	Yes	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%
UT	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.17%	1152	0.11%	34629	0.64	Yes	0.09%	1129	0.16%	35764	-0.61	Yes	0.00%	1214	0.10%	38263	-1.1	Yes	0.08%
UT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			88.89%	9		N/A	100.00%	2	83.33%	12	-0.59	Yes	100.00%	1	90.91%	11	-0.3	Yes	100.00%	2	100.00%	11	.	Yes	
UT	14--05	MR-9	Repair Appoint Met, PBX%	D	P			62.07%	29		N/A			70.59%	17		N/A			70.27%	37		N/A			47.62%	21		N/A	
UT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	100.00%	1	39.60%	101	0.85	N/A	60.00%	5	25.00%	88	1.54	N/A	50.00%	2	28.79%	132	0.54	N/A	0.00%	2	36.89%	122	-1.07	N/A	66.67%
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P			######	10		N/A			100.00%	2		N/A						N/A			100.00%	2		N/A	
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			######	4		N/A			100.00%	1		N/A			100.00%	2		N/A			85.71%	7		N/A	
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			91.76%	85		N/A			93.75%	144		N/A			94.41%	179		N/A			92.05%	88		N/A	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P			2.9	10		N/A			1.5	2		N/A						N/A			3	1		N/A	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			4.5	4		N/A			2	1		N/A			1.5	2		N/A			8.29	7		N/A	
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			8.56	82		N/A			7.92	142		N/A			16.15	177		N/A			8.45	87		N/A	
UT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			88.00%	125		N/A			94.01%	167		N/A			85.11%	141		N/A			96.49%	114		N/A	
UT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			95.81%	167		N/A			93.62%	141		N/A			97.37%	114		N/A	
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A	
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			1.4	5		N/A			11	9		N/A			12.5	10		N/A			14.57	7		N/A	
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A			25	1		N/A	
UT	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			55.5	2		N/A						N/A			12.5	2		N/A						N/A	
UT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			118.24	21		N/A			136.06	18		N/A			123.9	21		N/A			119.76	38		N/A	
UT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			6			N/A			1			N/A			1			N/A			3			N/A	
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	66		N/A			100.00%	61		N/A			100.00%	65		N/A			100.00%	74		N/A	
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	40		N/A			98.31%	59		N/A			100.00%	49		N/A			100.00%	56		N/A	
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	68		N/A			100.00%	62		N/A			100.00%	65		N/A			100.00%	74		N/A	
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	40		N/A			100.00%	60		N/A			100.00%	50		N/A			100.00%	56		N/A	
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:27	68		N/A			0:35	62		N/A			1:09	65		N/A			0:46	74		N/A	
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:37	40		N/A			5:02	60		N/A			3:09	50		N/A			3:36	56		N/A	
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			14.71%	68		N/A			17.74%	62		N/A			16.92%	65		N/A			10.81%	74		N/A	
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			15.00%	40		N/A			26.67%	60		N/A			22.00%	50		N/A			23.21%	56		N/A	
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			23.81%	21		N/A			16.67%	24		N/A			10.71%	28		N/A	
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			26.42%	53		N/A			21.05%	38		N/A			23.91%	46		N/A	
UT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	4	1.03%	10503	-0.2	Yes	0.00%	8	1.14%	10666	-0.3	Yes	0.00%	9	1.07%	10785	-0.31	Yes	0.00%	9	1.20%	10866	-0.33	Yes	0.00%
UT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	8	0.69%	10666	-0.24	Yes	0.00%	9	0.57%	10785	-0.23	Yes	0.00%	9	0.68%	10866	-0.25	Yes	0.00%
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			######	4		N/A			100.00%	1		N/A			100.00%	2		N/A						N/A	
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			######	1		N/A			66.67%	3		N/A			66.67%	3		N/A			50.00%	2		N/A	
UT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			37.93%	174		N/A			39.00%	200		N/A			41.92%	198		N/A			31.94%	191		N/A	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100.00%	38	99.17%	3237	-0.56	Yes	100.00%	7	98.51%	4031	-0.32	Yes	100.00%	3	99.54%	3942	-0.12	Yes	100.00%	3	99.22%	5003	-0.15	Yes	100.00%
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			94.10%	441		N/A			94.61%	482		N/A			94.40%	536		N/A			93.92%	641		N/A	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%		P			######	15		N/A			94.12%	17		N/A			100.00%	17		N/A	100.00%	1	96.43%	28	-0.19	Yes	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	4.24	34	4.92	2392	-4.1	Yes	6.17	6	4.94	2743	1.9	No			4.89	2630		N/A	6	1	4.93	2559	2.58	No	10
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.11	445		N/A			5.53	484		N/A			5.79	541		N/A			6.57	642		N/A	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			3.42	12		N/A			4.33	15		N/A			4.56	16		N/A	5	1	5.07	27	-0.02	Yes	
UT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	95.65%	23	99.88%	4116	2.17	No	100.00%	5	99.89%	4519	-0.07	Yes	100.00%	4	99.84%	5089	-0.08	Yes	100.00%	4	99.86%	4935	-0.08	Yes	100.00%
UT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	5	99.91%	4519	-0.07	Yes	100.00%	4	99.86%	5089	-0.07	Yes	100.00%	4	99.88%	4935	-0.07	Yes	100.00%
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			5.19	27		N/A			6.62	42		N/A			2.94	17		N/A			4.79	29		N/A	
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			9.3	20		N/A			5.25	16		N/A			4.76	21		N/A			2.57	30		N/A	
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A			9	1		N/A			1	1		N/A	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A			6	2		N/A			3	1		N/A			66	2		N/A	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P			4.56	9		N/A			2.63	8		N/A			8.4	10		N/A			3.25	8		N/A	
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P						N/A			3	1		N/A						N/A						N/A	
UT	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	100.00%	1	89.41%	236	-0.34	Yes			87.54%	281		N/A			82.16%	398		N/A			81.37%	306		N/A	100.00%
UT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	100.00%	1	97.05%	237	-0.17	Yes			95.02%	281		N/A			93.50%	400		N/A			94.46%	307		N/A	100.00%
UT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0:12	1	8:53	237	-0.62	Yes			10:47	281		N/A			16:05	400		N/A			13:39	307		N/A	5:44
UT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	0.00%	1	33.33%	237	-0.71	Yes			37.37%	281		N/A			38.75%	400		N/A			39.41%	307		N/A	0.00%
UT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			43.35%	173		N/A			37.71%	297		N/A			42.33%	189		N/A	
UT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	20.00%	5	1.99%	11891	1.65	No	0.00%	5	2.28%	12308	-0.34	Yes	0.00%	6	3.15%	12687	-0.44	Yes	0.00%	6	2.34%	13146	-0.38	Yes	20.00%
UT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	5	1.41%	12308	-0.27	Yes	0.00%	6	2.34%	12687	-0.38	Yes	0.00%	6	1.44%	13146	-0.3	Yes	0.00%
UT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	50.00%	2	43.17%	417	0.15	N/A			44.36%	505		N/A			36.81%	633		N/A			45.18%	560		N/A	0.00%
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100.00%	3		N/A						N/A			100.00%	1		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	1	97.78%	45	-0.15	Yes	100.00%	2	100.00%	55	.	Yes	0					
UT	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		96.67%	30		N/A	100.00%	1	97.50%	40	-0.16	Yes	0					
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	1	100.00%	50	.	Yes	100.00%	2	100.00%	63	.	Yes	0					
UT	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P		100.00%	33		N/A	100.00%	1	100.00%	45	.	Yes	0					
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1	2:07	50	-0.18	Yes	1:18	2	1:19	63	-0.01	Yes	0					
UT	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P		10:10	33		N/A	1:27	1	6:34	45	-0.69	Yes	0					
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	1	16.00%	50	-0.43	Yes	0.00%	2	9.52%	63	-0.45	Yes	0					
UT	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P		15.15%	33		N/A	0.00%	1	6.52%	46	-0.26	Yes	0					
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	1	21.43%	28	-0.51	Yes	0.00%	2	10.00%	30	-0.46	Yes	0					
UT	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		11.11%	27		N/A			8.33%	36		N/A	0					
UT	14--05	MR-8	Trouble Rate, PBX%		P	1246	0.22%	38541	-1.01	Yes	0.24%	1270	0.28%	38888	-0.29	Yes	0					
UT	14--05	MR-8*	Trouble Rate, PBX%		P	1246	0.14%	38541	-0.57	Yes	0.16%	1270	0.17%	38888	-0.1	Yes	0					
UT	14--05	MR-9	Repair Appoint Met, PBX%	ND	P		78.57%	14		N/A			100.00%	20		N/A	0					
UT	14--05	MR-9	Repair Appoint Met, PBX%	D	P		72.41%	29		N/A			80.00%	30		N/A	0					
UT	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	3	28.45%	116	1.23	N/A	25.00%	4	29.68%	155	-0.2	N/A	0					
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		100.00%	1		N/A			100.00%	4		N/A	0					
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		90.00%	10		N/A			100.00%	5		N/A	0					
UT	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		95.65%	115		N/A			90.32%	62		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	D	P		4.3	10		N/A			4.2	5		N/A	0					
UT	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		8.68	115		N/A			10.53	62		N/A	0					
UT	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		92.08%	101		N/A			86.90%	84		N/A	0					
UT	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		97.03%	101		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		1	1		N/A						N/A	0					
UT	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		10.67	6		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		35	2		N/A						N/A	0					
UT	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS		93.79	38		N/A			84.69	36		N/A	0					
UT	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS		3			N/A			4			N/A	0					
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	49		N/A			100.00%	66		N/A	0					
UT	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		96.72%	61		N/A			96.36%	55		N/A	0					
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	49		N/A			100.00%	66		N/A	0					
UT	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		98.36%	61		N/A			100.00%	55		N/A	0					
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		1:04	49		N/A			1:18	66		N/A	0					
UT	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		5:02	61		N/A			4:26	55		N/A	0					
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		22.45%	49		N/A			25.76%	66		N/A	0					
UT	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		13.11%	61		N/A			27.27%	55		N/A	0					
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		26.32%	19		N/A			30.00%	30		N/A	0					
UT	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		9.09%	55		N/A			27.08%	48		N/A	0					
UT	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	9	1.00%	10980	-0.3	Yes	0.00%	9	1.08%	11164	-0.31	Yes	0					
UT	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	9	0.67%	10980	-0.25	Yes	0.00%	9	0.70%	11164	-0.25	Yes	0					
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P					N/A			100.00%	1		N/A	0					
UT	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P		0.00%	1		N/A						N/A	0					
UT	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		32.10%	162		N/A			27.98%	168		N/A	0					
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	4	99.81%	3697	-0.09	Yes	93.75%	16	99.49%	3354	1.74	No	1	71	98.6%	99.3%	-0.7%	
UT	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		96.58%	468		N/A			97.67%	558		N/A	0					
UT	14--07	OP-3	Install Commit Met, Qwest DSL%		P		91.67%	24		N/A			95.92%	49		N/A	0					
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	2	9.5	2282	2.29	No	10	3	9.66	2149	-0.35	Yes	3	46	5.16	6.32	(1.16)	
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		9.96	474		N/A			10.17	562		N/A	0					
UT	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		5.7	23		N/A			5	47		N/A	0					
UT	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	10	99.78%	4081	-0.15	Yes	100.00%	10	99.55%	4253	-0.21	Yes	1	56	98.2%	99.8%	-1.6%	
UT	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	10	99.88%	4081	-0.11	Yes	100.00%	10	99.60%	4253	-0.2	Yes	0					
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		30.2	5		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	D	P		6.67	12		N/A			5.63	8		N/A	0					
UT	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		3.5	2		N/A			3.5	2		N/A	0					
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P		28.5	2		N/A						N/A	0					
UT	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P		5.5	4		N/A			12.17	6		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	1	88.80%	250	-0.35	Yes			86.99%	292		N/A	0					
UT	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	1	96.80%	250	-0.18	Yes			98.29%	292		N/A	0					
UT	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	1	15:57	250	-0.14	Yes			10:07	292		N/A	0					
UT	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	1	36.80%	250	-0.76	Yes			31.51%	292		N/A	0					
UT	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		36.62%	142		N/A			35.37%	164		N/A	0					
UT	14--07	MR-8	Trouble Rate, Qwest DSL%		P	5	1.85%	13548	1.69	No	0.00%	5	2.09%	13994	-0.33	Yes	2	32	6.3%	2.3%	4.0%	
UT	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	5	1.05%	13548	-0.23	Yes	0.00%	5	1.17%	13994	-0.24	Yes	0					
UT	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	1	42.40%	434	-0.86	N/A			44.06%	522		N/A	0					
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		100.00%	1		N/A			100.00%	1		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A						N/A						N/A	
UT	14--08	OP-3	Install Commit Met, ISDN Primary%		P			87.72%	57		N/A			38.18%	55		N/A			18.99%	79		N/A			54.93%	71		N/A	100.00%
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			25.53	78		N/A			19.43	67		N/A	73	1	23.91	111	2.12	No			22.02	101		N/A	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			6.5	2		N/A						N/A			2.5	2		N/A	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
UT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			98.70%	77		N/A	100.00%	1	96.84%	95	-0.18	Yes	100.00%	1	93.81%	113	-0.26	Yes	0.00%	1	93.40%	106	1.82	No	100.00%
UT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100.00%	1	97.89%	95	-0.15	Yes	100.00%	1	95.58%	113	-0.21	Yes	0.00%	1	96.23%	106	2.04	No	100.00%
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			35.83	24		N/A			13.61	44		N/A	62	1	16.5	90	1.91	No			21.71	51		N/A	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
UT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			32	1		N/A						N/A						N/A			9	1		N/A	
UT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			57.84	19		N/A			66.58	12		N/A			114.95	108		N/A			89.28	120		N/A	
UT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			6			N/A			2			N/A			8			N/A			7			N/A	
UT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100.00%	2	93.75%	32	-0.35	Yes	100.00%	1	93.75%	16	-0.25	Yes	100.00%	1	90.91%	33	-0.31	Yes	100.00%	1	96.55%	29	-0.19	Yes	
UT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:30	2	1:05	32	-0.57	Yes	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	
UT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0.00%	2	15.63%	32	-0.59	Yes	0.00%	1	12.50%	16	-0.37	Yes	0.00%	1	21.21%	33	-0.51	Yes	0.00%	1	3.45%	29	-0.19	Yes	
UT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			25.00%	4		N/A	0.00%	1	33.33%	18	-0.69	Yes	0.00%	1	0.00%	13	.	Yes	
UT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.33%	598	0.05%	67806	3.22	No	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	0.00%
UT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	598	0.01%	67598	-0.19	Yes	0.17%	598	0.03%	67496	2.1	No	0.17%	598	0.02%	67999	2.61	No	0.00%
UT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0.00%	2	25.58%	43	-0.81	N/A	0.00%	1	33.33%	24	-0.69	N/A	0.00%	1	32.65%	49	-0.69	N/A	75.00%	4	32.56%	43	1.54	N/A	
UT	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A						N/A						N/A						N/A	
UT	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A						N/A	
UT	14--09	OP-3	Install Commit Met, DS0%		P	0.00%	1	88.89%	9	1.36	Yes			70.00%	10		N/A			92.86%	14		N/A			90.00%	20		N/A	
UT	14--09	OP-4	Install Interv, DS0, Avg Days		P	15	1	5	9	1.66	No			4.8	10		N/A			5.56	9		N/A			6.18	22		N/A	
UT	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A						N/A						N/A						N/A	
UT	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
UT	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	1	0.00%	10	.	N/A			0.00%	13		N/A			68.42%	19		N/A			16.67%	18		N/A	
UT	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			0.00%	13		N/A			73.68%	19		N/A			33.33%	18		N/A	
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	1	1	5	1	.	N/A			2.75	4		N/A			2.5	2		N/A			3	2		N/A	
UT	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A						N/A	
UT	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			104.5	10		N/A			444.5	2		N/A			283.67	3		N/A			402.5	2		N/A	
UT	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			5			N/A			-			N/A			-			N/A			-			N/A	
UT	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			75.93%	324		N/A			84.98%	253		N/A			86.94%	268		N/A			84.97%	286		N/A	
UT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			3:13	324		N/A			2:28	253		N/A			2:20	268		N/A			2:51	286		N/A	
UT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			16.98%	324		N/A			18.18%	253		N/A			24.25%	268		N/A			24.48%	286		N/A	
UT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			16.00%	175		N/A			22.28%	202		N/A			26.21%	206		N/A	
UT	14--09	MR-8	Trouble Rate, DS0%		P	0.00%	10	0.64%	50248	-0.25	Yes	0.00%	9	0.50%	50461	-0.21	Yes	0.00%	8	0.53%	50498	-0.21	Yes	0.00%	8	0.56%	50889	-0.21	Yes	0.00%
UT	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	9	0.35%	50461	-0.18	Yes	0.00%	8	0.40%	50498	-0.18	Yes	0.00%	8	0.40%	50889	-0.18	Yes	0.00%
UT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			17.77%	394		N/A			23.10%	329		N/A			21.64%	342		N/A			27.41%	394		N/A	
UT	14--10	OP-3	Install Commit Met, DS1%		P			82.65%	657		N/A			83.60%	494		N/A			84.62%	468		N/A			82.93%	328		N/A	
UT	14--10	OP-4	Install Interv, DS1, Avg Days		P	13	1	13.33	715	-0.03	Yes			15.69	569		N/A			13.27	556		N/A			13.95	436		N/A	
UT	14--10	OP-5	New Service Install Quality, DS1%		P	100.00%	1	91.83%	661	-0.3	Yes			93.39%	575		N/A			92.02%	501		N/A			86.56%	439		N/A	
UT	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			95.13%	575		N/A			94.41%	501		N/A			92.03%	439		N/A	
UT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	8	1	18.4	60	-0.6	Yes			17.94	80		N/A			18.17	71		N/A			20.73	64		N/A	
UT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			22.68	75		N/A			30.1	21		N/A			23.1	21		N/A			14.56	9		N/A	
UT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			36.26	80		N/A	0	1	31.81	96	-0.61	N/A			25.7	115		N/A			35.93	107		N/A	
UT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			39			N/A	1		56		0.53	N/A			70			N/A			51			N/A	
UT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	7	83.26%	442	-1.18	Yes	100.00%	2	83.91%	379	-0.62	Yes	100.00%	2	85.75%	414	-0.58	Yes	100.00%	5	84.55%	479	-0.95	Yes	100.00%
UT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:09	7	2:34	442	-1.14	Yes	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
UT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	57.14%	7	22.62%	442	1.91	No	0.00%	2	25.33%	379	-0.82	Yes	50.00%	2	24.15%	414	0.69	Yes	0.00%	5	22.13%	479	-1.19	Yes	0.00%
UT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	0.00%	1	26.43%	280	-0.6	Yes	50.00%	2	24.43%	307	0.68	Yes	0.00%	3	25.15%	338	-1	Yes	0.00%
UT	14--10	MR-8	Trouble Rate, DS1%		P	4.90%	143	1.89%	23443	2.25	No	1.40%	143	1.64%	23122	-0.23	Yes	1.36%	147	1.79%	23178	-0.39	Yes	3.38%	148	2.06%	23229	1.09	Yes	2.61%
UT	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0.70%	143	1.21%	23122	-0.56	Yes	1.36%	147	1.32%	23178	0.13	Yes	2.03%	148	1.46%	23229	0.62	Yes	1.31%
UT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	30.00%	10	18.00%	539	0.93	N/A	33.33%	3	29.03%	534	0.17	N/A	50.00%	4	25.81%	558	0.98	N/A	16.67%	6	25.74%	645	-0.51	N/A	0.00%
UT	14--11	OP-3	Install Commit Met, DS3%		P			73.08%	26		N/A			82.76%	29		N/A			70.59%	17		N/A			82.35%	17		N/A	
UT	14--11	OP-4	Install Interv, DS3, Avg Days		P			20.79	28		N/A			21.36	42		N/A			26.3	27		N/A			20.56	41		N/A	
UT	14--11	OP-5	New Service Install Quality, DS3%		P			######	36		N/A			97.22%	36		N/A			100.00%	35		N/A			100.00%	44		N/A	
UT	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			97.22%	36		N/A			100.00%	35		N/A			100.00%	44		N/A	
UT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			23.33	3		N/A			14.13	8		N/A			42.57	7		N/A			26.57	7		N/A	
UT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			38.8	5		N/A						N/A						N/A						N/A	
UT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			25.71	7		N/A			22.44	9		N/A			97.33	6		N/A			56.83	12		N/A	
UT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			4			N/A			6			N/A			4			N/A			4			N/A	
UT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			87.50%	8		N/A			100.00%	8		N/A			100.00%	10		N/A			100.00%	11		N/A	
UT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:55	8		N/A			0:38	8		N/A			0:49	10		N/A			1:22	11		N/A	
UT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			37.50%	8		N/A			25.00%	8		N/A			40.00%	10		N/A			9.09%	11		N/A	
UT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			50.00%	4		N/A			37.50%	8		N/A			11.11%	9		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P		0.00%	1		N/A						N/A	0					
UT	14--08	OP-3	Install Commit Met, ISDN Primary%		P	1	71.19%	59	-0.63	Yes			48.39%	31		N/A	0					
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		16.54	72		N/A			21.78	64		N/A	1	1	73.00	21.82	51.18	
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		7	2		N/A						N/A	0					
UT	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P		44	1		N/A						N/A	0					
UT	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	1	93.75%	96	-0.26	Yes			96.83%	63		N/A	1	4	75.0%	95.3%	-20.3%	
UT	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	1	96.88%	96	-0.18	Yes			96.83%	63		N/A	1	4	75.0%	96.6%	-21.6%	
UT	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P		13.66	29		N/A			21.03	37		N/A	1	1	62.00	19.00	43.00	
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-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P		42	1		N/A						N/A	0					
UT	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P		28	1		N/A						N/A	0					
UT	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS		179.09	306		N/A			126.36	518		N/A	0					
UT	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		8			N/A			8			N/A	0					
UT	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		95.65%	23		N/A			94.74%	19		N/A	0					
UT	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		1:07	23		N/A			1:09	19		N/A	0					
UT	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		13.04%	23		N/A			10.53%	19		N/A	0					
UT	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P		13.33%	15		N/A			0.00%	11		N/A	0					
UT	14--08	MR-8	Trouble Rate, ISDN Primary%		P	622	0.04%	64605	-0.47	Yes	0.00%	646	0.03%	63355	-0.44	Yes	2	3,660	0.1%	0.0%	0.1%	
UT	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	622	0.02%	64605	-0.38	Yes	0.00%	646	0.02%	63355	-0.33	Yes	2	3,062	0.1%	0.0%	0.0%	
UT	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		28.13%	32		N/A			38.71%	31		N/A	0					
UT	14--09	OP-3	Install Commit Met, DS0%	ND	P					N/A			100.00%	4		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%		P		40.00%	10		N/A			53.85%	13		N/A	0					
UT	14--09	OP-4	Install Interv, DS0, Avg Days		P		9.89	9		N/A			10.79	14		N/A	1	1	15.00	7.11	7.89	
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	D	P		29	1		N/A						N/A	0					
UT	14--09	OP-5	New Service Install Quality, DS0%		P		25.00%	16		N/A			52.94%	17		N/A	0					
UT	14--09	OP-5*	New Service Install Quality, DS0%		P		37.50%	16		N/A			70.59%	17		N/A	0					
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		19	1		N/A						N/A	0					
UT	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		7	6		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		380.5	2		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		85.77%	267		N/A			84.87%	238		N/A	0					
UT	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		2:11	267		N/A			2:10	238		N/A	0					
UT	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		19.10%	267		N/A			18.49%	238		N/A	0					
UT	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		19.13%	183		N/A			16.85%	178		N/A	0					
UT	14--09	MR-8	Trouble Rate, DS0%		P	8	0.53%	50476	-0.21	Yes	0.00%	6	0.47%	50685	-0.17	Yes	0					
UT	14--09	MR-8*	Trouble Rate, DS0%		P	8	0.36%	50476	-0.17	Yes	0.00%	6	0.35%	50685	-0.15	Yes	0					
UT	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		28.61%	374		N/A			24.20%	314		N/A	0					
UT	14--10	OP-3	Install Commit Met, DS1%		P		80.27%	299		N/A			84.62%	286		N/A	0					
UT	14--10	OP-4	Install Interv, DS1, Avg Days		P		15.15	425		N/A			13.95	413		N/A	0					
UT	14--10	OP-5	New Service Install Quality, DS1%		P		91.78%	426		N/A	0.00%	2	93.22%	472	2.86	No	1	3	33.3%	91.6%	-58.3%	
UT	14--10	OP-5*	New Service Install Quality, DS1%		P		93.66%	426		N/A	0.00%	2	94.28%	472	2.96	No	1	2	0.0%	94.0%	-94.0%	
UT	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		17.1	82		N/A			21.21	53		N/A	0					
UT	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		15.4	5		N/A			14.38	8		N/A	0					
UT	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		39.93	81		N/A			41.32	82		N/A	0					
UT	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		26			N/A			19			N/A	0					
UT	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	4	84.06%	458	-0.87	Yes	100.00%	8	88.11%	429	-1.03	Yes	0					
UT	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	4	2:24	458	-0.91	Yes	1:02	8	2:10	429	-1.24	Yes	0					
UT	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	4	24.45%	458	-1.13	Yes	37.50%	8	29.14%	429	0.51	Yes	1	28	28.6%	24.6%	4.0%	
UT	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	2	25.88%	340	-0.83	Yes	50.00%	6	26.88%	320	1.16	Yes	0					
UT	14--10	MR-8	Trouble Rate, DS1%		P	153	1.97%	23283	0.61	Yes	5.19%	154	1.85%	23164	2.56	No	2	888	3.2%	1.9%	1.3%	
UT	14--10	MR-8*	Trouble Rate, DS1%		P	153	1.46%	23283	-0.16	Yes	3.90%	154	1.38%	23164	2.23	No	1	745	1.9%	1.4%	0.5%	
UT	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	4	24.79%	609	-1.14	N/A	0.00%	8	22.00%	550	-1.49	N/A	0					
UT	14--11	OP-3	Install Commit Met, DS3%		P		88.57%	35		N/A			87.88%	33		N/A	0					
UT	14--11	OP-4	Install Interv, DS3, Avg Days		P		12.63	46		N/A			21.55	47		N/A	0					
UT	14--11	OP-5	New Service Install Quality, DS3%		P		100.00%	47		N/A			100.00%	55		N/A	0					
UT	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	47		N/A			100.00%	55		N/A	0					
UT	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		14.4	5		N/A			33.4	10		N/A	0					
UT	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P		42	1		N/A						N/A	0					
UT	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS		58.09	11		N/A			56.09	11		N/A	0					
UT	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		4			N/A			2			N/A	0					
UT	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		100.00%	16		N/A			100.00%	12		N/A	0					
UT	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		0:32	16		N/A			1:21	12		N/A	0					
UT	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		25.00%	16		N/A			16.67%	12		N/A	0					
UT	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		23.08%	13		N/A			25.00%	8		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
UT	14--11	MR-8	Trouble Rate, DS3%		P			0.48%	1669		N/A			0.48%	1675		N/A			0.60%	1672		N/A			0.67%	1652		N/A	
UT	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.24%	1675		N/A			0.48%	1672		N/A			0.54%	1652		N/A	
UT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			20.00%	10		N/A			38.46%	13		N/A			44.44%	18		N/A			21.43%	14		N/A	
UT	14--12	OP-3	Install Commit Met, Frame Relay%		P			68.33%	60		N/A			57.69%	52		N/A			72.58%	62		N/A			78.57%	70		N/A	
UT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			6	2		N/A			14	1		N/A			23	2		N/A						N/A	
UT	14--12	OP-5	New Service Install Quality, Frame Relay%		P			90.63%	64		N/A			94.44%	72		N/A			92.31%	78		N/A			90.91%	66		N/A	
UT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			95.83%	72		N/A			94.87%	78		N/A			93.94%	66		N/A	
UT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			26.57	7		N/A			29	19		N/A			18.06	18		N/A			9.4	15		N/A	
UT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			21.57	14		N/A			18.25	8		N/A			19.67	3		N/A			4	1		N/A	
UT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			29.29	14		N/A			26.32	19		N/A			24.75	24		N/A			25.68	38		N/A	
UT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			6			N/A			9			N/A			14			N/A			14			N/A	
UT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			86.36%	110		N/A			85.00%	100		N/A			86.84%	114		N/A			79.03%	124		N/A	
UT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:29	110		N/A			2:03	100		N/A			2:40	114		N/A			2:35	124		N/A	
UT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			13.64%	110		N/A			20.00%	100		N/A			25.44%	114		N/A			27.42%	124		N/A	
UT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			21.43%	70		N/A			30.59%	85		N/A			25.81%	93		N/A	
UT	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.93%	5700		N/A			1.74%	5756		N/A			1.95%	5856		N/A			2.10%	5915		N/A	
UT	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.22%	5756		N/A			1.45%	5856		N/A			1.57%	5915		N/A	
UT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			21.43%	140		N/A			28.06%	139		N/A			22.45%	147		N/A			27.91%	172		N/A	
WA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	95.56%	45	98.65%	74	0.94	Yes	100.00%	35	100.00%	33	.	Yes	97.62%	42	100.00%	27	0.48	Yes	96.00%	25	93.75%	32	-0.35	Yes	96.88%
WA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	19.02	57	21.82	89	-2.73	Yes	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
WA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	49	98.41%	63	-0.67	Yes	93.48%	46	97.30%	37	0.69	Yes	100.00%	43	95.24%	42	-1.03	Yes	100.00%	37	100.00%	40	.	Yes	100.00%
WA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	95.65%	46	100.00%	37	1.11	Yes	100.00%	43	95.24%	42	-1.03	Yes	100.00%	37	100.00%	40	.	Yes	100.00%
WA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	61.5	2	11	1	.	N/A			7	1		N/A	8	1				N/A	16	2	11.25	4	0.15	Yes	38
WA	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A						N/A	
WA	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	179	1				N/A	89.33	3				N/A	69.33	3				N/A	50.67	3				N/A	51
WA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS	1					N/A	2					N/A	2					N/A	-					N/A	-
WA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	9	78.57%	14	-1.22	Yes	90.91%	11	93.33%	15	0.14	Yes	88.89%	9	86.67%	15	-0.16	Yes	87.50%	16	100.00%	18	1.24	Yes	95.00%
WA	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:10	9	3:07	14	-0.89	Yes	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
WA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	33.33%	9	50.00%	14	-0.78	Yes	0.00%	11	6.67%	15	-0.67	Yes	0.00%	9	20.00%	15	-1.19	Yes	12.50%	16	16.67%	18	-0.33	Yes	30.00%
WA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0.00%	6	8.33%	12	-0.6	Yes	0.00%	7	21.43%	14	-1.13	Yes	10.00%	10	7.69%	13	0.1	Yes	50.00%
WA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.00%	212965	0.01%	121827	-1.89	Yes	0.01%	211569	0.01%	122741	-1.77	Yes	0.00%	209876	0.01%	123017	-1.99	Yes	0.01%	212052	0.01%	122441	-1.64	Yes	0.01%
WA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	211569	0.01%	122741	-1.96	Yes	0.00%	209876	0.01%	123017	-2.1	Yes	0.00%	212052	0.01%	122441	-1.6	Yes	0.01%
WA	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	30.77%	13	17.65%	17	0.78	N/A	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%
WA	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.01%	27576	0.17%	37725	-11.79	Yes	0.03%	30720	0.11%	38253	-8.35	Yes	0.04%	30216	0.11%	40173	-16.37	Yes	0.00%	30720	0.26%	46025	-28.74	Yes	0.02%
WA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.02%	19116	0.00%	30703	.	Yes	0.00%	18852	0.00%	31830	.	Yes	0.00%	19212	0.00%	32670	15.41	Yes	0.01%	18588	0.00%	34470	.	Yes	0.00%
WA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.36%	31008	0.17%	37725	15.2	N/A	0.03%	30720	0.11%	38253	-8.35	N/A	0.04%	30216	0.11%	40173	-16.37	N/A	0.00%	30720	0.26%	46025	-28.74	N/A	0.11%
WA	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.62%	19716	0.00%	30703	.	N/A	0.23%	19092	0.00%	31830	.	N/A	0.02%	19236	0.00%	32670	111.38	N/A	0.12%	18756	0.00%	34470	.	N/A	0.09%
WA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	63	2				Yes						N/A	69	1				Yes	58	1				Yes	59
WA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	81	2				Yes	62.8	5				Yes	47	2				Yes	83.2	5				Yes	95
WA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	58	3				Yes						N/A	98	2				Yes	73.67	3				Yes	90
WA	01--02	CP-2A	Forcasted Collocations, All%		90%						N/A						N/A						N/A	100.00%	1				Yes	
WA	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%	100.00%	4				Yes	100.00%	5				Yes	100.00%	3				Yes	100.00%	5				Yes	100.00%
WA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	100.00%	3				Yes						N/A	100.00%	3				Yes	100.00%	3				Yes	100.00%
WA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	7	5				Yes	6.5	2				Yes	4.67	3				Yes	2.75	8				Yes	6
WA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	100.00%	6				Yes	100.00%	3				Yes	100.00%	5				Yes	100.00%	8				Yes	100.00%
WA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.98	13882319	4.15	11837867	-1189.8	Yes	2.2	12130119	4.54	11124884	-1006.1	Yes	2.54	9429291	5.98	12644728	-762.49	Yes	2.66	8892999	5.62	11473278	-954.82	Yes	2.58
WA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100.00%	1403050				Yes	100.00%	1553799				Yes	99.85%	1352962				Yes	99.89%	1461384				Yes	99.53%
WA	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.98	9422913	4.15	11837867	-1075.7	N/A	2.19	8441927	4.54	11124884	-916.8	N/A	2.58	5632295	5.98	12644728	-638.6	N/A	2.67	5654983	5.62	11473278	-828.72	N/A	2.57
WA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.97	4459406	4.15	11837867	-851.27	N/A	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
WA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	8173				N/A	100.00%	8416				N/A	100.00%	8604				N/A	100.00%	8783				N/A	100.00%
WA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.62%	3527135.61	99.31%	95199526.58	-68.27	Yes	94.99%	3977205.86	99.19%	97115347.65	917.84	No	79.88%	3011934.4	99.32%	79079455.19	4020.83	No	91.32%	4593851	99.05%	99291755.74	1668.58	No	97.02%
WA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	97.78%	13179	98.86%	370195	11.54	No	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%
WA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
WA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
WA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
WA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
WA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
WA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
WA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
WA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%
WA	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
WA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
WA	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
WA	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
WA	02--01	OA-1	Order Accuracy, %		NS	99.90%	5719				N/A	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	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
WA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.13	6310	0.03	63409	38	N/A	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
UT	14--11	MR-8	Trouble Rate, DS3%		P		0.96%	1660		N/A			0.73%	1642		N/A	0					
UT	14--11	MR-8*	Trouble Rate, DS3%		P		0.78%	1660		N/A			0.49%	1642		N/A	0					
UT	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		20.00%	20		N/A			25.00%	16		N/A	0					
UT	14--12	OP-3	Install Commit Met, Frame Relay%		P		64.00%	50		N/A			85.71%	77		N/A	0					
UT	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		15	1		N/A						N/A	0					
UT	14--12	OP-5	New Service Install Quality, Frame Relay%		P		90.28%	72		N/A			90.24%	82		N/A	0					
UT	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		90.28%	72		N/A			91.46%	82		N/A	0					
UT	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		15.75	20		N/A			16	13		N/A	0					
UT	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		16.5	2		N/A			11	3		N/A	0					
UT	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		75.38	24		N/A			62	25		N/A	0					
UT	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		5			N/A			7			N/A	0					
UT	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		88.43%	121		N/A			85.12%	121		N/A	0					
UT	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		1:55	121		N/A			2:04	121		N/A	0					
UT	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		21.49%	121		N/A			19.83%	121		N/A	0					
UT	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		22.09%	86		N/A			20.83%	96		N/A	0					
UT	14--12	MR-8	Trouble Rate, Frame Relay%		P		2.01%	6021		N/A			1.99%	6088		N/A	0					
UT	14--12	MR-8*	Trouble Rate, Frame Relay%		P		1.43%	6021		N/A			1.58%	6088		N/A	0					
UT	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		34.24%	184		N/A			23.42%	158		N/A	0					
WA	01--01	OP-3	Install Commit Met, LIS Trunk%		P	32	96.15%	26	-0.14	Yes	96.55%	58	96.30%	27	-0.06	Yes	0					
WA	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	39	19.9	31	-0.86	Yes	22.8	86	18.78	37	2.65	No	1	307	18.98	20.50	(1.51)	
WA	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	63	100.00%	34	.	Yes	98.98%	98	92.86%	28	-1.11	Yes	0					
WA	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	63	100.00%	34	.	Yes	100.00%	98	92.86%	28	-1.29	Yes	0					
WA	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	1	10	1	.	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	2				N/A	49	2				N/A	0					
WA	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk%		NS					N/A	-					N/A	0					
WA	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	20	100.00%	9	0.34	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	20	0:32	9	2.41	No	1:05	27	1:49	17	-1.43	Yes	1	92.0	1:29	1:45	-0:16	
WA	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	20	0.00%	9	1.87	No	7.41%	27	35.29%	17	-1.88	Yes	1	92	14.1%	22.7%	-8.6%	
WA	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	12	0.00%	9	2.5	No	4.55%	22	40.00%	15	-2.16	Yes	1	57	14.0%	17.5%	-3.4%	
WA	01--01	MR-8	Trouble Rate, LIS Trunk%		P	208426	0.01%	121269	0.7	Yes	0.01%	209146	0.01%	122645	-0.22	Yes	0					
WA	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	208426	0.01%	121269	-0.53	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	29	40.00%	15	-0.58	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%	29016	0.27%	46025	-26.9	Yes	0.00%	28800	0.60%	54853	-26.83	Yes	0					
WA	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	18408	0.00%	33625	.	Yes	0.00%	18264	0.00%	36574	0.4	Yes	0					
WA	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	30120	0.27%	46025	-16.64	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	18528	0.00%	33625	.	N/A	0.12%	18384	0.00%	36574	874.89	N/A	0					
WA	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	1				Yes	65	1				Yes	0					
WA	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	1				Yes	90.5	2				Yes	0					
WA	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	1				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%	2				Yes	100.00%	3				Yes	0					
WA	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%	1				Yes	100.00%	6				Yes	0					
WA	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	1				Yes	9.2	5				Yes	0					
WA	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%	3				Yes	90.00%	10				Yes	0					
WA	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	7379657	6.43	10884240	-1151.13	Yes	2.61	8456076	6.18	12873367	-1048.19	Yes	0					
WA	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	2895058				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	4875375	6.43	10884240	-1009.21	N/A						N/A	0					
WA	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	2504282	6.43	10884240	-780.23	N/A						N/A	0					
WA	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	8501				N/A	100.00%	9009				N/A	0					
WA	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	3994279.82	99.44%	96336970.37	636.4	No	98.22%	4246112.98	98.21%	96975831.25	-2.6	Yes	4	23,350,520	94.0%	99.1%	-5.1%	
WA	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	14085	98.37%	392547	-1.32	Yes	98.80%	8937	99.02%	354116	2.11	No	3	77,189	98.5%	98.6%	-0.1%	
WA	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
WA	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
WA	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
WA	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
WA	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
WA	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
WA	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
WA	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					
WA	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
WA	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
WA	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	5919	0.04	56856	14.08	N/A	0.1	6673	0.03	61387	22.82	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
WA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
WA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
WA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
WA	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
WA	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
WA	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
WA	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
WA	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
WA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
WA	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
WA	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
WA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
WA	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
WA	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
WA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
WA	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
WA	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
WA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
WA	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
WA	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
WA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
WA	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
WA	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
WA	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
WA	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
WA	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
WA	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
WA	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
WA	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
WA	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
WA	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
WA	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
WA	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
WA	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
WA	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
WA	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
WA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
WA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
WA	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
WA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
WA	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
WA	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
WA	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
WA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
WA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
WA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
WA	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
WA	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
WA	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	75.72%	2290				N/A						N/A						N/A						N/A	
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	63.67%	3743				N/A						N/A						N/A						N/A	
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	46.88%	2483				N/A						N/A						N/A						N/A	
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	61.32%	5054				N/A						N/A						N/A						N/A	
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	40.22%	1273				N/A	40.75%	1114				N/A	34.74%	1212				N/A	28.41%	1056				N/A	31.67%
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	38.75%	1636				N/A	43.03%	1529				N/A	44.90%	1766				N/A	53.51%	1697				N/A	45.55%
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	75.49%	2130				N/A	82.40%	3182				N/A	76.47%	2614				N/A	76.11%	3366				N/A	71.32%
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	64.34%	3068				N/A	64.96%	2337				N/A	60.80%	2046				N/A	54.03%	1910				N/A	60.54%
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	53.88%	1210				N/A	54.98%	1175				N/A	54.68%	1377				N/A	52.94%	1379				N/A	49.79%
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	72.12%	3418				N/A	78.76%	4020				N/A	75.67%	3880				N/A	76.40%	2792				N/A	66.84%
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	78.75%	160				N/A	85.48%	124				N/A	84.67%	137				N/A	73.44%	64				N/A	79.78%
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	60.59%	675				N/A	61.81%	542				N/A	60.64%	658				N/A	62.81%	917				N/A	52.37%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	02--01	PO-16	Timely Release Notifs, %		92.50%					N/A	100.00%	5				Yes	0					
WA	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
WA	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
WA	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
WA	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
WA	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				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	470				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	470				N/A	19.92	540				N/A	0					
WA	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
WA	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
WA	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
WA	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
WA	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
WA	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
WA	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
WA	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
WA	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
WA	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
WA	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
WA	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
WA	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
WA	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
WA	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
WA	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
WA	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
WA	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
WA	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
WA	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
WA	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
WA	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
WA	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
WA	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	1159				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	1675				N/A	49.51%	2333				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	2071				N/A	70.48%	2331				N/A	0					
WA	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	1490				N/A	59.06%	1937				N/A	0					
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	1659				N/A	54.26%	2219				N/A	0					
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	2714				N/A	75.43%	4058				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	89				N/A	50.00%	14				N/A	0					
WA	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	951				N/A	71.74%	867				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	89.69%	2657				N/A						N/A						N/A						N/A	
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	95.70%	1812				N/A						N/A						N/A						N/A	
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	89.95%	1294				N/A						N/A						N/A						N/A	
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.	97.88%	3166				N/A						N/A						N/A						N/A	
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	89.44%	2207				No	90.41%	1679				Yes	85.67%	1452				No	84.45%	1222				No	88.52%
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90/75%	95.66%	1681				Yes	97.00%	2703				Yes	94.74%	2110				No	94.33%	2717				No	92.54%
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	92.75%	552				Yes	94.58%	480				Yes	91.92%	458				Yes	84.99%	353				Yes	82.84%
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	96.94%	654				Yes	95.50%	689				Yes	95.08%	834				Yes	96.08%	945				Yes	96.83%
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	90.89%	450				Yes	92.03%	364				Yes	90.48%	441				Yes	87.27%	660				No	83.98%
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	96.18%	131				Yes	94.64%	112				No	96.67%	120				Yes	92.16%	51				No	95.95%
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	87.87%	742				Yes	91.11%	709				Yes	90.29%	834				Yes	90.01%	811				Yes	84.54%
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	98.13%	2512				Yes	97.90%	3234				Yes	95.85%	3063				Yes	96.82%	2203				Yes	96.18%
WA	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:08:00	456				Yes	3:22:00	350				Yes	4:11:00	262				Yes	3:00:00	268				Yes	4:22:00
WA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
WA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:54:00	538				Yes	4:23:00	404				Yes	4:23:00	297				Yes	3:42:00	251				Yes	3:01:00
WA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
WA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	12:12:00	111				Yes	9:19:00	74				Yes	14:52:00	75				Yes	17:31:00	81				Yes	10:29:00
WA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
WA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
WA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
WA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
WA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	33.04%	336				N/A	32.31%	229				N/A	25.25%	297				N/A	25.39%	319				N/A	37.70%
WA	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	98.93%	3558				Yes	99.93%	4091				Yes	99.69%	3220				Yes	99.97%	3548				Yes	100.00%
WA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	98.76%	485				Yes	100.00%	428				Yes	99.75%	401				Yes	100.00%	273				Yes	99.71%
WA	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95%	99.13%	577				Yes	100.00%	604				Yes	100.00%	704				Yes	100.00%	836				Yes	99.69%
WA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	97.74%	530				Yes	100.00%	438				Yes	99.80%	506				Yes	100.00%	622				Yes	99.12%
WA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	99.23%	517				Yes	100.00%	493				Yes	100.00%	613				Yes	100.00%	601				Yes	99.72%
WA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	99.90%	1956				Yes	100.00%	2631				Yes	99.96%	2519				Yes	99.94%	1772				Yes	99.63%
WA	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	98.56%	1594				Yes	97.43%	1360				Yes	96.19%	1522				Yes	95.75%	1669				Yes	94.59%
WA	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	97.65%	724				Yes	96.88%	608				Yes	98.00%	749				Yes	98.74%	712				Yes	98.77%
WA	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90%	99.88%	862				Yes	99.87%	752				Yes	100.00%	886				Yes	99.71%	686				Yes	99.87%
WA	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.29%	281				Yes	98.66%	224				Yes	98.48%	263				Yes	99.13%	343				Yes	99.35%
WA	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	98.54%	1571				Yes	98.99%	1289				Yes	99.01%	1318				Yes	98.64%	1324				Yes	99.65%
WA	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	99.89%	908				Yes	100.00%	831				Yes	99.89%	922				Yes	99.84%	612				Yes	99.77%
WA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	93.68%	95				Yes	97.75%	89				Yes	89.32%	103				No	99.22%	129				Yes	94.64%
WA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	100.00%	11				Yes	100.00%	5				Yes	100.00%	28				Yes	95.65%	23				Yes	100.00%
WA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	98.75%	80				Yes	100.00%	37				Yes	100.00%	69				Yes	100.00%	52				Yes	100.00%
WA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100.00%	90				Yes	100.00%	64				Yes	100.00%	95				Yes	100.00%	64				Yes	100.00%
WA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:24:00	6879				Yes	1:06:00	7094				Yes	1:04:00	6861				Yes	0:52:00	6426				Yes	0:34:00
WA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:44:00	5083				Yes	1:02:00	4159				Yes	1:49:00	4372				Yes	1:57:00	3555				Yes	0:24:00
WA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	99.88%	8401	######	367483	.	N/A	99.96%	8340	100.00%	320308	.	N/A	99.92%	8292	100.00%	371164	.	N/A	99.95%	7797	100.00%	353387	.	N/A	99.47%
WA	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			######	367483		N/A			100.00%	320308		N/A			100.00%	371164		N/A			100.00%	353387		N/A	
WA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2	4	4.55	670	1.18	Yes	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
WA	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.25	158	4.55	670	0.62	Yes	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
WA	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	11	2	3	1	.	N/A						N/A			9	1		N/A						N/A	
WA	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2.82	11	4.55	670	1.13	Yes	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
WA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	50.00%	4	17.62%	1010	-1.7	Yes	14.29%	7	16.24%	1047	0.03	Yes	10.00%	10	16.52%	1326	0.45	Yes	0.00%	5	16.72%	1178	0.86	Yes	0.00%
WA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	47.06%	68	17.62%	1010	-6.17	Yes	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%
WA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	100.00%	2	33.33%	3	-1.55	Yes	0.00%	1	0.00%	1	.	Yes			0.00%	1		N/A	0.00%	1	0.00%	4	.	Yes	0.00%
WA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	44.44%	9	17.62%	1010	-2.1	Yes	0.00%	4	16.24%	1047	0.7	Yes	10.00%	10	16.52%	1326	0.45	Yes	0.00%	4	16.72%	1178	0.72	Yes	0.00%
WA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.88%	1609	99.55%	32777	-1.91	Yes	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%
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	95.30%	149	95.58%	16009	0.22	Yes	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%
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.14	819	3.63	27808	-8.05	Yes	3.39	587	3.7	27042	-4.09	Yes	2.99	516	3.51	25980	-7.43	Yes	2.99	412	3.59	23391	-7.97	Yes	3.13
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	5.59	154	5.15	16096	1.1	Yes	4.51	138	5.45	14538	-2.07	Yes	4.74	160	5.36	15434	-1.47	Yes	5.07	126	5.34	15407	-0.54	Yes	3.83
WA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	97.99%	1542	90.26%	47804	-10.07	Yes	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%
WA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	98.24%	1308	91.97%	47503	-8.23	Yes	97.72%	1406	91.68%	47045	-8.09	Yes	98.60%	1497	90.80%	43840	-10.26	Yes	98.79%
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	4.67	3	6.1	145	-0.18	Yes	11	1	6.13	200	1.37	Yes	5.67	3	4.66	204	0.96	Yes	3	3	5.42	216	-0.37	Yes	1.67
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	2.67	3	4.73	354	-0.45	Yes	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
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			4.6	10		N/A			5.43	14		N/A			8.85	13		N/A			6	7		N/A	
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	14.2	5	8.96	400	1.24	Yes	4.5	2	9.96	407	-0.64	Yes	6	3	10.01	453	-0.6	Yes			10.36	437		N/A	
WA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	103.16	19	96.57	1699	0.28	N/A	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
WA	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS	3		437		-0.98	N/A	4		475		-0.66	N/A	1		508		-2.26	N/A	4		541		-1.56	N/A	3
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	95.24%	21	97.41%	2241	0.62	Yes	80.00%	20	92.12%	2436	1.73	No	100.00%	31	97.91%	2487	-0.81	Yes	100.00%	22	97.73%	3133	-0.71	Yes	100.00%
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	92.55%	94	93.90%	11728	0.58	Yes	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%
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	98.33%	60	99.79%	4730	1.51	Yes	96.83%	63	97.15%	4737	0.23	Yes	100.00%	77	99.44%	5177	-0.65	Yes	100.00%	72	99.70%	5994	-0.46	Yes	100.00%
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	98.17%	109	98.69%	15228	0.53	Yes	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%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
WA	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		.					N/A						N/A	0					
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	1019				No	87.80%	1303				No	5	8,882	88.0%			
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90/75%	1596				Yes	92.25%	1781				Yes	2	12,588	94.6%			
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	443				Yes	63.18%	402				No	1	2,688	85.9%			
WA	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	788				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%	593				Yes	83.38%	746				Yes	1	3,254	87.2%			
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95/90%	74				Yes	100.00%	7				Yes	2	495	95.6%			
WA	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	977				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%	1886				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	369				Yes	4:14:00	435				Yes	0					
WA	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
WA	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	448				Yes	2:11:00	637				Yes	0					
WA	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
WA	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	69				Yes	8:21:00	74				Yes	0					
WA	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
WA	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
WA	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
WA	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
WA	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	183				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%	2343				Yes	100.00%	2773				Yes	0					
WA	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95%	339				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%	652				Yes	100.00%	1025				Yes	0					
WA	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	567				Yes	100.00%	620				Yes	0					
WA	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	703				Yes	100.00%	1077				Yes	0					
WA	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95%	1358				Yes	100.00%	2326				Yes	0					
WA	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	1128				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%	732				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%	796				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%	462				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%	1429				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%	865				Yes	99.78%	900				Yes	0					
WA	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	56				Yes	97.37%	38				Yes	1	510	95.3%			
WA	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%	25				Yes	100.00%	17				Yes	0					
WA	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%	22				Yes	100.00%	24				Yes	0					
WA	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	61				Yes	100.00%	83				Yes	0					
WA	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	5120				Yes	0:46:00	6728				Yes	0					
WA	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	4124				Yes	0:33:00	4940				Yes	0					
WA	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	6468	97.23%	339144	-10.9	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		97.23%	339144		N/A			98.03%	373502		N/A	0					
WA	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2	4.08	671	0.68	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	29	4.08	671	0.88	Yes	4.02	45	3.25	481	-0.92	Yes	1	473	4.05	4.39	(0.34)	
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	1	4.08	671	-0.35	Yes	1.5	2	3.25	481	0.46	Yes	0					
WA	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	3	13.71%	1021	0.47	Yes	25.00%	4	11.09%	1064	-0.88	Yes	0					
WA	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	88	13.71%	1021	0.91	Yes	12.71%	118	11.09%	1064	-0.53	Yes	0					
WA	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	1	0.00%	3	.	Yes	0.00%	3	0.00%	1	.	Yes	0					
WA	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	4	13.71%	1021	0.6	Yes	0.00%	4	11.09%	1064	0.49	Yes	0					
WA	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	1376	99.44%	27595	-1.66	Yes	99.94%	1718	99.44%	29314	-2.72	Yes	0					
WA	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	102	94.90%	14183	-1.89	Yes	96.15%	104	95.26%	15564	-0.43	Yes	0					
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	453	3.5	21432	-6.43	Yes	3.03	855	3.46	22740	-9.64	Yes	0					
WA	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	102	5	14286	-2.17	Yes	3.88	104	5.08	15635	-2.17	Yes	0					
WA	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	1651	90.32%	43432	-11.17	Yes	97.48%	1388	89.70%	44763	-9.39	Yes	0					
WA	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	1651	92.04%	43432	-9.95	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	ND	P	3	5.97	145	-0.43	Yes	4	1	5.08	158	-0.14	Yes	0					
WA	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	4.4	392	-0.33	Yes	1	2	5.26	320	-0.59	Yes	0					
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		4.69	16		N/A			9.8	10		N/A	0					
WA	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		10.29	348		N/A	11	2	11.91	435	-0.08	Yes	0					
WA	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	19	72.42	1984	-0.19	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		510		-0.98	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	24	98.27%	2192	-0.65	Yes	100.00%	34	98.66%	2540	-0.67	Yes	1	152	96.7%	97.0%	-0.3%	
WA	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	81	93.16%	11577	-1.55	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	71	99.65%	5076	-0.5	Yes	97.87%	94	99.78%	5846	2.31	No	1	437	98.9%	99.3%	-0.4%	
WA	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	117	98.37%	15680	-0.66	Yes	98.70%	77	98.95%	16248	0.3	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:32	60	5:36	4730	-2.06	Yes	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
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	9:10	109	13:08	15228	-3.01	Yes	11:49	86	13:50	14705	-1.29	Yes	9:48	102	14:03	16135	-2.89	Yes	13:00	122	14:40	16877	-1.27	Yes	9:04
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	20.00%	60	11.08%	4730	2.02	No	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%
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	10.53%	114	11.69%	15729	-0.39	Yes	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%
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	7.41%	27	12.08%	2276	-0.74	Yes	10.26%	39	12.94%	2357	-0.5	Yes	13.51%	37	11.62%	2960	0.4	Yes	20.93%
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	6.25%	80	11.52%	14154	-1.47	Yes	13.98%	93	11.58%	15627	0.73	Yes	5.88%	102	11.95%	16400	-1.88	Yes	15.32%
WA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.70%	24707	0.96%	2122557	-4.15	Yes	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%
WA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.43%	24837	0.77%	2129325	-6.1	Yes	0.52%	25388	0.84%	2137606	-5.57	Yes	0.54%	25921	0.90%	2146573	-6.19	Yes	0.58%
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	90.35%	114	94.93%	15729	2.02	No	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%
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	93.33%	60	98.01%	4730	2.08	No	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%
WA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	36.50%	274	37.86%	32924	-0.46	N/A	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%
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100.00%	2	######	14	.	Yes	100.00%	1	100.00%	11	.	Yes	100.00%	2	90.00%	20	-0.45	Yes	100.00%	4	94.12%	17	-0.45	Yes	
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	90.91%	11	91.64%	538	0.15	Yes	100.00%	10	93.38%	559	-0.83	Yes	92.31%	13	93.68%	649	0.26	Yes	100.00%	5	90.00%	300	-0.74	Yes	100.00%
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	4.18	11	4.42	540	-0.22	Yes	6.2	10	4.23	561	1.55	Yes	4.85	13	4.98	654	-0.11	Yes	4.2	5	3.62	303	0.87	Yes	5
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	2.5	2	4.21	14	-1	Yes	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	
WA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	91.67%	12	93.10%	565	0.25	Yes	76.92%	13	93.76%	625	1.96	No	91.67%	12	91.15%	497	-0.06	Yes	100.00%	5	82.45%	302	-1.02	Yes	100.00%
WA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	92.31%	13	95.04%	625	0.47	Yes	91.67%	12	92.56%	497	0.18	Yes	100.00%	5	85.10%	302	-0.93	Yes	100.00%
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A			10	2		N/A			15	1		N/A	
WA	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	1	1	1.97	31	-0.42	Yes			5.17	23		N/A	3	1	3.39	28	-0.08	Yes			3	6		N/A	
WA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			12.21	14		N/A			9.67	15		N/A			6.5	14		N/A			6.69	26		N/A	
WA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	1	1	44.52	21	-0.9	N/A	19	1	36.45	33	-0.29	N/A			30.74	35		N/A	0	1	70.54	13	-0.67	N/A	
WA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	-		7		-0.69	N/A	-		9		-0.6	N/A			8			N/A	-		2		-0.41	N/A	
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	4	96.88%	64	-0.35	Yes	75.00%	8	95.70%	93	1.84	No	100.00%	4	97.47%	79	-0.31	Yes	100.00%	2	92.59%	81	-0.4	Yes	100.00%
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	94.74%	19	89.74%	156	-0.68	Yes	100.00%	15	92.50%	120	-1.04	Yes	100.00%	4	93.94%	132	-0.5	Yes	100.00%	3	85.71%	168	-0.7	Yes	100.00%
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	12	######	92	.	Yes	92.31%	13	96.88%	128	0.73	Yes	100.00%	8	98.37%	123	-0.35	Yes	100.00%	5	96.15%	130	-0.44	Yes	100.00%
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	100.00%	23	95.88%	170	-0.93	Yes	94.12%	17	96.24%	133	0.4	Yes	100.00%	6	95.95%	148	-0.49	Yes	100.00%	6	92.20%	205	-0.7	Yes	100.00%
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	0:44	12	2:58	92	-1.2	Yes	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
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	7:03	23	10:58	170	-1.19	Yes	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
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	16.67%	12	4.35%	92	1.44	Yes	23.08%	13	10.16%	128	1.28	Yes	25.00%	8	17.07%	123	0.56	Yes	60.00%	5	10.00%	130	2.58	No	16.67%
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	8.70%	23	10.23%	176	-0.23	Yes	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%
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	20.00%	5	7.32%	82	0.84	Yes	40.00%	5	14.46%	83	1.31	Yes	50.00%	4	7.79%	77	2.05	No	0.00%
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	23.08%	13	11.40%	114	1.12	Yes	40.00%	5	10.08%	129	1.67	No	16.67%	6	9.50%	179	0.55	Yes	16.67%
WA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.48%	7355	0.30%	89311	2.65	No	0.78%	3828	0.29%	93629	5.67	No	0.36%	3879	0.29%	94586	0.82	Yes	0.27%	4097	0.35%	96329	-0.9	Yes	0.69%
WA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.47%	3828	0.21%	93629	3.46	No	0.26%	3879	0.22%	94586	0.43	Yes	0.24%	4097	0.27%	96329	-0.26	Yes	0.45%
WA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	27.08%	48	31.46%	391	-0.62	N/A	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%
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100.00%	4	94.61%	167	-0.47	Yes	100.00%	3	87.42%	159	-0.65	Yes	100.00%	3	87.41%	143	-0.65	Yes	100.00%	5	92.21%	154	-0.64	Yes	50.00%
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	7	######	67	.	Yes	97.06%	34	99.21%	126	0.79	Yes	97.53%	81	94.03%	67	-0.89	Yes	100.00%	12	98.11%	53	-0.43	Yes	100.00%
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	2	1	3.51	55	-1.03	Yes	3.5	6	3.49	86	0.2	Yes	2.5	10	3.61	51	-1.65	Yes	3.5	8	3.15	39	0.62	Yes	3.36
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	4.5	4	5.55	169	-0.34	Yes	6.67	3	6.46	160	0.37	Yes	4.33	3	6.8	146	-0.52	Yes	5	5	5.74	156	-0.27	Yes	9.4
WA	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	91.67%	24	83.65%	263	-1.02	Yes	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%
WA	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	96.72%	61	90.08%	252	-1.56	Yes	100.00%	51	82.08%	212	-3	Yes	100.00%	17	87.91%	215	-1.47	Yes	94.74%
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A	9	1	8	1	.	N/A	3	2	4	4	-0.53	Yes			8	1		N/A	
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			2.63	8		N/A			2.56	9		N/A			4.5	10		N/A			2.45	11		N/A	1
WA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			11.5	2		N/A			6.27	11		N/A			13.25	8		N/A			12	1		N/A	8
WA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			127.88	17		N/A			91.81	27		N/A	3	1	85.14	28	-0.77	N/A			66.56	34		N/A	
WA	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			5			N/A			7			N/A	-		8		-0.62	N/A			9			N/A	
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100.00%	2	97.73%	44	-0.21	Yes	100.00%	2	80.88%	68	-0.68	Yes			98.28%	58		N/A	100.00%	2	98.41%	63	-0.18	Yes	100.00%
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	5	96.22%	185	-0.44	Yes	50.00%	2	87.82%	156	1.16	Yes	100.00%	1	91.91%	136	-0.3	Yes	83.33%	6	95.81%	191	1.11	Yes	100.00%
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	5	97.76%	223	-0.33	Yes	66.67%	3	97.00%	200	1.66	No	100.00%	1	95.31%	192	-0.22	Yes	100.00%	7	97.75%	222	-0.4	Yes	100.00%
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	5	######	96	.	Yes	100.00%	9	91.67%	144	-0.88	Yes	100.00%	4	100.00%	128	.	Yes	100.00%	6	99.25%	134	-0.21	Yes	100.00%
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	7:39	5	9:33	223	-0.28	Yes	4:53	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
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	4:28	5	3:12	96	0.43	Yes	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
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.00%	5	14.58%	96	-0.9	Yes	22.22%	9	18.75%	144	0.28	Yes	0.00%	4	19.53%	128	-0.97	Yes	16.67%	6	17.91%	134	-0.08	Yes	28.57%
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	20.00%	5	11.89%	227	0.52	Yes	0.00%	3	13.66%	205	-0.68	Yes	0.00%	1	11.17%	197	-0.35	Yes	14.29%	7	14.60%	226	-0.02	Yes	0.00%
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	25.00%	4	17.72%	79	0.34	Yes	0.00%	3	23.44%	64	-0.94	Yes	0.00%	2	12.86%	70	-0.54	Yes	42.86%
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0.00%	2	12.43%	177	-0.53	Yes	0.00%	1	10.29%	175	-0.34	Yes	16.67%	6	14.36%	188	0.19	Yes	0.00%
WA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.56%	1781	0.47%	69054	0.57	Yes	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%
WA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.33%	1800	0.37%	69153	-0.25	Yes	0.22%	1810	0.34%	69355	-0.89	Yes	0.45%	1794	0.37%	69747	0.52	Yes	0.45%
WA	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	44.44%	18	38.00%	521	0.55	N/A	25.00%	16	32.88%	520	-0.66	N/A	44.44%	9	35.64%	505	0.53	N/A	38.10%	21	36.40%	566	0.17	N/A	34.78%
WA	02--05	OP-3	Install Commit Met, EELs%		90%	90.63%	32				Yes	100.00%	11				Yes	94.12%	17				Yes	70.00%	20				No	75.00%
WA	02--05	OP-4	Install Interv, EELs, Avg Days		NS	6.44	16				N/A	7.2	10				N/A	6.53	17				N/A	7.42	12				N/A	9.53
WA	02--05	OP-5	New Service Install Quality, EELs%		NS	82.61%	23				N/A	90.00%	20				N/A	96.00%	25				N/A	95.65%	23				N/A	78.26%
WA	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100.00%	20				N/A	100.00%	25				N/A	95.65%	23				N/A	78.26%
WA	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS						N/A	14	1				N/A	10.67	3				N/A	14.5	6				N/A	13.4
WA	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	5.67	3				N/A						N/A						N/A						N/A	
WA	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	57	3				N/A	29.6	5				N/A	14.17	6				N/A	13.5	2				N/A	24.5
WA	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs%		NS	3					N/A	4					N/A	4					N/A	2					N/A	2

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	71	5:18	5076	-1.76	Yes	4:18	94	5:34	5846	-1.48	Yes	0					
WA	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	117	13:37	15680	-3.73	Yes	9:30	77	13:09	16248	-2.52	Yes	0					
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	71	12.81%	5076	2.85	No	22.34%	94	11.83%	5848	2.85	No	4	437	20.1%	11.6%	8.5%	
WA	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	122	11.71%	16172	1.3	Yes	14.63%	82	11.20%	16731	0.98	Yes	0					
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	43	14.19%	2298	1.22	Yes	16.98%	53	12.37%	2798	1	Yes	0					
WA	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	111	11.52%	15221	1.22	Yes	13.64%	66	10.99%	15754	0.7	Yes	0					
WA	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	26496	0.98%	2157467	-4.2	Yes	0.66%	26497	1.04%	2168824	-6.01	Yes	0					
WA	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	26496	0.81%	2157467	-4.16	Yes	0.45%	26497	0.86%	2168824	-7.14	Yes	0					
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	122	94.45%	16172	-0.7	Yes	96.34%	82	94.82%	16731	-0.62	Yes	3	635	91.7%	94.2%	-2.5%	
WA	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	71	98.46%	5076	-0.09	Yes	97.87%	94	98.44%	5848	0.5	Yes	1	437	96.8%	97.7%	-0.9%	
WA	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	292	35.00%	32691	-0.39	N/A	36.46%	277	33.99%	34205	0.87	N/A	0					
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P		100.00%	17		N/A			75.00%	4		N/A	0					
WA	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	1	95.47%	265	-0.22	Yes	100.00%	1	99.35%	464	-0.08	Yes	0					
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	1	3.18	266	1.45	Yes	5	1	2.96	467	1.94	No	1	41	4.93	4.06	0.86	
WA	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P		1.76	17		N/A			2	4		N/A	0					
WA	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	1	73.21%	377	-0.6	Yes	75.00%	4	81.25%	416	0.33	Yes	1	47	87.2%	87.3%	0.0%	
WA	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	1	79.31%	377	-0.51	Yes	100.00%	4	83.41%	416	-0.89	Yes	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-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P		2.5	4		N/A			2	2		N/A	0					
WA	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P		5.63	8		N/A			1	1		N/A	0					
WA	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS		24.29	31		N/A			100.5	6		N/A	0					
WA	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS		18			N/A			-			N/A	0					
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	1	96.10%	77	-0.2	Yes	100.00%	1	97.14%	70	-0.17	Yes	1	20	90.0%	95.9%	-5.9%	
WA	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	8	89.44%	142	-0.95	Yes	83.33%	12	90.00%	180	0.71	Yes	0					
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	6	98.39%	124	-0.31	Yes	100.00%	5	95.80%	143	-0.46	Yes	0					
WA	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	13	97.80%	182	-0.52	Yes	100.00%	18	93.61%	219	-1.07	Yes	0					
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	6	9:06	124	-0.21	Yes	4:29	5	10:58	143	-0.42	Yes	0					
WA	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	13	12:08	182	-0.21	Yes	12:45	18	14:19	219	-0.28	Yes	0					
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	6	12.90%	124	0.28	Yes	0.00%	5	10.49%	143	-0.75	Yes	1	49	22.5%	11.1%	11.4%	
WA	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	14	7.94%	189	0.79	Yes	16.67%	18	9.59%	219	0.92	Yes	0					
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	1	15.00%	80	-0.42	Yes	0.00%	1	10.78%	102	-0.35	Yes	1	16	31.3%	11.1%	20.2%	
WA	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	12	8.02%	162	0.95	Yes	17.65%	17	10.99%	191	0.81	Yes	1	53	20.8%	9.9%	10.8%	
WA	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	2919	0.31%	99622	3.53	No	0.61%	3779	0.37%	98348	2.4	No	4	25,857	0.5%	0.3%	0.2%	
WA	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	2919	0.24%	99622	2.19	No	0.48%	3779	0.30%	98348	1.97	No	3	18,502	0.4%	0.2%	0.1%	
WA	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	31	27.55%	432	0.94	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	4	87.73%	163	1.74	No	100.00%	4	92.72%	206	-0.56	Yes	1	23	91.3%	90.5%	0.8%	
WA	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	11	100.00%	55	.	Yes	100.00%	18	99.65%	289	-0.24	Yes	0					
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	11	2.81	43	1.22	Yes	3.75	12	2.99	261	2.17	No	1	48	3.29	3.18	0.11	
WA	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	5	6.49	164	0.89	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	19	87.22%	360	-0.96	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	19	93.06%	360	-0.28	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	ND	P					N/A			2	2		N/A	0					
WA	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	1	4.29	14	-0.73	Yes			2.2	10		N/A	0					
WA	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	1	13.17	6	-1.12	Yes			15.5	4		N/A	0					
WA	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS		57.52	33		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		7			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%	ND	P	5	98.00%	50	-0.3	Yes			97.92%	48		N/A	0					
WA	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	1	91.78%	146	-0.3	Yes	100.00%	4	92.26%	155	-0.57	Yes	0					
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	1	96.97%	198	-0.18	Yes	100.00%	4	95.22%	230	-0.44	Yes	1	21	95.2%	96.7%	-1.4%	
WA	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	14	99.10%	111	-0.34	Yes	100.00%	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	1	9:55	198	-0.23	Yes	9:33	4	11:34	230	-0.24	Yes	1	21.0	12:59	11:17	1:41	
WA	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	14	4:05	111	0.43	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	14	16.22%	111	1.09	Yes	37.50%	8	9.84%	122	1.97	No	1	46	21.7%	16.3%	5.4%	
WA	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	1	11.94%	201	-0.37	Yes	0.00%	4	11.64%	232	-0.72	Yes	0					
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	7	16.67%	54	1.47	Yes	20.00%	5	4.92%	61	1.04	Yes	0					
WA	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	1	13.25%	166	-0.39	Yes	0.00%	4	10.29%	204	-0.67	Yes	0					
WA	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1770	0.45%	69778	2.49	No	0.72%	1659	0.51%	69861	1.23	Yes	1	10,614	0.6%	0.5%	0.1%	
WA	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	1770	0.32%	69778	1.01	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	23	37.10%	496	-0.22	N/A	33.33%	18	33.33%	531	0	N/A	0					
WA	02--05	OP-3	Install Commit Met, EELs%		90%	16				No	82.35%	17				No	3	113	85.0%			
WA	02--05	OP-4	Install Interv, EELs, Avg Days		NS	17				N/A	7.75	20				N/A	0					
WA	02--05	OP-5	New Service Install Quality, EELs%		NS	23				N/A	96.43%	28				N/A	0					
WA	02--05	OP-5*	New Service Install Quality, EELs%		NS	23				N/A	96.43%	28				N/A	0					
WA	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	5				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	2				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					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	72.73%	11				N/A	100.00%	6				N/A	33.33%	3				N/A	100.00%	3				N/A	83.33%
WA	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	3:28	11				N/A	0:44	6				N/A	5:15	3				N/A	1:35	3				N/A	1:55
WA	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	45.45%	11				N/A	33.33%	6				N/A	66.67%	3				N/A	33.33%	3				N/A	33.33%
WA	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	50.00%	2				N/A	100.00%	2				N/A	33.33%	3				N/A	33.33%
WA	02--05	MR-8	Trouble Rate, EELs%		NS	4.80%	229				N/A	2.91%	206				N/A	1.50%	200				N/A	1.67%	180				N/A	8.45%
WA	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	0.97%	206				N/A	1.00%	200				N/A	1.67%	180				N/A	6.34%
WA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	
WA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	98.70%	2159	95.58%	16009	-6.62	Yes	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%
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.99	1321	5.15	16096	-1.09	Yes	5.11	1200	5.45	14538	-2.17	Yes	5.22	1556	5.36	15434	-1	Yes	5.04	1367	5.34	15407	-1.91	Yes	4.81
WA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	98.42%	2026	69.61%	15318	-26.5	Yes	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%
WA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.72%	2140	74.56%	14987	-25	Yes	99.32%	2214	74.62%	15421	-24.98	Yes	99.00%	2291	72.84%	14848	-26.2	Yes	99.40%
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	7.38	26	4.73	354	1.48	Yes	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
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	6	2	8.96	400	-0.34	Yes			9.96	407		N/A			10.01	453		N/A			10.36	437		N/A	
WA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	40.58	12	101.01	670	-1.9	N/A	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
WA	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS	9		224		2.86	N/A	6		258		2.6	N/A	4		252		2.02	N/A	2		303		-0.36	N/A	12
WA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	99.32%	147	94.47%	13969	-2.56	Yes	100.00%	199	92.79%	13783	-3.9	Yes	100.00%	233	93.24%	14935	-4.08	Yes	100.00%	235	92.13%	16054	-4.45	Yes	100.00%
WA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	165	98.95%	19958	-1.32	Yes	100.00%	226	98.02%	19442	-2.12	Yes	100.00%	259	98.48%	21312	-1.99	Yes	100.00%	267	98.20%	22871	-2.2	Yes	100.00%
WA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:42	165	11:21	19958	-8.51	Yes	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
WA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	16.36%	165	11.55%	20459	1.85	No	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%
WA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	14.45%	173	11.60%	16430	1.15	Yes	13.19%	182	11.76%	17984	0.61	Yes	7.39%	176	11.90%	19360	-1.84	Yes	9.76%
WA	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.34%	48221	0.96%	2122557	-13.82	Yes	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%
WA	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.36%	47578	0.77%	2129325	-10.06	Yes	0.39%	46974	0.84%	2137606	-10.65	Yes	0.38%	45951	0.90%	2146573	-11.64	Yes	0.36%
WA	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	41.07%	280	37.86%	32924	1.1	N/A	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%
WA	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	99.11%	224	93.28%	253	-2.54	Yes	100.00%	186	82.99%	147	-4.1	Yes	99.49%	198	86.53%	193	-3.75	Yes	100.00%	191	92.48%	439	-3.29	Yes	98.92%
WA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.67	214	7.67	258	-6.65	Yes	3.62	184	10.14	150	-4.08	Yes	3.63	181	9.07	201	-7.74	Yes	3.93	175	7.85	447	-5.73	Yes	3.91
WA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	100.00%	244	92.23%	206	-3.07	Yes	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%
WA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	99.55%	224	96.07%	178	-1.79	Yes	99.14%	232	96.93%	326	-1.49	Yes	99.55%	222	98.27%	405	-1.17	Yes	99.09%
WA	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			1	1		N/A			10.7	20		N/A	1	1	8.84	25	-1.25	Yes	2.5	2	9.15	34	-0.72	Yes	2
WA	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	5	2	9.06	16	-0.76	Yes			38.5	4		N/A	5	1	10.5	4	-0.41	Yes			16	3		N/A	
WA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	73.69	13	205.11	56	-2.91	N/A	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
WA	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS	13		21		4.34	N/A	9		25		3.56	N/A	9		21		3.84	N/A	-		14		-1.39	N/A	-
WA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	17	######	124	.	Yes	100.00%	16	100.00%	180	.	Yes	100.00%	28	99.55%	223	-0.33	Yes	100.00%	26	100.00%	218	.	Yes	100.00%
WA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	21	######	124	.	Yes	100.00%	17	100.00%	180	.	Yes	100.00%	31	100.00%	224	.	Yes	100.00%	27	100.00%	219	.	Yes	100.00%
WA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1:56	21	1:53	124	0.11	Yes	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
WA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	9.52%	21	13.71%	124	-0.52	Yes	23.53%	17	15.00%	180	0.9	Yes	9.68%	31	24.11%	224	-1.76	Yes	14.81%	27	17.81%	219	-0.38	Yes	2.56%
WA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	14.29%	14	18.39%	87	-0.37	Yes	14.29%	21	26.89%	119	-1.2	Yes	13.33%	15	23.30%	103	-0.85	Yes	0.00%
WA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.31%	6672	0.57%	21909	-2.39	Yes	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%
WA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.21%	6658	0.39%	22307	-2.06	Yes	0.32%	6618	0.53%	22617	-2.07	Yes	0.23%	6551	0.45%	22861	-2.36	Yes	0.24%
WA	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	38.24%	34	31.11%	180	0.81	N/A	29.17%	24	20.00%	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%
WA	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			89.10%	927		N/A			85.51%	849		N/A			81.87%	717		N/A			80.03%	686		N/A	100.00%
WA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			13.81	1049		N/A			16.57	960		N/A			16.59	919		N/A			17.05	985		N/A	
WA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			94.71%	1021		N/A			93.89%	965		N/A			94.48%	978		N/A	100.00%	1	92.75%	993	-0.28	Yes	100.00%
WA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			96.37%	965		N/A			96.52%	978		N/A	100.00%	1	95.77%	993	-0.21	Yes	100.00%
WA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			18.61	61		N/A			30.36	132		N/A			20.44	169		N/A			20.74	214		N/A	
WA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			12.5	64		N/A			16.8	15		N/A			31.11	18		N/A			19	10		N/A	
WA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			64.93	92		N/A			58.25	116		N/A			56.13	127		N/A			54.81	183		N/A	
WA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			36			N/A			49			N/A			47			N/A			51			N/A	
WA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	50.00%	2	85.58%	541	1.06	Yes			83.70%	773		N/A	100.00%	2	81.07%	766	-0.68	Yes	100.00%	1	79.34%	876	-0.51	Yes	100.00%
WA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	2:50	2	2:15	541	0.57	Yes			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
WA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	0.00%	2	28.10%	541	-0.88	Yes			25.10%	773		N/A	0.00%	2	28.46%	766	-0.89	Yes	0.00%	1	31.39%	876	-0.68	Yes	50.00%
WA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			28.75%	487		N/A			31.41%	468		N/A			33.69%	561		N/A	50.00%
WA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	0.83%	242	1.16%	46567	-0.49	Yes	0.00%	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%
WA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0.00%	245	1.05%	46600	-1.6	Yes	0.00%	248	1.00%	46765	-1.58	Yes	0.00%	254	1.20%	46883	-1.75	Yes	0.77%
WA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	33.33%	3	24.02%	712	0.36	N/A	100.00%	1	20.56%	973	1.27	N/A	0.00%	2	18.51%	940	-0.67	N/A	0.00%	1	19.63%	1090	-0.49	N/A	0.00%
WA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	92.31%	156	89.10%	927	-1.19	Yes	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%
WA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	4.95	82	13.81	1049	-7.6	Yes	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
WA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	96.25%	160	94.71%	1021	-0.81	Yes	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%
WA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	95.78%	166	96.37%	965	0.4	Yes	97.59%	166	96.52%	978	-0.69	Yes	96.97%	132	95.77%	993	-0.64	Yes	93.43%
WA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	17	4	18.61	61	-0.15	Yes	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
WA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	2.9	10	12.5	64	-3.01	Yes	10.5	2	16.8	15	-0.53	Yes	14.5	4	31.11	18	-0.77	Yes			19	10		N/A	
WA	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	37.6	10	64.93	92	-0.9	N/A	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
WA	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	9		36		3.1	N/A	12		49		3.54	N/A	9		47		2.86	N/A	4		51		0.6	N/A	4
WA	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	83.67%	49	85.58%	541	0.39	Yes	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%
WA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:24	49	2:15	541	0.38	Yes	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	12				N/A	100.00%	1				N/A	0					
WA	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	12				N/A	2:04	1				N/A	0					
WA	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	12				N/A	0.00%	1				N/A	0					
WA	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	9				N/A	0.00%	1				N/A	0					
WA	02--05	MR-8	Trouble Rate, EELs%		NS	142				N/A	0.85%	118				N/A	0					
WA	02--05	MR-8*	Trouble Rate, EELs%		NS	142				N/A	0.85%	118				N/A	0					
WA	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%		94.90%	14183		N/A			95.26%	15564		N/A	0					
WA	04--01	OP-3	Install Commit Met, UBL Analog%		90%	2544	94.90%	14183	-7.79	Yes	99.32%	2801	95.26%	15564	-9.31	Yes	0					
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		5	14286		N/A			5.08	15635		N/A	0					
WA	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	1791	5	14286	-1.42	Yes	4.92	1474	5.08	15635	-1.06	Yes	0					
WA	04--01	OP-5	New Service Install Quality, UBL Analog%		P	2675	71.91%	14962	-28.23	Yes	97.94%	3103	70.73%	15752	-30.45	Yes	0					
WA	04--01	OP-5*	New Service Install Quality, UBL Analog%		P	2675	76.89%	14962	-25.44	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		4.4	392		N/A			5.26	320		N/A	0					
WA	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	36	4.4	392	-0.24	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		10.29	348		N/A			11.91	435		N/A	0					
WA	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		10.29	348		N/A			11.91	435		N/A	0					
WA	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	15	75.9	831	-2.57	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		297		3.42	N/A	-		270		-2.14	N/A	0					
WA	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	215	93.97%	13769	-3.69	Yes	100.00%	280	92.78%	14436	-4.62	Yes	0					
WA	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	237	98.68%	20756	-1.77	Yes	100.00%	284	99.17%	22094	-1.53	Yes	0					
WA	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	237	11:35	20756	-10.54	Yes	2:45	284	11:09	22094	-11.56	Yes	0					
WA	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	237	11.97%	21248	-0.47	Yes	11.62%	284	11.36%	22579	0.16	Yes	1	1,438	12.1%	11.7%	0.4%	
WA	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	164	11.87%	17519	-0.83	Yes	11.54%	182	11.20%	18552	0.17	Yes	0					
WA	04--01	MR-8	Trouble Rate, UBL Analog%		P	45097	0.98%	2157467	-9.78	Yes	0.65%	43656	1.04%	2168824	-7.96	Yes	0					
WA	04--01	MR-8*	Trouble Rate, UBL Analog%		P	45097	0.81%	2157467	-10.5	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	291	35.00%	32691	-5.86	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%	185	85.14%	350	-4.26	Yes	98.97%	194	89.14%	479	-3.71	Yes	0					
WA	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	172	11.05	359	-4.3	Yes	4	175	6.78	482	-4.04	Yes	0					
WA	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	220	96.23%	424	-0.37	Yes	99.14%	233	97.21%	466	-1.46	Yes	0					
WA	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	220	98.35%	424	-0.7	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	2	28.68	50	-1.26	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		15.2	5		N/A	20	2	4.08	13	2.2	No	1	5	11.00	11.51	(0.51)	
WA	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	7	129.53	68	-1.47	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		16		-1.4	N/A	-		17		-1.12	N/A	0					
WA	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	38	99.52%	210	-0.39	Yes	100.00%	32	98.52%	203	-0.64	Yes	0					
WA	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	39	100.00%	211	.	Yes	100.00%	32	100.00%	203	.	Yes	0					
WA	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	39	2:30	211	-0.34	Yes	2:49	32	2:28	203	0.46	Yes	0					
WA	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	39	19.91%	211	-2.49	Yes	21.88%	32	13.30%	203	1.24	Yes	0					
WA	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	16	17.74%	124	-1.75	Yes	28.57%	21	15.69%	102	1.34	Yes	0					
WA	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	6575	0.92%	22962	-2.44	Yes	0.48%	6649	0.87%	23315	-3.01	Yes	0					
WA	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	6575	0.54%	22962	-2.89	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	46	17.58%	256	-0.39	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	1	79.10%	708	-0.51	Yes			87.43%	1050		N/A	0					
WA	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		17.52	950		N/A			15.87	1335		N/A	0					
WA	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	1	94.47%	1176	-0.24	Yes			94.84%	1144		N/A	0					
WA	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	1	96.77%	1176	-0.18	Yes			96.68%	1144		N/A	0					
WA	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P		14.4	230		N/A			16.99	216		N/A	0					
WA	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		23.89	9		N/A			18	12		N/A	0					
WA	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		43.68	234		N/A			32.3	265		N/A	0					
WA	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		77			N/A			104			N/A	0					
WA	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	2	84.60%	818	-0.6	Yes			82.97%	687		N/A	0					
WA	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	2	1:59	818	-0.65	Yes			2:10	687		N/A	0					
WA	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	2	28.48%	818	0.56	Yes			25.33%	687		N/A	0					
WA	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	2	29.96%	504	0.52	Yes			27.44%	441		N/A	0					
WA	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	260	1.75%	46707	-1.2	Yes	0.00%	262	1.48%	46453	-1.98	Yes	0					
WA	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	260	1.08%	46707	-0.48	Yes	0.00%	262	0.95%	46453	-1.58	Yes	0					
WA	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	2	13.35%	944	-0.55	N/A			20.21%	861		N/A	0					
WA	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	87	79.10%	708	-2.78	Yes	87.61%	113	87.43%	1050	-0.06	Yes	0					
WA	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	50	17.52	950	-3.1	Yes	8.87	89	15.87	1335	-5.66	Yes	0					
WA	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	137	94.47%	1176	1.16	Yes	95.76%	165	94.84%	1144	-0.5	Yes	0					
WA	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	137	96.77%	1176	1.84	No	96.97%	165	96.68%	1144	-0.2	Yes	1	766	96.2%	96.4%	-0.2%	
WA	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	18	14.4	230	2.46	No	10.9	20	16.99	216	-1.87	Yes	1	81	11.28	19.59	(8.30)	
WA	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P		23.89	9		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	11	43.68	234	-0.8	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		77		0.24	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	73	84.60%	818	1.14	Yes	70.18%	57	82.97%	687	2.28	No	1	377	78.2%	82.7%	-4.4%	
WA	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	73	1:59	818	1.98	No	3:08	57	2:10	687	2.14	No	2	377.0	2:49	2:20	0:28	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	18.37%	49	28.10%	541	-1.45	Yes	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%
WA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	19.05%	42	28.75%	487	-1.33	Yes	36.00%	50	31.41%	468	0.66	Yes	22.00%	50	33.69%	561	-1.68	Yes	32.73%
WA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	1.49%	3293	1.16%	46567	1.69	No	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%
WA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	1.33%	3160	1.05%	46600	1.52	Yes	1.64%	3054	1.00%	46765	3.42	No	1.72%	2912	1.20%	46883	2.51	No	1.96%
WA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	10.91%	55	24.02%	712	-2.19	N/A	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%
WA	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	98.67%	75	93.28%	253	-1.64	Yes	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%
WA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3.99	72	7.67	258	-4.24	Yes	4.08	49	10.14	150	-2.53	Yes	4.28	61	9.07	201	-4.78	Yes	4.31	62	7.85	447	-3.41	Yes	4.52
WA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	97.70%	87	92.23%	206	-1.6	Yes	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%
WA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	97.78%	90	96.07%	178	-0.68	Yes	97.98%	99	96.93%	326	-0.53	Yes	94.57%	92	98.27%	405	1.87	No	91.40%
WA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			1	1		N/A	1	1	10.7	20	-0.75	Yes	7	3	8.84	25	-0.49	Yes			9.15	34		N/A	6
WA	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	5.5	2	9.06	16	-0.67	Yes			38.5	4		N/A			10.5	4		N/A	1.5	2	16	3	-1.06	Yes	
WA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	15	1	205.11	56	-1.29	N/A	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
WA	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS	1		21		0.88	N/A	2		25		-0.01	N/A	1		21		-0.04	N/A	-		14		-0.83	N/A	-
WA	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	22	######	124	.	Yes	100.00%	23	100.00%	180	.	Yes	100.00%	39	99.55%	223	-0.39	Yes	100.00%	42	100.00%	218	.	Yes	94.12%
WA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	34	######	124	.	Yes	100.00%	27	100.00%	180	.	Yes	100.00%	43	100.00%	224	.	Yes	100.00%	43	100.00%	219	.	Yes	98.15%
WA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:40	34	1:53	124	1.74	No	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
WA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	17.65%	34	13.71%	124	0.58	Yes	25.93%	27	15.00%	180	1.37	Yes	20.93%	43	24.11%	224	-0.45	Yes	16.28%	43	17.81%	219	-0.24	Yes	18.52%
WA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	11.11%	18	18.39%	87	-0.73	Yes	17.65%	34	26.89%	119	-1.07	Yes	12.90%	31	23.30%	103	-1.2	Yes	17.50%
WA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.07%	3168	0.57%	21909	3.56	No	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%
WA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.56%	3208	0.39%	22307	1.45	Yes	1.05%	3232	0.53%	22617	3.87	No	0.97%	3209	0.45%	22861	4.08	No	1.23%
WA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	10.53%	38	31.11%	180	-2.49	N/A	10.00%	30	20.00%	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%
WA	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%	100.00%	6	95.75%	1105	-0.51	Yes	100.00%	4	96.80%	1063	-0.36	Yes	95.00%	20	96.92%	1006	0.51	Yes	100.00%	26	97.20%	1250	-0.86	Yes	100.00%
WA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	2.17	6	5.13	1110	-1.79	Yes	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
WA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	100.00%	7	98.25%	1088	-0.35	Yes	100.00%	13	99.13%	1039	-0.33	Yes	100.00%	25	98.14%	1132	-0.68	Yes	100.00%	30	98.26%	1092	-0.72	Yes	100.00%
WA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	100.00%	13	99.52%	1039	-0.25	Yes	100.00%	25	98.85%	1132	-0.53	Yes	100.00%	30	98.72%	1092	-0.62	Yes	100.00%
WA	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			5.76	46		N/A			4.5	30		N/A	1	1	6.14	29	-0.53	Yes			3.24	21		N/A	
WA	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			7.25	4		N/A			5	5		N/A			5	4		N/A			5.63	8		N/A	
WA	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	100.00%	2	91.71%	386	-0.42	Yes	100.00%	1	90.46%	545	-0.32	Yes	100.00%	4	90.40%	802	-0.65	Yes	100.00%	3	82.15%	633	-0.81	Yes	100.00%
WA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	100.00%	2	95.87%	387	-0.29	Yes	100.00%	1	95.06%	547	-0.23	Yes	100.00%	4	96.01%	803	-0.41	Yes	100.00%	3	90.39%	635	-0.56	Yes	100.00%
WA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	3:12	2	7:56	387	-0.36	Yes	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
WA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	0.00%	2	37.21%	387	-1.09	Yes	0.00%	1	44.24%	547	-0.89	Yes	0.00%	4	40.72%	803	-1.65	Yes	0.00%	3	31.50%	635	-1.17	Yes	0.00%
WA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A	0.00%	1	44.98%	269	-0.9	Yes	0.00%	3	45.18%	436	-1.57	Yes	0.00%	2	31.29%	310	-0.95	Yes	0.00%
WA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.37%	537	1.35%	28572	-1.95	Yes	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%
WA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0.18%	546	0.91%	29520	-1.77	Yes	0.53%	561	1.43%	30538	-1.77	Yes	0.35%	578	0.98%	31544	-1.54	Yes	0.17%
WA	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	33.33%	3	52.40%	813	-0.66	N/A	66.67%	3	51.72%	1133	0.43	N/A	20.00%	5	46.32%	1496	-1.18	N/A	25.00%	4	46.91%	1196	-0.88	N/A	33.33%
WA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			88.89%	27		N/A			84.21%	38		N/A			69.64%	56		N/A			70.00%	30		N/A	
WA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			17.22	36		N/A			15.93	56		N/A			20.58	72		N/A			17.8	70		N/A	
WA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			######	48		N/A			100.00%	65		N/A			97.18%	71		N/A			98.08%	52		N/A	
WA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	65		N/A			98.59%	71		N/A			100.00%	52		N/A	
WA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			38.33	3		N/A			29.63	8		N/A			20.62	21		N/A			30.08	13		N/A	
WA	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			68	1		N/A			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	115	1	54.57	23	1.44	N/A	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
WA	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS	1		18		0.18	N/A	1		17		0.26	N/A	1		15		0.44	N/A	-		17		-1.28	N/A	-
WA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			87.50%	24		N/A			94.44%	18		N/A			88.89%	27		N/A			75.00%	12		N/A	
WA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			2:19	24		N/A			1:23	18		N/A			1:36	27		N/A			2:36	12		N/A	
WA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			20.83%	24		N/A			11.11%	18		N/A			25.93%	27		N/A			25.00%	12		N/A	
WA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			10.00%	10		N/A			21.43%	14		N/A			16.67%	6		N/A	
WA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.72%	3326		N/A			0.55%	3292		N/A			0.82%	3292		N/A			0.37%	3278		N/A	
WA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.30%	3292		N/A			0.43%	3292		N/A			0.18%	3278		N/A	
WA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			25.00%	32		N/A			18.18%	22		N/A			18.18%	33		N/A			40.00%	20		N/A	
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03:00	1088				N/A	0:03:00	989				N/A	0:03:00	1317				N/A	0:03:00	1104				N/A	0:03:00
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:05:00	2				N/A	0:22:00	2				N/A	0:15:00	1				N/A	0:10:00	4				N/A	0:02:00
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	99.45%	364				Yes	99.72%	354				Yes	99.81%	516				Yes	99.49%	392				Yes	99.23%
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	132				Yes	98.36%	122				Yes	97.99%	149				Yes	98.36%	183				Yes	98.00%
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	364				N/A	0.00%	354				N/A	0.00%	516				N/A	0.00%	392				N/A	0.26%
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	132				N/A	0.00%	122				N/A	0.67%	149				N/A	0.00%	183				N/A	0.00%
WA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	97.98%	248				Yes	74.35%	191				No	96.77%	217				Yes	92.73%	220				Yes	96.09%
WA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	7.45	238				Yes	7.2	186				Yes	7.47	210				Yes	5.8	210				Yes	5.41
WA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	99.61%	510	99.55%	32777	-0.2	Yes	99.40%	332	99.40%	32109	0	Yes	100.00%	313	99.37%	32836	-1.41	Yes	100.00%	317	99.28%	30356	-1.51	Yes	100.00%
WA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			95.58%	16009		N/A			94.71%	14448		N/A			94.59%	15373		N/A			94.68%	15357		N/A	
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3.03	469	3.63	27808	-7.56	Yes	3.02	305	3.7	27042	-6.57	Yes	2.99	296	3.51	25980	-5.72	Yes	2.99	295	3.59	23391	-6.84	Yes	2.99
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.15	16096		N/A			5.45	14538		N/A			5.36	15434		N/A			5.34	15407		N/A	
WA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	96.89%	578	90.26%	47804	-5.34	Yes	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%
WA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	99.58%	471	91.97%	47503	-6.04	Yes	98.51%	471	91.68%	47045	-5.34	Yes	98.23%	451	90.80%	43840	-5.43	Yes	98.42%
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.1	145		N/A			6.13	200		N/A	2	1	4.66	204	-0.33	N/A	16	1	5.42	216	1.64	N/A	
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.73	354		N/A			6.07	417		N/A			3.87	401		N/A	1	2	4.35	391	-0.64	N/A	2
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	7	5	4.6	10	0.93	N/A	4.9	50	5.43	14	-0.23	N/A	15	4	8.85	13	0.62	N/A	5.13	8	6	7	-0.37	N/A	8.75

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	73	28.48%	818	0.06	Yes	22.81%	57	25.33%	687	-0.42	Yes	0					
WA	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	55	29.96%	504	0.43	Yes	23.40%	47	27.44%	441	-0.59	Yes	0					
WA	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2807	1.75%	46707	3.33	No	2.09%	2724	1.48%	46453	2.58	No	5	17,950	2.1%	1.6%	0.5%	
WA	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	2807	1.08%	46707	4.38	No	1.73%	2724	0.95%	46453	4.06	No	4	14,657	1.7%	1.1%	0.6%	
WA	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	81	13.35%	944	-0.88	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	69	85.14%	350	-2.55	Yes	97.59%	83	89.14%	479	-2.28	Yes	0					
WA	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	67	11.05	359	-2.74	Yes	4.28	78	6.78	482	-2.62	Yes	0					
WA	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	93	96.23%	424	2.81	No	95.10%	102	97.21%	466	1.07	Yes	2	563	93.8%	95.5%	-1.7%	
WA	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	93	98.35%	424	3.05	No	96.08%	102	98.28%	466	1.31	Yes	2	476	95.6%	97.8%	-2.2%	
WA	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	4	28.68	50	-1.49	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		15.2	5		N/A			4.08	13		N/A	0					
WA	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	2	129.53	68	-1.2	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		16		-0.77	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	51	99.52%	210	2.23	No	100.00%	44	98.52%	203	-0.74	Yes	1	221	98.6%	99.6%	-0.9%	
WA	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	54	100.00%	211	1.32	Yes	100.00%	45	100.00%	203	.	Yes	0					
WA	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	54	2:30	211	2.58	No	3:07	45	2:28	203	0.73	Yes	2	246.0	3:08	2:22	0:46	
WA	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	54	19.91%	211	-0.23	Yes	15.56%	45	13.30%	203	0.41	Yes	0					
WA	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	40	17.74%	124	-0.03	Yes	18.18%	33	15.69%	102	0.34	Yes	0					
WA	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	3241	0.92%	22962	4.17	No	1.38%	3254	0.87%	23315	2.95	No	5	19,312	1.3%	0.9%	0.4%	
WA	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	3241	0.54%	22962	5.05	No	1.01%	3254	0.44%	23315	4.67	No	4	16,144	1.0%	0.5%	0.5%	
WA	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	58	17.58%	256	-1.93	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%	31	98.05%	925	-0.77	Yes	100.00%	29	97.62%	1009	-0.83	Yes	0					
WA	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	30	9.52	932	-8.84	Yes	3.57	21	9.25	1011	-5.89	Yes	0					
WA	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	31	98.66%	972	-0.64	Yes	97.56%	41	96.93%	1107	-0.23	Yes	0					
WA	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	31	98.87%	972	-0.59	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		3.07	15		N/A			3.57	21		N/A	0					
WA	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P		4	3		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	2	90.16%	447	-0.47	Yes	100.00%	6	88.53%	523	-0.88	Yes	0					
WA	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	2	96.88%	448	-0.25	Yes	100.00%	6	95.41%	523	-0.53	Yes	0					
WA	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	2	11:17	448	-0.27	Yes	1:25	6	9:30	523	-1.31	Yes	0					
WA	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	2	29.91%	448	-0.92	Yes	16.67%	6	29.83%	523	-0.7	Yes	0					
WA	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	1	27.23%	235	-0.61	Yes	0.00%	4	27.79%	331	-1.23	Yes	0					
WA	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	587	1.37%	32685	-2.13	Yes	1.01%	594	1.55%	33729	-1.06	Yes	0					
WA	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	587	0.72%	32685	-1.56	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	3	41.13%	761	-0.27	N/A	0.00%	6	42.46%	909	-2.1	N/A	0					
WA	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		86.67%	15		N/A			82.14%	28		N/A	0					
WA	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		15.34	32		N/A			16.71	70		N/A	0					
WA	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	55		N/A			100.00%	79		N/A	0					
WA	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	55		N/A			100.00%	79		N/A	0					
WA	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		22	5		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	1	53.11	28	-0.2	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		15		-1.06	N/A	-		11		-0.9	N/A	0					
WA	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		77.78%	18		N/A			93.33%	15		N/A	0					
WA	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		1:58	18		N/A			1:30	15		N/A	0					
WA	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		22.22%	18		N/A			13.33%	15		N/A	0					
WA	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		23.08%	13		N/A			33.33%	6		N/A	0					
WA	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		0.55%	3244		N/A			0.46%	3243		N/A	0					
WA	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.40%	3244		N/A			0.19%	3243		N/A	0					
WA	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		25.00%	24		N/A			25.00%	20		N/A	0					
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	1265				N/A	0:03:00	1579				N/A	0					
WA	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	9				N/A	0:02:00	3				N/A	0					
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95%	392				Yes	99.19%	618				Yes	0					
WA	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	150				Yes	100.00%	185				Yes	0					
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	392				N/A	0.00%	618				N/A	0					
WA	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	150				N/A	0.00%	185				N/A	0					
WA	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	179				Yes	95.05%	202				Yes	1	1,257	92.5%			
WA	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	170				Yes	5.76	195				Yes	0					
WA	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	296	99.44%	27595	-1.29	Yes	100.00%	301	99.44%	29314	-1.3	Yes	0					
WA	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		94.90%	14183		N/A			95.26%	15564		N/A	0					
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	268	3.5	21432	-6.84	Yes	3.06	273	3.46	22740	-5.06	Yes	0					
WA	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		5	14286		N/A			5.08	15635		N/A	0					
WA	04--10	OP-5	New Service Install Quality, Line Sharing%		P	442	90.32%	43432	-4.61	Yes	96.16%	469	89.70%	44763	-4.58	Yes	0					
WA	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	442	92.04%	43432	-4.93	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	ND	NS		5.97	145		N/A			5.08	158		N/A	0					
WA	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	1	4.4	392	-0.23	N/A	10	2	5.26	320	1.19	N/A	0					
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	4	4.69	16	0.96	N/A	8.8	5	9.8	10	-0.22	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	5	1	8.96	400	-0.32	N/A	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	
WA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	79	3				N/A	7.49	43				N/A	9.48	27				N/A	9.58	26				N/A	19.13
WA	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing%		NS	2					N/A	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	69.23%	13	93.90%	11728	2.71	No	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	75.00%
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	96.15%	26	97.41%	2241	0.45	Yes	75.00%	8	92.12%	2436	1.46	Yes	90.00%	10	97.91%	2487	1.26	Yes	100.00%	9	97.73%	3133	-0.46	Yes	100.00%
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	100.00%	28	99.79%	4730	-0.24	Yes	100.00%	8	97.15%	4737	-0.48	Yes	100.00%	10	99.44%	5177	-0.24	Yes	94.44%	18	99.70%	5994	1.93	No	95.24%
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	92.31%	13	98.69%	15228	1.38	Yes	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%
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	19:59	13	13:08	15228	1.7	No	14:50	7	13:50	14705	0.45	Yes	21:31	13	14:03	16135	1.71	No	15:47	16	14:40	16877	3.72	No	13:49
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	6:17	28	5:36	4730	0.56	Yes	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
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	35.71%	28	37.79%	299	-0.22	N/A	37.50%	8	41.16%	413	-0.21	N/A	10.00%	10	38.50%	626	-1.84	N/A	16.67%	18	27.71%	462	-1.03	N/A	19.05%
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	23.08%	13	35.23%	88	-0.86	N/A	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%
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	33.33%	3	44.78%	201	-0.4	N/A	33.33%	3	42.49%	353	-0.32	N/A	25.00%	4	27.85%	237	-0.13	N/A	23.08%
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	28.57%	7	45.59%	68	-0.86	N/A	20.00%	10	56.63%	83	-2.21	N/A	53.85%	13	42.47%	73	0.73	N/A	61.90%
WA	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.70%	5858	0.96%	2122557	-2.07	Yes	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%
WA	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.18%	5558	0.77%	2129325	-5.03	Yes	0.24%	5357	0.84%	2137606	-4.79	Yes	0.33%	5161	0.90%	2146573	-4.35	Yes	0.68%
WA	04--12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS						N/A	20	1				N/A						N/A						N/A	
WA	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	100.00%	4				N/A	100.00%	1				N/A						N/A						N/A	
WA	04--12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS						N/A	100.00%	1				N/A						N/A						N/A	
WA	04--12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS						N/A	38	2				N/A						N/A						N/A	
WA	04--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop%		NS						N/A	2					N/A						N/A						N/A	
WA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	0.00%	10				N/A	0.00%	4				N/A	0.00%	1				N/A	0.00%	5				N/A	0.00%
WA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0.00%	4				N/A	0.00%	1				N/A	0.00%	5				N/A	0.00%
WA	05--01	OP-3	Install Commit Met, UDIT DS1%		P	100.00%	1	89.10%	927	-0.35	Yes	100.00%	3	85.51%	849	-0.71	Yes	100.00%	2	81.87%	717	-0.66	Yes	100.00%	1	80.03%	686	-0.5	Yes	
WA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	5.5	2	13.81	1049	-1.15	Yes	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	
WA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	3	94.71%	1021	-0.41	Yes	100.00%	3	93.89%	965	-0.44	Yes	100.00%	4	94.48%	978	-0.48	Yes	100.00%	3	92.75%	993	-0.48	Yes	100.00%
WA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	3	96.37%	965	-0.34	Yes	100.00%	4	96.52%	978	-0.38	Yes	100.00%	3	95.77%	993	-0.36	Yes	100.00%
WA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			18.61	61		N/A			30.36	132		N/A			20.44	169		N/A			20.74	214		N/A	
WA	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			12.5	64		N/A			16.8	15		N/A			31.11	18		N/A			19	10		N/A	
WA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			64.93	92		N/A			58.25	116		N/A			56.13	127		N/A			54.81	183		N/A	
WA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS			36			N/A			49			N/A			47			N/A			51			N/A	
WA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	100.00%	1	85.58%	541	-0.41	Yes			83.70%	773		N/A	100.00%	6	81.07%	766	-1.18	Yes	100.00%	1	79.34%	876	-0.51	Yes	100.00%
WA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	2:26	1	2:15	541	0.62	Yes			2:21	773		N/A	1:10	6	2:39	766	-0.87	Yes	1:31	1	2:36	876	-0.31	Yes	1:00
WA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0.00%	1	28.10%	541	-0.62	Yes			25.10%	773		N/A	0.00%	6	28.46%	766	-1.54	Yes	0.00%	1	31.39%	876	-0.68	Yes	33.33%
WA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			28.75%	487		N/A	0.00%	5	31.41%	468	-1.51	Yes	0.00%	1	33.69%	561	-0.71	Yes	33.33%
WA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.52%	191	1.16%	46567	-0.82	Yes	0.00%	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%
WA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	191	1.05%	46600	-1.42	Yes	2.65%	189	1.00%	46765	1.93	No	0.53%	187	1.20%	46883	-0.83	Yes	3.31%
WA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0.00%	1	24.02%	712	-0.56	N/A			20.56%	973		N/A	0.00%	6	18.51%	940	-1.16	N/A	0.00%	1	19.63%	1090	-0.49	N/A	14.29%
WA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100.00%	2	88.89%	27	-0.48	Yes	100.00%	9	84.21%	38	-1.17	Yes			69.64%	56		N/A			70.00%	30		N/A	
WA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	6	4	17.22	36	-1.08	Yes	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
WA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	7	######	48	.	Yes	100.00%	7	100.00%	65	.	Yes	100.00%	2	97.18%	71	-0.24	Yes	100.00%	2	98.08%	52	-0.19	Yes	50.00%
WA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100.00%	7	100.00%	65	.	Yes	100.00%	2	98.59%	71	-0.17	Yes	100.00%	2	100.00%	52	.	Yes	50.00%
WA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			38.33	3		N/A			29.63	8		N/A			20.62	21		N/A			30.08	13		N/A	
WA	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			68	1		N/A			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			54.57	23		N/A			40.57	23		N/A	30	1	64.58	24	-0.24	N/A			57.19	27		N/A	
WA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			18			N/A			17			N/A	1		15		0.44	N/A			17			N/A	
WA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100.00%	3	87.50%	24	-0.62	Yes	100.00%	3	94.44%	18	-0.39	Yes	66.67%	3	88.89%	27	0.84	Yes	50.00%	2	75.00%	12	0.52	Yes	100.00%
WA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	0:58	3	2:19	24	-0.44	Yes	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
WA	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	33.33%	3	20.83%	24	0.39	Yes	33.33%	3	11.11%	18	0.78	Yes	33.33%	3	25.93%	27	0.21	Yes	0.00%	2	25.00%	12	-0.76	Yes	0.00%
WA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	50.00%	2	10.00%	10	0.98	Yes	0.00%	1	21.43%	14	-0.5	Yes	0.00%	1	16.67%	6	-0.41	Yes	0.00%
WA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	1.32%	227	0.72%	3326	0.97	Yes	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%
WA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.89%	226	0.30%	3292	1.27	Yes	0.48%	209	0.43%	3292	0.17	Yes	0.49%	205	0.18%	3278	0.82	Yes	0.98%
WA	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	0.00%	3	25.00%	32	-0.96	N/A	25.00%	4	18.18%	22	0.24	N/A	40.00%	5	18.18%	33	0.99	N/A	0.00%	2	40.00%	20	-1.1	N/A	0.00%
WA	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS						N/A						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						N/A	
WA	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS	100.00%	2				N/A						N/A						N/A						N/A	
WA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	0.00%	26				N/A	0.00%	22				N/A	0.00%	22				N/A	0.00%	22				N/A	0.00%
WA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A	0.00%	22				N/A	0.00%	22				N/A	0.00%	22				N/A	0.00%
WA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	3:36	160827				N/A	3:30	151854				N/A	4:23	165183				N/A	6:31	152452				N/A	6:47
WA	07--01	OP-3	Install Commit Met, E911%		P						N/A			0.00%	5		N/A						N/A						N/A	
WA	07--01	OP-4	Install Interv, E911, Avg Days		P	53	3	53.83	6	-0.04	Yes	54	1	42.43	7	0.87	Yes						N/A						N/A	
WA	07--01	OP-5	New Service Install Quality, E911%		P	100.00%	2	######	7	.	Yes	100.00%	2	100.00%	4	.	Yes	100.00%	1	100.00%	3	.	Yes			100.00%	3		N/A	100.00%
WA	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100.00%	2	100.00%	4	.	Yes	100.00%	1	100.00%	3	.	Yes			100.00%	3		N/A	100.00%
WA	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A			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						N/A			3.4	5		N/A						N/A	
WA	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911%		NS						N/A						N/A			-			N/A						N/A	
WA	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A	100.00%	2	100.00%	1	.	Yes	100.00%	1	100.00%	3	.	Yes	
WA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A	1:40	2	0:02	1	.	N/A	0:34	1	0:33	3	0.43	Yes	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		10.29	348		N/A			11.91	435		N/A	0					
WA	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	8				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	4	93.16%	11577	1.1	Yes	50.00%	2	91.53%	11896	1.38	Yes	4	46	67.4%	92.4%	-25.0%	
WA	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	3	98.27%	2192	-0.23	Yes			98.66%	2540		N/A	0					
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	21	99.65%	5076	1.78	No	95.65%	23	99.78%	5846	1.95	No	3	108	97.2%	99.3%	-2.1%	
WA	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	22	98.37%	15680	4.89	No	100.00%	10	98.95%	16248	-0.33	Yes	2	81	86.4%	98.4%	-11.9%	
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	22	13:37	15680	3.72	No	20:53	10	13:09	16248	1.83	No	5	81.0	4:39	13:45	14:53	
WA	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	21	5:18	5076	2.58	No	10:56	23	5:34	5846	2.46	No	2	108.0	9:17	6:09	3:08	
WA	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	21	23.69%	325	-0.49	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	22	46.34%	123	1.08	N/A	30.00%	10	37.60%	125	-0.48	N/A	0					
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	13	18.68%	182	0.41	N/A	22.22%	9	26.91%	275	-0.31	N/A	0					
WA	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	21	56.60%	53	0.38	N/A	33.33%	9	32.14%	56	0.06	N/A	0					
WA	04--10	MR-8	Trouble Rate, Line Sharing%		P	5002	0.98%	2157467	-0.9	Yes	0.69%	4775	1.04%	2168824	-2.38	Yes	0					
WA	04--10	MR-8*	Trouble Rate, Line Sharing%		P	5002	0.81%	2157467	-1.04	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-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					
WA	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	10				N/A	0.00%	11				N/A	0					
WA	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	10				N/A	0.00%	11				N/A	0					
WA	05--01	OP-3	Install Commit Met, UDIT DS1%		P		79.10%	708		N/A	33.33%	3	87.43%	1050	2.02	No	1	10	80.0%	84.4%	-4.4%	
WA	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		17.52	950		N/A	28.29	7	15.87	1335	2.26	No	1	20	13.35	16.18	(2.83)	
WA	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	4	94.47%	1176	-0.48	Yes	100.00%	4	94.84%	1144	-0.47	Yes	0					
WA	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	4	96.77%	1176	-0.36	Yes	100.00%	4	96.68%	1144	-0.37	Yes	0					
WA	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		14.4	230		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		23.89	9		N/A			18	12		N/A	0					
WA	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		43.68	234		N/A			32.3	265		N/A	0					
WA	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS		77			N/A			104			N/A	0					
WA	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	6	84.60%	818	-1.04	Yes	75.00%	4	82.97%	687	0.42	Yes	0					
WA	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	6	1:59	818	-0.97	Yes	2:20	4	2:10	687	0.29	Yes	0					
WA	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	6	28.48%	818	0.28	Yes	75.00%	4	25.33%	687	1.93	No	1	18	27.8%	27.9%	-0.2%	
WA	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	6	29.96%	504	0.2	Yes	100.00%	2	27.44%	441	1.8	No	1	14	28.6%	30.4%	-1.8%	
WA	05--01	MR-8	Trouble Rate, UDIT DS1%		P	181	1.75%	46707	1.48	Yes	2.21%	181	1.48%	46453	0.82	Yes	0					
WA	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	181	1.08%	46707	2.38	No	1.11%	181	0.95%	46453	0.3	Yes	2	929	1.5%	1.1%	0.5%	
WA	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	7	13.35%	944	0.14	N/A	0.00%	4	20.21%	861	-1	N/A	0					
WA	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		86.67%	15		N/A			82.14%	28		N/A	0					
WA	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	3	15.34	32	-0.87	Yes			16.71	70		N/A	0					
WA	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	2	100.00%	55	2.22	No	100.00%	4	100.00%	79	.	Yes	1	24	95.8%	99.2%	-3.4%	
WA	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	2	100.00%	55	2.22	No	100.00%	4	100.00%	79	.	Yes	1	17	94.1%	99.7%	-5.6%	
WA	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		22	5		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		53.11	28		N/A			52.71	24		N/A	0					
WA	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS		15			N/A			11			N/A	0					
WA	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	3	77.78%	18	-0.86	Yes	100.00%	1	93.33%	15	-0.26	Yes	0					
WA	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	3	1:58	18	-0.74	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	3	22.22%	18	-0.86	Yes	0.00%	1	13.33%	15	-0.38	Yes	0					
WA	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	2	23.08%	13	-0.72	Yes	0.00%	1	33.33%	6	-0.65	Yes	0					
WA	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	204	0.55%	3244	1.45	Yes	0.50%	201	0.46%	3243	0.13	Yes	0					
WA	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	204	0.40%	3244	1.11	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	3	25.00%	24	-0.94	N/A	0.00%	1	25.00%	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	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS					N/A						N/A	0					
WA	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	21				N/A	0.00%	21				N/A	0					
WA	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	21				N/A	0.00%	21				N/A	0					
WA	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	158474				N/A	6:57	200105				N/A	0					
WA	07--01	OP-3	Install Commit Met, E911%		P					N/A	80.00%	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	5	100.00%	1	.	Yes	100.00%	6	100.00%	2	.	Yes	0					
WA	07--01	OP-5*	New Service Install Quality, E911%		P	5	100.00%	1	.	Yes	100.00%	6	100.00%	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		66.67%	3		N/A	100.00%	1	100.00%	1	.	Yes	0					
WA	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P		8:21	3		N/A	0:29	1	0:02	1	.	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	07--01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A	0.00%	2	0.00%	1	.	Yes	0.00%	1	66.67%	3	-1.22	Yes	
WA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A	0.00%	1				N/A			50.00%	2		N/A	
WA	07--01	MR-8	Trouble Rate, E911%		P	0.00%	502	0.00%	1313	.	Yes	0.00%	496	0.00%	1276	.	Yes	0.40%	498	0.08%	1252	1.25	Yes	0.20%	492	0.24%	1234	-0.15	Yes	0.00%
WA	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	496	0.00%	1276	.	N/A	0.20%	498	0.00%	1252	1.09	Yes	0.00%	492	0.16%	1234	-0.76	Yes	0.00%
WA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	100.00%	1				N/A			100.00%	1		N/A	0.00%	2	50.00%	2	-1	N/A	66.67%	3	0.00%	3	1.32	N/A	100.00%
WA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.66	1		N/A			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A	
WA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.52	1		N/A			8.69	1		N/A			8.92	.		N/A			9.86	.		N/A	
WA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.08	203695				N/A	0.05	169242				N/A	0.05	190076				N/A	0.05	190083				N/A	0.06
WA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	96.30%	171313				N/A	96.38%	142319				N/A	96.12%	158856				N/A	95.12%	158558				N/A	95.70%
WA	09--01	NP-1A	NXX Code Activation, All%		P	100.00%	6				N/A						N/A						N/A						N/A	
WA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0.00%	6				N/A						N/A						N/A						N/A	
WA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
WA	11--01	OP-8B	LNP Timeliness, LNP%		95%	99.90%	1048				Yes	99.30%	859				Yes	99.76%	1225				Yes	99.30%	993				Yes	99.91%
WA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	99.83%	7750				Yes	98.44%	5895				Yes	95.28%	20750				Yes	99.45%	10635				Yes	99.14%
WA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.98%	9129				Yes	100.00%	6885				Yes	100.00%	22349				Yes	99.73%	12026				Yes	100.00%
WA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	9129				N/A	100.00%	6885				N/A	100.00%	22349				N/A	100.00%	12026				N/A	99.99%
WA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	100.00%	1	58.55%	2241	-0.84	N/A			47.82%	2436		N/A			55.13%	2487		N/A	100.00%	1	55.12%	3133	-0.9	N/A	
WA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P	50.00%	2	99.79%	4730	2.86	Yes	100.00%	1	97.15%	4737	-0.17	Yes			99.44%	5177		N/A	100.00%	2	99.70%	5994	-0.08	Yes	
WA	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	100.00%	57489.4782				Yes	100.00%	58809.8998				Yes	100.00%	57262.675				Yes	100.00%	54603.7557				Yes	100.00%
WA	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	100.00%	57489.4782				Yes	100.00%	58809.8998				Yes	100.00%	57262.675				Yes	100.00%	54603.7557				Yes	100.00%
WA	14--01	OP-3	Install Commit Met, Residence%	ND	P	99.86%	717	99.58%	31885	-1.16	Yes	99.71%	693	99.41%	31432	-1.04	Yes	100.00%	1168	99.39%	32092	-2.62	Yes	99.81%	1078	99.29%	29583	-2.02	Yes	100.00%
WA	14--01	OP-3	Install Commit Met, Residence%	D	P	98.52%	135	95.90%	12620	-1.53	Yes	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%
WA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.89	649	3.64	27277	-11.16	Yes	2.89	607	3.71	26648	-11.11	Yes	2.9	1067	3.5	25504	-13.33	Yes	2.9	943	3.59	22859	-14.3	Yes	2.94
WA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.41	135	5	12680	-4.24	Yes	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
WA	14--01	OP-5	New Service Install Quality, Residence%		P	93.07%	837	90.50%	43855	-2.51	Yes	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%
WA	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	95.98%	1118	92.11%	43819	-4.73	Yes	95.32%	1346	91.76%	43234	-4.67	Yes	92.93%	1047	91.00%	40098	-2.15	Yes	94.81%
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			6.22	132		N/A	5	1	6.23	193	-0.09	Yes			4.51	193		N/A	2.5	2	5.58	207	-0.38	Yes	
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P			4.2	245		N/A	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
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	7	1	5	9	0.3	Yes	13	1	5.43	14	1.27	Yes			5.91	11		N/A			6	7		N/A	
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	3	2	8.16	304	-0.63	Yes	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	
WA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	105.57	7	100.79	1370	0.21	N/A	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
WA	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS	2		319		0.35	N/A	-		344		-1.13	N/A	2		396		-0.27	N/A	2		410		-1	N/A	1
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	13	97.38%	1946	-0.59	Yes	80.00%	10	94.18%	1977	1.53	Yes	100.00%	17	98.03%	2182	-0.58	Yes	100.00%	12	97.44%	2583	-0.56	Yes	83.33%
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	96.51%	86	93.70%	10280	-1.07	Yes	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%
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	32	99.85%	4065	-0.22	Yes	93.33%	30	98.20%	3934	1.57	Yes	100.00%	35	99.49%	4472	-0.42	Yes	100.00%	41	99.70%	4958	-0.35	Yes	100.00%
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	98.95%	95	98.78%	13437	-0.15	Yes	99.01%	101	98.48%	13051	-0.44	Yes	100.00%	112	98.20%	14430	-1.43	Yes	99.17%	121	97.79%	15012	-1.03	Yes	100.00%
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:03	32	5:52	4065	-2.05	Yes	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
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	10:14	95	13:33	13437	-2.42	Yes	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
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	12.50%	32	10.85%	4065	0.35	Yes	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%
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	11.11%	99	11.67%	13896	-0.17	Yes	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%
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	20.00%	20	12.50%	1768	0.98	Yes	16.67%	12	12.64%	1993	0.45	Yes	16.00%	25	12.28%	2337	0.59	Yes	11.76%
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	7.22%	97	11.61%	12641	-1.34	Yes	10.00%	120	11.56%	14065	-0.53	Yes	8.62%	116	11.89%	14697	-1.08	Yes	7.69%
WA	14--01	MR-8	Trouble Rate, Residence%		P	1.15%	11371	1.07%	1683700	0.88	Yes	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%
WA	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.05%	11138	0.85%	1688751	2.26	No	1.23%	10756	0.95%	1696037	2.99	No	1.41%	9973	1.00%	1704151	4.15	No	0.99%
WA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	32	98.23%	4065	-0.76	Yes	90.00%	30	96.62%	3934	1.67	No	100.00%	35	98.12%	4472	-0.82	Yes	100.00%	41	98.29%	4958	-0.84	Yes	96.43%
WA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	96.97%	99	95.48%	13896	-0.71	Yes	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%
WA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	43.53%	232	37.68%	28820	1.82	N/A	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%
WA	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	41	98.54%	892	-0.76	Yes	100.00%	51	98.97%	677	-0.7	Yes	98.77%	81	98.25%	744	-0.33	Yes	100.00%	85	98.97%	773	-0.89	Yes	100.00%
WA	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	11	94.42%	3389	-0.8	Yes	90.91%	22	93.42%	2889	0.52	Yes	100.00%	11	93.39%	3010	-0.88	Yes	100.00%	16	92.88%	3047	-1.1	Yes	75.00%
WA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.3	20	3.02	531	-1.77	Yes	2.18	40	3.02	394	-2.78	Yes	2.27	55	3.62	476	-2.06	Yes	2.35	71	3.32	532	-2.77	Yes	2.6
WA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3.82	11	5.71	3416	-0.92	Yes	6	23	5.81	2909	0.34	Yes	2.91	11	5.81	3033	-1.32	Yes	4.2	15	5.87	3062	-0.84	Yes	7.75
WA	14--02	OP-5	New Service Install Quality, Business%		P	55.56%	63	87.59%	3950	6.22	No	69.88%	83	88.65%	3684	4.55	No	69.07%	97	87.98%	3811	4.85	No	76.00%	100	85.81%	3743	2.58	No	76.77%
WA	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	77.11%	83	90.31%	3684	3.49	No	82.47%	97	90.74%	3811	2.52	No	83.00%	100	88.65%	3743	1.68	No	83.84%
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			4.92	13		N/A			3.29	7		N/A	1	1	7.27	11	-0.39	Yes			1.78	9		N/A	
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			5.94	109		N/A	2	1	6.78	113	-0.3	Yes			3.94	126		N/A			5.64	134		N/A	6
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			1	1		N/A						N/A			25	2		N/A						N/A	
WA	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			11.51	96		N/A	32	1	12.05	85	1.55	Yes			13.28	85		N/A			11.39	87		N/A	1
WA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	406	1	78.99	329	2.1	N/A	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
WA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS	-		118		-0.75	N/A	-		131		-0.75	N/A	1		112		0.12	N/A	1		131		0.09	N/A	-
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	14	97.63%	295	-0.57	Yes	93.33%	15	83.22%	459	-1.03	Yes	100.00%	25	97.05%	305	-0.84	Yes	100.00%	15	99.09%	550	-0.37	Yes	100.00%
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	98.31%	59	95.37%	1448	-1.05	Yes	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%
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	37	99.40%	665	-0.46	Yes	97.62%	42	92.03%	803	-1.3	Yes	100.00%	51	99.15%	705	-0.64	Yes	100.00%	53	99.71%	1036	-0.38	Yes	100.00%
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	68	98.05%	1791	-1.14	Yes	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%
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3:17	37	3:58	665	-0.54	Yes	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
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	8:25	68	10:03	1791	-0.8	Yes	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
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	16.22%	37	12.48%	665	0.68	Yes	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%
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	5.80%	69	11.89%	1833	-1.54	Yes	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%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	07--01	MR-7	Repair Repeat Report Rate, E911%		P		66.67%	3		N/A	0.00%	1	0.00%	1	.	Yes	0					
WA	07--01	MR-7*	Repair Repeat Report Rate, E911%		P		50.00%	2		N/A	0.00%	1				N/A	0					
WA	07--01	MR-8	Trouble Rate, E911%		P	492	0.25%	1223	-0.93	Yes	0.19%	534	0.08%	1219	0.71	Yes	0					
WA	07--01	MR-8*	Trouble Rate, E911%		P	492	0.16%	1223	-0.76	Yes	0.19%	534	0.00%	1219	.	N/A	0					
WA	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	3	0.00%	3	2.15	N/A	0.00%	1	0.00%	1	.	N/A	0					
WA	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		8.54	.		N/A			7.95	.		N/A	0					
WA	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.26	.		N/A			9.42	.		N/A	0					
WA	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	172816				N/A	0.06	183036				N/A	0					
WA	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	144682				N/A	94.83%	153130				N/A	0					
WA	09--01	NP-1A	NXX Code Activation, All%		P		100.00%	1		N/A	100.00%	1				N/A	0					
WA	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS		0.00%	1		N/A	0.00%	1				N/A	0					
WA	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	6559733				N/A	1.25	7032415				N/A	0					
WA	11--01	OP-8B	LNP Timeliness, LNP%		95%	1168				Yes	99.40%	1511				Yes	0					
WA	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%	6494				Yes	99.70%	7370				Yes	0					
WA	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	7744				Yes	99.99%	10997				Yes	0					
WA	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	7744				N/A	100.00%	10997				N/A	0					
WA	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		62.73%	2192		N/A			63.90%	2540		N/A	0					
WA	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		99.65%	5076		N/A	100.00%	3	99.78%	5846	-0.08	Yes	0					
WA	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%	57325.4919				Yes	100.00%	56372.1666				Yes	0					
WA	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%	57325.4919				Yes	100.00%	56372.1666				Yes	0					
WA	14--01	OP-3	Install Commit Met, Residence%	ND	P	693	99.46%	26784	-1.92	Yes	99.85%	665	99.48%	28313	-1.32	Yes	0					
WA	14--01	OP-3	Install Commit Met, Residence%	D	P	122	95.38%	11374	-1.99	Yes	97.79%	136	95.54%	12440	-1.27	Yes	0					
WA	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	616	3.49	20893	-12.28	Yes	2.88	585	3.47	22090	-11.79	Yes	0					
WA	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	122	4.88	11456	-3.79	Yes	3.6	136	5.01	12491	-2.99	Yes	0					
WA	14--01	OP-5	New Service Install Quality, Residence%		P	809	90.49%	39537	-3.91	Yes	95.26%	822	90.01%	40737	-4.96	Yes	0					
WA	14--01	OP-5*	New Service Install Quality, Residence%		P	809	92.17%	39537	-2.77	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	ND	P		5.6	134		N/A	1	1	4.93	144	-0.49	Yes	0					
WA	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1	4.16	267	1.62	Yes	1	1	5.89	211	-0.42	Yes	0					
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		4.69	16		N/A			10.43	7		N/A	0					
WA	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P		8.67	273		N/A	4.5	2	11.74	355	-0.6	Yes	0					
WA	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	6	74	1611	0.42	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		403		-0.47	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	12	98.60%	1922	2.52	No	100.00%	15	98.61%	2162	-0.46	Yes	1	79	94.9%	97.4%	-2.5%	
WA	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	64	93.14%	10298	-1.67	Yes	98.31%	59	91.27%	10597	-1.91	Yes	0					
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	28	99.72%	4358	-0.28	Yes	100.00%	30	99.76%	4914	-0.27	Yes	0					
WA	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	75	98.46%	13966	-1.08	Yes	98.59%	71	99.04%	14486	0.45	Yes	0					
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	28	5:30	4358	-0.54	Yes	2:53	30	5:58	4914	-1.97	Yes	0					
WA	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	75	14:01	13966	-2.75	Yes	7:03	71	13:32	14486	-4.32	Yes	0					
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	28	12.62%	4358	0.31	Yes	0.00%	30	11.17%	4916	-1.94	Yes	0					
WA	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	80	11.77%	14419	-0.84	Yes	12.50%	72	11.17%	14929	0.39	Yes	0					
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	17	13.96%	1906	-0.26	Yes	0.00%	15	11.43%	2274	-1.39	Yes	0					
WA	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	78	11.59%	13619	-1.07	Yes	12.68%	71	10.94%	14131	0.5	Yes	0					
WA	14--01	MR-8	Trouble Rate, Residence%		P	9559	1.10%	1713963	0.32	Yes	1.16%	8785	1.15%	1723705	0.09	Yes	3	61,582	1.3%	1.1%	0.2%	
WA	14--01	MR-8*	Trouble Rate, Residence%		P	9559	0.91%	1713963	0.91	Yes	0.98%	8785	0.95%	1723705	0.26	Yes	3	50,211	1.1%	0.9%	0.2%	
WA	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	28	98.85%	4358	0.99	Yes	100.00%	30	98.58%	4916	-0.66	Yes	1	196	98.0%	98.2%	-0.2%	
WA	14--01	MR-9	Repair Appoint Met, Residence%	D	P	80	94.93%	14419	-1.04	Yes	100.00%	72	95.03%	14929	-1.94	Yes	0					
WA	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	165	34.82%	28809	-0.07	N/A	37.04%	162	33.88%	30013	0.85	N/A	0					
WA	14--02	OP-3	Install Commit Met, Business%	ND	P	91	98.77%	811	-1.01	Yes	100.00%	82	98.30%	1001	-1.14	Yes	0					
WA	14--02	OP-3	Install Commit Met, Business%	D	P	8	92.95%	2809	1.57	Yes	100.00%	17	94.17%	3124	-1.02	Yes	0					
WA	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	83	3.67	539	-2.77	Yes	2.08	71	3.38	650	-3.13	Yes	0					
WA	14--02	OP-4	Install Interv, Business, Avg Days	D	P	8	5.5	2830	1.13	Yes	5.12	17	5.35	3144	-0.16	Yes	0					
WA	14--02	OP-5	New Service Install Quality, Business%		P	99	88.60%	3895	3.28	No	90.51%	137	86.54%	4026	-1.34	Yes	5	579	75.3%	87.5%	-12.2%	
WA	14--02	OP-5*	New Service Install Quality, Business%		P	99	90.71%	3895	2.15	No	91.97%	137	89.52%	4026	-0.92	Yes	4	516	84.5%	90.0%	-5.5%	
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P		10.55	11		N/A			6.64	14		N/A	0					
WA	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	1	4.92	125	0.87	Yes			4.05	109		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-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	1	16.19	75	-0.61	Yes			12.69	80		N/A	0					
WA	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	4	65.61	373	0.58	N/A	142	2	61	414	1.57	N/A	0					
WA	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS		107		-1.26	N/A	-		122		-0.91	N/A	0					
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	13	95.93%	270	-0.73	Yes	100.00%	12	98.94%	378	-0.35	Yes	0					
WA	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	35	93.28%	1279	-0.9	Yes	100.00%	31	93.61%	1299	-1.44	Yes	0					
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	48	99.16%	718	-0.62	Yes	100.00%	44	99.89%	932	-0.21	Yes	0					
WA	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	43	97.67%	1714	0	Yes	100.00%	36	98.18%	1762	-0.81	Yes	0					
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	48	4:02	718	-1	Yes	3:10	44	3:25	932	-0.26	Yes	0					
WA	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	43	10:21	1714	-1.16	Yes	7:46	36	10:03	1762	-1.04	Yes	0					
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	48	13.93%	718	-0.68	Yes	18.18%	44	15.34%	932	0.53	Yes	0					
WA	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	44	11.18%	1753	-0.91	Yes	16.67%	36	11.49%	1802	0.95	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	20.83%	24	10.63%	508	1.45	Yes	8.33%	24	14.56%	364	-0.84	Yes	15.38%	26	9.15%	623	1.03	Yes	15.63%
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	5.08%	59	10.84%	1513	-1.39	Yes	17.65%	68	11.78%	1562	1.41	Yes	15.38%	39	12.51%	1703	0.56	Yes	8.57%
WA	14--02	MR-8	Trouble Rate, Business%		P	0.71%	15017	0.57%	438857	2.19	No	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%
WA	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.61%	13712	0.46%	440574	2.5	No	0.69%	13370	0.44%	441569	4.36	No	0.51%	12678	0.53%	442422	-0.2	Yes	0.56%
WA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	37	96.69%	665	-1.1	Yes	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%
WA	14--02	MR-9	Repair Appoint Met, Business%	D	P	86.96%	69	90.78%	1833	1.06	Yes	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	100.00%
WA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	35.76%	165	39.13%	4104	-0.87	N/A	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%
WA	14--03	OP-3	Install Commit Met, Centrex%	D	P			91.64%	538		N/A			93.38%	559		N/A	0.00%	1	93.68%	649	1.86	No	66.67%	3	90.00%	300	1.03	Yes	100.00%
WA	14--03	OP-3	Install Commit Met, Centrex%	ND	P			######	14		N/A			100.00%	11		N/A			90.00%	20		N/A			94.12%	17		N/A	100.00%
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			4.21	14		N/A			6.4	15		N/A			4.45	20		N/A			3.76	17		N/A	0
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			4.42	540		N/A			4.23	561		N/A	10	1	4.98	654	1.21	Yes	5.67	3	3.62	303	1.36	Yes	2.5
WA	14--03	OP-5	New Service Install Quality, Centrex%		P			93.10%	565		N/A	100.00%	1	93.76%	625	-0.26	Yes	50.00%	2	91.15%	497	1.35	Yes	0.00%	3	82.45%	302	2.82	No	100.00%
WA	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A	100.00%	1	95.04%	625	-0.23	Yes	50.00%	2	92.56%	497	1.45	Yes	33.33%	3	85.10%	302	1.88	No	100.00%
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A			10	2		N/A			15	1		N/A	
WA	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			1.97	31		N/A			5.17	23		N/A	2	1	3.39	28	-0.28	Yes	1	1	3	6	-0.55	Yes	
WA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			12.21	14		N/A			9.67	15		N/A			6.5	14		N/A			6.69	26		N/A	
WA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			44.52	21		N/A			36.45	33		N/A			30.74	35		N/A			70.54	13		N/A	
WA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			7			N/A			9			N/A			8			N/A			2			N/A	
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			96.88%	64		N/A			95.70%	93		N/A	50.00%	2	97.47%	79	1.85	No	100.00%	1	92.59%	81	-0.28	Yes	100.00%
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			89.74%	156		N/A			92.50%	120		N/A	100.00%	2	93.94%	132	-0.36	Yes	100.00%	10	85.71%	168	-1.25	Yes	100.00%
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			######	92		N/A			96.88%	128		N/A	66.67%	3	98.37%	123	1.86	No	100.00%	2	96.15%	130	-0.28	Yes	100.00%
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			95.88%	170		N/A			96.24%	133		N/A	100.00%	2	95.95%	148	-0.29	Yes	100.00%	12	92.20%	205	-0.98	Yes	100.00%
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			2:58	92		N/A			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
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			10:58	170		N/A			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
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			4.35%	92		N/A			10.16%	128		N/A	33.33%	3	17.07%	123	0.63	Yes	0.00%	2	10.00%	130	-0.47	Yes	0.00%
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			10.23%	176		N/A			12.95%	139		N/A	0.00%	2	8.67%	150	-0.43	Yes	0.00%	13	8.53%	211	-1.07	Yes	0.00%
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			7.32%	82		N/A	0.00%	1	14.46%	83	-0.41	Yes	0.00%	1	7.79%	77	-0.29	Yes	0.00%
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			11.40%	114		N/A	0.00%	2	10.08%	129	-0.47	Yes	0.00%	11	9.50%	179	-1.04	Yes	0.00%
WA	14--03	MR-8	Trouble Rate, Centrex%		P	0.00%	1095	0.30%	89311	-1.8	Yes	0.00%	882	0.29%	93629	-1.58	Yes	0.50%	998	0.29%	94586	1.24	Yes	1.28%	1171	0.35%	96329	5.31	No	0.25%
WA	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.00%	882	0.21%	93629	-1.35	Yes	0.30%	998	0.22%	94586	0.51	Yes	1.02%	1171	0.27%	96329	5.01	No	0.14%
WA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			93.24%	74		N/A			84.44%	90		N/A	66.67%	3	87.88%	99	0.88	Yes	100.00%	2	80.41%	97	-0.69	Yes	100.00%
WA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			62.80%	164		N/A			66.12%	121		N/A	100.00%	2	73.68%	133	-0.84	Yes	76.92%	13	64.14%	198	-0.93	Yes	100.00%
WA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	100.00%	4	31.46%	391	2.62	N/A	100.00%	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	30.00%
WA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			######	67		N/A	100.00%	2	99.21%	126	-0.13	Yes			94.03%	67		N/A	100.00%	1	98.11%	53	-0.14	Yes	
WA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			94.61%	167		N/A			87.42%	159		N/A			87.41%	143		N/A			92.21%	154		N/A	
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.51	55		N/A			3.49	86		N/A			3.61	51		N/A	4	1	3.15	39	0.59	Yes	
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			5.55	169		N/A			6.46	160		N/A			6.8	146		N/A			5.74	156		N/A	
WA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	1	83.65%	263	-0.44	Yes	100.00%	1	85.71%	252	-0.41	Yes	100.00%	1	75.94%	212	-0.56	Yes	100.00%	1	81.86%	215	-0.47	Yes	100.00%
WA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	1	90.08%	252	-0.33	Yes	100.00%	1	82.08%	212	-0.47	Yes	100.00%	1	87.91%	215	-0.37	Yes	100.00%
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A			8	1		N/A			4	4		N/A			8	1		N/A	
WA	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			2.63	8		N/A			2.56	9		N/A			4.5	10		N/A			2.45	11		N/A	
WA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			11.5	2		N/A			6.27	11		N/A			13.25	8		N/A			12	1		N/A	
WA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			127.88	17		N/A			91.81	27		N/A			85.14	28		N/A			66.56	34		N/A	
WA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			5			N/A			7			N/A			8			N/A			9			N/A	
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			97.73%	44		N/A			80.88%	68		N/A			98.28%	58		N/A			98.41%	63		N/A	
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	1	96.22%	185	-0.2	Yes			87.82%	156		N/A			91.91%	136		N/A			95.81%	191		N/A	
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			######	96		N/A			91.67%	144		N/A			100.00%	128		N/A	100.00%	1	99.25%	134	-0.09	Yes	
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	1	97.76%	223	-0.15	Yes			97.00%	200		N/A			95.31%	192		N/A			97.75%	222		N/A	
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:12	96		N/A			10:53	144		N/A			3:42	128		N/A	0:21	1	5:20	134	-0.35	Yes	
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	1:55	1	9:33	223	-0.52	Yes			12:00	200		N/A			14:04	192		N/A			10:57	222		N/A	
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			14.58%	96		N/A			18.75%	144		N/A			19.53%	128		N/A	0.00%	1	17.91%	134	-0.47	Yes	
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	1	11.89%	227	-0.37	Yes			13.66%	205		N/A			11.17%	197		N/A			14.60%	226		N/A	
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			17.72%	79		N/A			23.44%	64		N/A	0.00%	1	12.86%	70	-0.38	Yes	
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			12.43%	177		N/A			10.29%	175		N/A			14.36%	188		N/A	
WA	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.57%	174	0.47%	69054	0.3	Yes	0.00%	137	0.50%	69153	-0.83	Yes	0.00%	134	0.47%	69355	-0.79	Yes	0.74%	135	0.52%	69747	0.44	Yes	0.00%
WA	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.00%	137	0.37%	69153	-0.71	Yes	0.00%	134	0.34%	69355	-0.68	Yes	0.74%	135	0.37%	69747	0.7	Yes	0.00%
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			96.88%	96		N/A			85.42%	144		N/A			92.19%	128		N/A	100.00%	1	94.78%	134	-0.23	Yes	
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	1	81.50%	227	-0.48	Yes			73.17%	205		N/A			78.17%	197		N/A			80.53%	226		N/A	
WA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0.00%	1	38.00%	521	-0.78	N/A			32.88%	520		N/A			35.64%	505		N/A	50.00%	2	36.40%	566	0.33	N/A	
WA	14--05	OP-3	Install Commit Met, PBX%	ND	P			######	3		N/A			100.00%	6		N/A			100.00%	4		N/A			100.00%	15		N/A	
WA	14--05	OP-3	Install Commit Met, PBX%	D	P			93.33%	15		N/A			80.00%	15		N/A			90.00%	10		N/A			95.00%	20		N/A	
WA	14--05	OP-3	Install Commit Met, PBX%		P			77.97%	59		N/A			63.33%	30		N/A	66.67%	3	80.85%	47	0.5	Yes	100.00%	1	58.06%	31	-0.84	Yes	100.00%
WA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			2.67	3		N/A			2.4	5		N/A			2	3		N/A			0.2	15		N/A	
WA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			4.67	15		N/A			13.73	15		N/A			2	10		N/A			5.3	20		N/A	
WA	14--05	OP-4	Install Interv, PBX, Avg Days		P			13.09	68		N/A	23.5	2	17.24	41	0.44	Yes	26.67	3	20.01	82	0.71	Yes	5	1	13.63	67	-0.78	Yes	6
WA	14--05	OP-5	New Service Install Quality, PBX%		P	100.00%	1	89.74%	78	-0.34	Yes	100.00%	3	89.02%	82	-0.6	Yes	100.00%	2	83.17%	101	-0.63	Yes	100.00%	2	83.18%	107	-0.63	Yes	100.00%
WA	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	3	92.68%	82	-0.48	Yes	100.00%	2	90.10%	101	-0.46	Yes	100.00%	2	92.52%	107	-0.4	Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	32	15.31%	392	0.08	Yes	15.38%	26	16.41%	524	-0.14	Yes	0					
WA	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	35	10.99%	1602	-0.45	Yes	18.18%	33	11.40%	1623	1.17	Yes	0					
WA	14--02	MR-8	Trouble Rate, Business%		P	11935	0.56%	443504	3.09	No	0.73%	10959	0.61%	445119	1.53	Yes	4	77,671	0.8%	0.6%	0.2%	
WA	14--02	MR-8*	Trouble Rate, Business%		P	11935	0.45%	443504	1.8	No	0.54%	10959	0.48%	445119	0.84	Yes	3	62,654	0.6%	0.5%	0.1%	
WA	14--02	MR-9	Repair Appoint Met, Business%	ND	P	48	96.10%	718	-0.63	Yes	100.00%	44	97.75%	932	-0.98	Yes	0					
WA	14--02	MR-9	Repair Appoint Met, Business%	D	P	44	90.47%	1753	-2.13	Yes	100.00%	36	93.06%	1802	-1.62	Yes	0					
WA	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	128	36.35%	3882	-1.9	N/A	25.23%	107	34.78%	4192	-2.05	N/A	0					
WA	14--03	OP-3	Install Commit Met, Centrex%	D	P	2	95.47%	265	-0.31	Yes			99.35%	464		N/A	1	6	66.7%	93.9%	-27.3%	
WA	14--03	OP-3	Install Commit Met, Centrex%	ND	P	1	100.00%	17	.	Yes			75.00%	4		N/A	0					
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	1	1.76	17	-1.19	Yes			2	4		N/A	0					
WA	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	2	3.18	266	-0.7	Yes			2.96	467		N/A	0					
WA	14--03	OP-5	New Service Install Quality, Centrex%		P	2	73.21%	377	-0.85	Yes	33.33%	3	81.25%	416	1.67	No	2	11	45.5%	87.3%	-41.8%	
WA	14--03	OP-5*	New Service Install Quality, Centrex%		P	2	79.31%	377	-0.72	Yes	33.33%	3	83.41%	416	1.78	No	2	11	54.5%	88.3%	-33.7%	
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-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		2.5	4		N/A			2	2		N/A	0					
WA	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		5.63	8		N/A			1	1		N/A	0					
WA	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		24.29	31		N/A			100.5	6		N/A	0					
WA	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS		18			N/A			-			N/A	0					
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	2	96.10%	77	-0.28	Yes	100.00%	1	97.14%	70	-0.17	Yes	1	6	83.3%	95.9%	-12.6%	
WA	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	3	89.44%	142	-0.59	Yes	100.00%	5	90.00%	180	-0.74	Yes	0					
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	4	98.39%	124	-0.25	Yes	100.00%	6	95.80%	143	-0.5	Yes	1	15	93.3%	97.4%	-4.1%	
WA	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	3	97.80%	182	-0.26	Yes	87.50%	8	93.61%	219	0.63	Yes	0					
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	4	9:06	124	-0.19	Yes	0:53	6	10:58	143	-0.72	Yes	0					
WA	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	3	12:08	182	-0.48	Yes	13:19	8	14:19	219	-0.12	Yes	0					
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	4	12.90%	124	-0.76	Yes	33.33%	6	10.49%	143	1.45	Yes	0					
WA	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	3	7.94%	189	-0.5	Yes	12.50%	8	9.59%	219	0.3	Yes	0					
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	1	15.00%	80	-0.42	Yes	100.00%	1	10.78%	102	1.6	Yes	0					
WA	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	3	8.02%	162	-0.51	Yes	12.50%	8	10.99%	191	0.17	Yes	0					
WA	14--03	MR-8	Trouble Rate, Centrex%		P	2843	0.31%	99622	-0.64	Yes	0.41%	3419	0.37%	98348	0.39	Yes	1	10,408	0.4%	0.3%	0.1%	
WA	14--03	MR-8*	Trouble Rate, Centrex%		P	2843	0.24%	99622	-1.09	Yes	0.26%	3419	0.30%	98348	-0.37	Yes	1	9,313	0.3%	0.2%	0.1%	
WA	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	4	80.00%	95	-0.98	Yes	100.00%	6	79.17%	120	-1.23	Yes	0					
WA	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	3	60.69%	173	-1.38	Yes	87.50%	8	63.68%	201	-1.37	Yes	0					
WA	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	10	27.55%	432	0.19	N/A	39.13%	23	27.60%	500	1.18	N/A	0					
WA	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P		100.00%	55		N/A	100.00%	3	99.65%	289	-0.1	Yes	0					
WA	14--04	OP-3	Install Commit Met, Centrex 21%	D	P		87.73%	163		N/A			92.72%	206		N/A	0					
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P		2.81	43		N/A	4	2	2.99	261	1.37	Yes	0					
WA	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P		6.49	164		N/A			5.75	209		N/A	0					
WA	14--04	OP-5	New Service Install Quality, Centrex 21%		P	2	87.22%	360	-0.54	Yes	100.00%	3	85.29%	374	-0.72	Yes	0					
WA	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	2	93.06%	360	-0.39	Yes	100.00%	3	89.04%	374	-0.61	Yes	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-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		4.29	14		N/A			2.2	10		N/A	0					
WA	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		13.17	6		N/A			15.5	4		N/A	0					
WA	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		57.52	33		N/A			45.03	33		N/A	0					
WA	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		7			N/A			7			N/A	0					
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		98.00%	50		N/A			97.92%	48		N/A	0					
WA	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P		91.78%	146		N/A			92.26%	155		N/A	0					
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P		99.10%	111		N/A			99.18%	122		N/A	0					
WA	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P		96.97%	198		N/A			95.22%	230		N/A	0					
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P		4:05	111		N/A			3:32	122		N/A	0					
WA	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P		9:55	198		N/A			11:34	230		N/A	0					
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P		16.22%	111		N/A			9.84%	122		N/A	0					
WA	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P		11.94%	201		N/A			11.64%	232		N/A	0					
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		16.67%	54		N/A			4.92%	61		N/A	0					
WA	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P		13.25%	166		N/A			10.29%	204		N/A	0					
WA	14--04	MR-8	Trouble Rate, Centrex 21%		P	141	0.45%	69778	-0.79	Yes	0.00%	153	0.51%	69861	-0.88	Yes	0					
WA	14--04	MR-8*	Trouble Rate, Centrex 21%		P	141	0.32%	69778	-0.67	Yes	0.00%	153	0.38%	69861	-0.76	Yes	0					
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P		90.99%	111		N/A			95.90%	122		N/A	0					
WA	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P		84.58%	201		N/A			85.34%	232		N/A	0					
WA	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS		37.10%	496		N/A			33.33%	531		N/A	0					
WA	14--05	OP-3	Install Commit Met, PBX%	ND	P		100.00%	3		N/A			87.50%	8		N/A	0					
WA	14--05	OP-3	Install Commit Met, PBX%	D	P		100.00%	11		N/A			88.24%	17		N/A	0					
WA	14--05	OP-3	Install Commit Met, PBX%		P	2	83.72%	43	-0.61	Yes			79.69%	64		N/A	0					
WA	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P		1.5	2		N/A			2	7		N/A	0					
WA	14--05	OP-4	Install Interv, PBX, Avg Days	D	P		5.72	18		N/A			5.27	22		N/A	0					
WA	14--05	OP-4	Install Interv, PBX, Avg Days		P	2	11.03	79	-1.02	Yes			15.31	90		N/A	0					
WA	14--05	OP-5	New Service Install Quality, PBX%		P	1	90.52%	116	-0.32	Yes	100.00%	2	92.52%	107	-0.4	Yes	0					
WA	14--05	OP-5*	New Service Install Quality, PBX%		P	1	93.97%	116	-0.25	Yes	100.00%	2	94.39%	107	-0.34	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			1	1		N/A			4	1		N/A						N/A			11	1		N/A	
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			19.83	12		N/A	14.5	2	17.62	13	-0.39	Yes	56	1	29.19	16	0.75	Yes			12.18	17		N/A	
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A			33	2		N/A			1	1		N/A						N/A	
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			20.67	6		N/A			25	1		N/A			23.2	5		N/A			33.5	2		N/A	
WA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	309	1	60.17	6	1.43	N/A	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
WA	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS	-		1		-0.41	N/A	-		3		-0.73	N/A	1		9		-0.27	N/A	1		11		-0.22	N/A	1
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	1	######	57	.	Yes	100.00%	3	100.00%	102	.	Yes	100.00%	2	100.00%	101	.	Yes	100.00%	2	99.03%	103	-0.14	Yes	100.00%
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			######	33		N/A	100.00%	5	94.44%	36	-0.51	Yes	100.00%	2	97.92%	48	-0.2	Yes			94.23%	52		N/A	100.00%
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	3	######	60	.	Yes	100.00%	4	100.00%	108	.	Yes	100.00%	2	100.00%	112	.	Yes	100.00%	2	99.13%	115	-0.13	Yes	100.00%
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			######	39		N/A	100.00%	5	100.00%	39	.	Yes	100.00%	2	98.04%	51	-0.2	Yes			96.55%	58		N/A	100.00%
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:21	3	1:29	60	-0.09	Yes	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
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			5:45	39		N/A	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
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			0.00%	39		N/A	50.00%	6	7.50%	40	2.34	No	0.00%	2	13.73%	51	-0.55	Yes			13.56%	59		N/A	0.00%
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.00%	3	20.00%	60	-0.85	Yes	50.00%	4	16.67%	108	1.44	Yes	0.00%	2	8.93%	112	-0.44	Yes	0.00%	2	13.04%	115	-0.54	Yes	50.00%
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A	50.00%	6	6.45%	31	2.33	No	0.00%	2	16.67%	42	-0.62	Yes			16.33%	49		N/A	
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	50.00%	2	13.21%	53	1.07	Yes			13.21%	53		N/A			12.07%	58		N/A	
WA	14--05	MR-8	Trouble Rate, PBX%		P	0.18%	1657	0.11%	91614	0.9	Yes	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%
WA	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.47%	1714	0.09%	92667	5.13	No	0.12%	1723	0.10%	93977	0.19	Yes	0.00%	1715	0.11%	94520	-1.38	Yes	0.00%
WA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	100.00%	2	######	7	.	Yes	100.00%	1	100.00%	10	.	Yes			100.00%	25		N/A			90.32%	31		N/A	100.00%
WA	14--05	MR-9	Repair Appoint Met, PBX%	D	P			84.62%	13		N/A	100.00%	5	71.43%	14	-1.21	Yes	100.00%	1	88.24%	17	-0.35	Yes			66.67%	24		N/A	
WA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	25.00%	4	21.43%	126	0.18	N/A	9.09%	11	25.25%	198	-1.2	N/A	20.00%	5	33.47%	245	-0.63	N/A	0.00%	2	24.02%	229	-0.79	N/A	20.00%
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A			100.00%	4		N/A			100.00%	2		N/A			100.00%	12		N/A	
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			80.00%	5		N/A			50.00%	8		N/A			100.00%	3		N/A			95.83%	264		N/A	
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			93.55%	248		N/A			84.44%	135		N/A			86.17%	188		N/A			86.50%	163		N/A	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A			2	4		N/A			3	2		N/A			0.45	11		N/A	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			2.17	6		N/A			5.63	8		N/A			2.33	3		N/A			6.9	267		N/A	
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			7.8	252		N/A			10.64	138		N/A			9.24	196		N/A			9.84	169		N/A	
WA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			92.23%	206		N/A			89.33%	178		N/A			94.48%	326		N/A			98.02%	405		N/A	100.00%
WA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			96.07%	178		N/A			96.93%	326		N/A			98.27%	405		N/A	100.00%
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P			1	1		N/A			4.25	4		N/A						N/A			1.5	8		N/A	
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			12.31	16		N/A			8.84	25		N/A			11.5	26		N/A	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A			16	3		N/A	
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			9.06	16		N/A			38.5	4		N/A			10.5	4		N/A						N/A	
WA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			205.11	56		N/A			179.83	63		N/A			167.97	61		N/A			130.5	72		N/A	
WA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			21			N/A			25			N/A			21			N/A			14			N/A	
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	82		N/A			100.00%	99		N/A			100.00%	126		N/A			100.00%	137		N/A	
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	42		N/A			100.00%	81		N/A			98.97%	97		N/A			100.00%	81		N/A	
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	82		N/A			100.00%	99		N/A			100.00%	127		N/A			100.00%	138		N/A	
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	42		N/A			100.00%	81		N/A			100.00%	97		N/A			100.00%	81		N/A	
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:06	82		N/A			1:01	99		N/A			1:14	127		N/A			1:21	138		N/A	
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:25	42		N/A			4:02	81		N/A			4:12	97		N/A			3:54	81		N/A	
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			15.85%	82		N/A			13.13%	99		N/A			21.26%	127		N/A			18.84%	138		N/A	
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			9.52%	42		N/A			17.28%	81		N/A			27.84%	97		N/A			16.05%	81		N/A	
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			22.22%	27		N/A			15.22%	46		N/A			31.82%	44		N/A	
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			16.67%	60		N/A			34.25%	73		N/A			16.95%	59		N/A	
WA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	37	0.57%	21909	-0.46	Yes	0.00%	47	0.81%	22307	-0.62	Yes	0.00%	47	0.99%	22617	-0.68	Yes	0.00%	48	0.96%	22861	-0.68	Yes	0.00%
WA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	47	0.39%	22307	-0.43	Yes	0.00%	47	0.53%	22617	-0.5	Yes	0.00%	48	0.45%	22861	-0.47	Yes	0.00%
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A			100.00%	1		N/A			100.00%	2		N/A	
WA	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A			50.00%	2		N/A	
WA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			31.11%	180		N/A			20.00%	225		N/A			16.10%	267		N/A			20.65%	276		N/A	
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100.00%	26	99.17%	5193	-0.46	Yes	100.00%	61	98.90%	5457	-0.82	Yes	100.00%	132	98.76%	5320	-1.27	Yes	100.00%	44	98.93%	7361	-0.69	Yes	100.00%
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			95.88%	1091		N/A	100.00%	1	97.06%	1055	-0.17	Yes			97.00%	1001		N/A	100.00%	2	97.19%	1244	-0.24	Yes	
WA	14--07	OP-3	Install Commit Met, Qwest DSL%		P			91.30%	46		N/A			79.17%	24		N/A	100.00%	1	90.32%	31	-0.32	Yes			92.98%	57		N/A	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.03	1096		N/A	5	1	5.16	1058	-0.05	Yes			5.3	1006		N/A	13	2	5.92	1246	2.37	No	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	4.67	15	4.86	3995	-0.75	Yes	5.13	52	4.85	4136	1.63	Yes	4.61	107	4.87	3975	-2.78	Yes	4.35	26	4.87	4018	-3.64	Yes	8.06
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			7.95	44		N/A			4.14	22		N/A	5	1	4.41	29	-0.12	Yes			5.1	52		N/A	
WA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100.00%	44	99.71%	6440	-0.36	Yes	100.00%	98	99.86%	6451	-0.37	Yes	100.00%	90	99.72%	7513	-0.5	Yes	100.00%	37	99.74%	7421	-0.31	Yes	100.00%
WA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	98	99.92%	6451	-0.27	Yes	100.00%	90	99.83%	7513	-0.39	Yes	100.00%	37	99.81%	7421	-0.26	Yes	100.00%
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			3.81	42		N/A			5.08	52		N/A			3.13	61		N/A			5.27	41		N/A	
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			3.36	44		N/A			4.89	27		N/A			5.89	28		N/A			3.24	21		N/A	
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			27.2	5		N/A			3	5		N/A			5.25	4		N/A			3.25	4		N/A	
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P			3	1		N/A			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	D	P			7.25	4		N/A			5	5		N/A			5	4		N/A			5.63	8		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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	D	P					N/A			5.5	4		N/A	0					
WA	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		9.56	16		N/A			23.67	18		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	D	P					N/A						N/A	0					
WA	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P		3	1		N/A			8	1		N/A	0					
WA	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	2	40.9	20	1.45	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		12		-0.28	N/A	1		6		0	N/A	0					
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	1	98.73%	79	-0.11	Yes	100.00%	3	98.31%	59	-0.22	Yes	0					
WA	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	2	92.68%	41	-0.39	Yes	100.00%	1	100.00%	45	.	Yes	0					
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	2	98.85%	87	-0.15	Yes	100.00%	3	100.00%	70	.	Yes	0					
WA	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	2	97.83%	46	-0.21	Yes	100.00%	1	100.00%	47	.	Yes	0					
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	2	2:10	87	-0.12	Yes	1:18	3	2:31	70	-0.37	Yes	0					
WA	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	2	11:02	46	-0.71	Yes	4:14	1	6:19	47	-0.3	Yes	0					
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	2	17.39%	46	-0.64	Yes	0.00%	1	8.33%	48	-0.3	Yes	1	11	27.3%	10.6%	16.7%	
WA	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	2	14.94%	87	1.01	Yes	33.33%	3	7.14%	70	1.18	Yes	0					
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		19.44%	36		N/A	0.00%	1	6.82%	44	-0.27	Yes	1	9	33.3%	13.4%	20.0%	
WA	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P		12.90%	31		N/A	0.00%	1	3.45%	29	-0.19	Yes	0					
WA	14--05	MR-8	Trouble Rate, PBX%		P	1742	0.14%	94723	0.99	Yes	0.22%	1795	0.13%	94345	1.16	Yes	1	10,346	0.3%	0.1%	0.1%	
WA	14--05	MR-8*	Trouble Rate, PBX%		P	1742	0.07%	94723	-1.1	Yes	0.11%	1795	0.08%	94345	0.51	Yes	1	8,689	0.1%	0.1%	0.0%	
WA	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	1	100.00%	17	.	Yes			100.00%	16		N/A	0					
WA	14--05	MR-9	Repair Appoint Met, PBX%	D	P		85.71%	28		N/A	100.00%	1	83.33%	18	-0.44	Yes	0					
WA	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	5	28.88%	187	-0.43	N/A	0.00%	4	31.79%	173	-1.35	N/A	0					
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		93.75%	16		N/A	100.00%	1	100.00%	13	.	Yes	0					
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		90.21%	194		N/A			90.07%	272		N/A	0					
WA	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		77.14%	140		N/A			87.11%	194		N/A	0					
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P		9	14		N/A	2	1	1.56	9	1.2	Yes	0					
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		9.04	195		N/A			4.73	274		N/A	0					
WA	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		13.86	150		N/A			9.84	199		N/A	0					
WA	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	1	96.23%	424	-0.2	Yes	100.00%	1	97.21%	466	-0.17	Yes	0					
WA	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	1	98.35%	424	-0.13	Yes	100.00%	1	98.28%	466	-0.13	Yes	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	D	P		40.5	18		N/A			5.25	16		N/A	0					
WA	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		22.03	32		N/A			15.74	23		N/A	0					
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P		42	1		N/A						N/A	0					
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P		19	1		N/A			3.45	11		N/A	0					
WA	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P		5	3		N/A			7.5	2		N/A	0					
WA	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS		129.53	68		N/A			109.11	81		N/A	0					
WA	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS		16			N/A			17			N/A	0					
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	127		N/A	100.00%	1	99.20%	125	-0.09	Yes	0					
WA	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		98.80%	83		N/A			97.44%	78		N/A	0					
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	127		N/A	100.00%	1	100.00%	125	.	Yes	0					
WA	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	84		N/A			100.00%	78		N/A	0					
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		0:56	127		N/A	0:39	1	1:23	125	-0.17	Yes	0					
WA	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		4:53	84		N/A			4:12	78		N/A	0					
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		18.11%	127		N/A	0.00%	1	13.60%	125	-0.4	Yes	0					
WA	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		22.62%	84		N/A			12.82%	78		N/A	0					
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		14.00%	50		N/A			18.18%	44		N/A	0					
WA	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		20.27%	74		N/A			13.79%	58		N/A	0					
WA	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	48	0.92%	22962	-0.67	Yes	2.08%	48	0.87%	23315	0.82	Yes	0					
WA	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	48	0.54%	22962	-0.51	Yes	0.00%	48	0.44%	23315	-0.46	Yes	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-9	Repair Appoint Met, Basic Rate ISDN%	D	P		100.00%	1		N/A						N/A	0					
WA	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		17.58%	256		N/A	0.00%	1	19.44%	252	-0.49	N/A	0					
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	27	99.54%	5204	-0.35	Yes	100.00%	35	99.36%	4999	-0.47	Yes	0					
WA	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		98.03%	915		N/A	100.00%	1	97.60%	1002	-0.16	Yes	0					
WA	14--07	OP-3	Install Commit Met, Qwest DSL%		P		91.67%	48		N/A			94.94%	79		N/A	0					
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		9.59	922		N/A	10	1	9.27	1004	0.67	Yes	1	4	10.25	6.61	3.64	
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	18	9.33	3534	-2.65	Yes	8.38	13	9.59	3532	-1.85	Yes	0					
WA	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		5.35	43		N/A			4.92	78		N/A	0					
WA	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	32	99.79%	6130	-0.26	Yes	100.00%	34	99.50%	6805	-0.41	Yes	0					
WA	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	32	99.82%	6130	-0.24	Yes	100.00%	34	99.69%	6805	-0.32	Yes	0					
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		7.88	25		N/A			12.69	29		N/A	0					
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P		3.07	15		N/A			3.57	21		N/A	0					
WA	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		15.2	5		N/A			3.75	4		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	D	P		4	3		N/A			37.33	3		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A						N/A	
WA	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			91.71%	386		N/A	100.00%	2	90.46%	545	-0.46	Yes			90.40%	802		N/A			82.15%	633		N/A	
WA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			95.87%	387		N/A	100.00%	2	95.06%	547	-0.32	Yes			96.01%	803		N/A			90.39%	635		N/A	
WA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			7:56	387		N/A	10:17	2	9:37	547	0.53	Yes			9:35	803		N/A			15:22	635		N/A	
WA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			37.21%	387		N/A	100.00%	2	44.24%	547	1.31	Yes			40.72%	803		N/A			31.50%	635		N/A	
WA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A	100.00%	2	44.98%	269	1.3	Yes			45.18%	436		N/A			31.29%	310		N/A	
WA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	6	1.35%	28572	-0.29	Yes	33.33%	6	1.85%	29520	2.82	No	0.00%	6	2.63%	30538	-0.4	Yes	0.00%	7	2.01%	31544	-0.38	Yes	0.00%
WA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	33.33%	6	0.91%	29520	3.25	No	0.00%	6	1.43%	30538	-0.29	Yes	0.00%	7	0.98%	31544	-0.26	Yes	0.00%
WA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			52.40%	813		N/A	50.00%	4	51.72%	1133	-0.07	N/A			46.32%	1496		N/A			46.91%	1196		N/A	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A						N/A						N/A						N/A	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P			######	7		N/A			100.00%	1		N/A						N/A						N/A	
WA	14--08	OP-3	Install Commit Met, ISDN Primary%		P	100.00%	3	60.55%	109	-1.38	Yes			40.00%	120		N/A			84.48%	58		N/A			81.19%	420		N/A	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P			0.29	7		N/A			3	1		N/A						N/A						N/A	
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			16.21	161		N/A	12	1	22.44	102	-0.58	Yes			10.43	129		N/A			11.03	495		N/A	
WA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	100.00%	2	######	169	.	Yes	100.00%	1	97.22%	144	-0.17	Yes			98.85%	348		N/A			98.51%	404		N/A	
WA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100.00%	1	99.31%	144	-0.08	Yes			99.14%	348		N/A			99.01%	404		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						N/A	
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A						N/A	
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			15.83	63		N/A			31.39	76		N/A			21.71	21		N/A			8.01	119		N/A	
WA	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			9.5	2		N/A			14	1		N/A						N/A						N/A	
WA	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	4	4	14.25	63	-2.29	N/A			21.38	8		N/A			34.25	59		N/A			25.87	55		N/A	
WA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS	-		60		-8.67	N/A			2			N/A			48			N/A			6			N/A	
WA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			######	20		N/A			90.70%	43		N/A			88.46%	26		N/A	100.00%	1	93.75%	32	-0.25	Yes	100.00%
WA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			1:13	20		N/A			1:33	43		N/A			2:18	26		N/A	0:38	1	3:04	32	-0.3	Yes	0:58
WA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			15.00%	20		N/A			18.60%	43		N/A			15.38%	26		N/A	100.00%	1	21.88%	32	1.2	Yes	0.00%
WA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			28.57%	14		N/A			8.33%	12		N/A	100.00%	1	0.00%	11	1.85	No	0.00%
WA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.00%	158	0.02%	99874	-0.18	Yes	0.00%	112	0.04%	100670	-0.22	Yes	0.00%	88	0.03%	103050	-0.15	Yes	1.56%	64	0.03%	103380	2.33	No	1.56%
WA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	112	0.01%	100670	-0.12	Yes	0.00%	88	0.01%	103050	-0.1	Yes	1.56%	64	0.01%	103380	2.7	No	1.56%
WA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			45.95%	37		N/A			18.87%	53		N/A			27.78%	36		N/A	0.00%	1	36.00%	50	-0.74	N/A	0.00%
WA	14--09	OP-3	Install Commit Met, DS0%	ND	P			######	1		N/A			100.00%	1		N/A			66.67%	3		N/A			100.00%	4		N/A	0.00%
WA	14--09	OP-3	Install Commit Met, DS0%	D	P			10.17%	59		N/A			84.21%	19		N/A			87.50%	8		N/A			0.00%	21		N/A	
WA	14--09	OP-3	Install Commit Met, DS0%		P	100.00%	1	80.65%	62	-0.49	Yes			76.19%	42		N/A			69.47%	95		N/A			86.54%	52		N/A	100.00%
WA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P			0	1		N/A			0	1		N/A			5	3		N/A			2.33	3		N/A	2.5
WA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P			24.71	59		N/A			4.79	19		N/A			2.88	8		N/A			9.95	21		N/A	
WA	14--09	OP-4	Install Interv, DS0, Avg Days		P	2	1	12.16	69	-0.67	Yes			9.72	58		N/A			9.41	115		N/A			7.61	57		N/A	2
WA	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	1	41.90%	105	-1.17	Yes			44.23%	104		N/A			66.67%	111		N/A	100.00%	2	65.88%	85	-1.01	Yes	100.00%
WA	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			54.81%	104		N/A			75.68%	111		N/A	100.00%	2	75.29%	85	-0.8	Yes	100.00%
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A			3	1		N/A						N/A	1
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P			1	4		N/A			6.33	3		N/A			2	1		N/A			4.24	21		N/A	
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			22.73	15		N/A			19.67	6		N/A			13.3	27		N/A			7	8		N/A	
WA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P			22.18	49		N/A						N/A						N/A						N/A	
WA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			20	2		N/A			11.8	5		N/A			5.25	4		N/A			16	1		N/A	
WA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			76.71	31		N/A			128.71	17		N/A			109.42	19		N/A			102.9	20		N/A	
WA	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			15			N/A			2			N/A			4			N/A			2			N/A	
WA	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	0.00%	1	89.17%	517	1.61	Yes	100.00%	1	73.72%	780	-0.6	Yes	100.00%	1	81.43%	743	-0.48	Yes	100.00%	5	74.35%	811	-1.31	Yes	50.00%
WA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	5:05	1	1:54	517	1.43	Yes	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
WA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	1	15.09%	517	-0.42	Yes	0.00%	1	18.59%	780	-0.48	Yes	0.00%	1	21.53%	743	-0.52	Yes	0.00%	5	19.48%	811	-1.1	Yes	25.00%
WA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	0.00%	1	14.65%	546	-0.41	Yes			21.62%	481		N/A	0.00%	3	16.93%	579	-0.78	Yes	33.33%
WA	14--09	MR-8	Trouble Rate, DS0%		P	0.13%	796	0.43%	121515	-1.3	Yes	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%
WA	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.12%	802	0.45%	121173	-1.37	Yes	0.00%	899	0.40%	120621	-1.89	Yes	0.33%	904	0.48%	121276	-0.63	Yes	0.40%
WA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	50.00%	2	26.46%	703	0.62	N/A	50.00%	2	26.21%	1057	0.63	N/A	0.00%	1	30.10%	1063	-0.66	N/A	16.67%	6	27.13%	1113	-0.58	N/A	0.00%
WA	14--10	OP-3	Install Commit Met, DS1%		P			89.10%	927		N/A			85.51%	849		N/A			81.87%	717		N/A	100.00%	1	80.03%	686	-0.5	Yes	
WA	14--10	OP-4	Install Interv, DS1, Avg Days		P			13.81	1049		N/A			16.57	960		N/A			16.59	919		N/A	9	1	17.05	985	-0.49	Yes	
WA	14--10	OP-5	New Service Install Quality, DS1%		P			94.71%	1021		N/A			93.89%	965		N/A	0.00%	1	94.48%	978	1.92	No	100.00%	1	92.75%	993	-0.28	Yes	
WA	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			96.37%	965		N/A	0.00%	1	96.52%	978	2.12	No	100.00%	1	95.77%	993	-0.21	Yes	
WA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			18.61	61		N/A			30.36	132		N/A			20.44	169		N/A			20.74	214		N/A	
WA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			12.5	64		N/A			16.8	15		N/A			31.11	18		N/A			19	10		N/A	
WA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			64.93	92		N/A			58.25	116		N/A			56.13	127		N/A			54.81	183		N/A	
WA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			36			N/A			49			N/A			47			N/A			51			N/A	
WA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	6	85.58%	541	-1	Yes	75.00%	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%
WA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:29	6	2:15	541	-0.65	Yes	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
WA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	33.33%	6	28.10%	541	0.3	Yes	50.00%	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%
WA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	0.00%	2	28.75%	487	-0.9	Yes	33.33%	3	31.41%	468	0.09	Yes	100.00%	2	33.69%	561	1.6	Yes	55.56%
WA	14--10	MR-8	Trouble Rate, DS1%		P	4.20%	143	1.16%	46567	2.65	No	2.88%	139	1.66%	46600	1.08	Yes	4.26%	141	1.64%	46765	2.08	No	5.65%	124	1.87%	46883	2.54	No	9.02%
WA	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	1.44%	139	1.05%	46600	0.51	Yes	2.13%	141	1.00%	46765	1.23	Yes	1.61%	124	1.20%	46883	0.49	Yes	6.77%
WA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	0.00%	6	24.02%	712	-1.37	N/A	20.00%	5	20.56%	973	-0.03	N/A	33.33%	9	18.51%	940	1.06	N/A	30.00%	10	19.63%	1090	0.8	N/A	20.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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		90.16%	447		N/A			88.53%	523		N/A	0					
WA	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		96.88%	448		N/A			95.41%	523		N/A	0					
WA	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		11:17	448		N/A			9:30	523		N/A	0					
WA	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		29.91%	448		N/A			29.83%	523		N/A	0					
WA	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		27.23%	235		N/A			27.79%	331		N/A	0					
WA	14--07	MR-8	Trouble Rate, Qwest DSL%		P	8	1.37%	32685	-0.33	Yes	0.00%	8	1.55%	33729	-0.35	Yes	1	41	4.9%	1.8%	3.1%	
WA	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	8	0.72%	32685	-0.24	Yes	0.00%	8	0.98%	33729	-0.28	Yes	1	35	5.7%	1.0%	4.7%	
WA	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		41.13%	761		N/A			42.46%	909		N/A	0					
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		100.00%	2		N/A			100.00%	4		N/A	0					
WA	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P		100.00%	3		N/A			100.00%	2		N/A	0					
WA	14--08	OP-3	Install Commit Met, ISDN Primary%		P		72.15%	158		N/A			59.43%	106		N/A	0					
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		10	1		N/A			7.67	3		N/A	0					
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P		8.5	4		N/A			13.4	5		N/A	0					
WA	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		36.93	172		N/A			32.59	241		N/A	0					
WA	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		100.00%	262		N/A			97.77%	224		N/A	0					
WA	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		100.00%	262		N/A			98.66%	224		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	D	P					N/A						N/A	0					
WA	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P		40.7	57		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		6.42	45		N/A			44.94	35		N/A	0					
WA	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		5			N/A			34			N/A	0					
WA	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	1	96.30%	27	-0.19	Yes			86.67%	30		N/A	0					
WA	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	1	1:11	27	-0.2	Yes			2:17	30		N/A	0					
WA	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	1	14.81%	27	-0.41	Yes			26.67%	30		N/A	0					
WA	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	1	12.50%	8	-0.36	Yes			26.67%	15		N/A	1	2	50.0%	16.7%	33.3%	
WA	14--08	MR-8	Trouble Rate, ISDN Primary%		P	64	0.03%	101829	2.39	No	0.00%	64	0.03%	94729	-0.14	Yes	2	550	0.4%	0.0%	0.3%	
WA	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	64	0.01%	101829	2.8	No	0.00%	64	0.02%	94729	-0.1	Yes	2	392	0.5%	0.0%	0.5%	
WA	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	1	25.00%	36	-0.57	N/A			14.29%	35		N/A	0					
WA	14--09	OP-3	Install Commit Met, DS0%	ND	P	1	57.14%	7	0.67	Yes			100.00%	2		N/A	0					
WA	14--09	OP-3	Install Commit Met, DS0%	D	P		53.85%	13		N/A			82.61%	23		N/A	0					
WA	14--09	OP-3	Install Commit Met, DS0%		P	2	81.82%	44	-0.65	Yes	0.00%	1	70.83%	48	1.04	Yes	0					
WA	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	2	2.75	4	-0.19	Yes			1.5	2		N/A	0					
WA	14--09	OP-4	Install Interv, DS0, Avg Days	D	P		12.73	15		N/A			3.87	23		N/A	0					
WA	14--09	OP-4	Install Interv, DS0, Avg Days		P	2	7.5	52	-1.3	Yes	6	1	12.57	60	-0.32	Yes	0					
WA	14--09	OP-5	New Service Install Quality, DS0%		P	3	70.73%	82	-1.09	Yes	0.00%	1	53.52%	71	0.72	Yes	0					
WA	14--09	OP-5*	New Service Install Quality, DS0%		P	3	78.05%	82	-0.9	Yes	0.00%	1	61.97%	71	0.87	Yes	0					
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	1	1.33	3	-0.5	Yes						N/A	0					
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		15.38	8		N/A			4	4		N/A	0					
WA	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		8.75	8		N/A	4	1	11.33	12	-0.45	Yes	0					
WA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P					N/A						N/A	0					
WA	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P		3	1		N/A			28.5	2		N/A	0					
WA	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS		98.65	17		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	4	81.33%	675	1.34	Yes	100.00%	3	86.44%	627	-0.68	Yes	0					
WA	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	4	2:59	675	0.96	Yes	0:35	3	2:10	627	-0.75	Yes	0					
WA	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	4	16.44%	675	0.45	Yes	33.33%	3	20.10%	627	0.52	Yes	0					
WA	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	3	13.51%	481	0.83	Yes	33.33%	3	17.23%	412	0.64	Yes	0					
WA	14--09	MR-8	Trouble Rate, DS0%		P	746	0.59%	115353	-0.17	Yes	0.45%	666	0.55%	113533	-0.35	Yes	0					
WA	14--09	MR-8*	Trouble Rate, DS0%		P	746	0.42%	115353	-0.06	Yes	0.45%	666	0.36%	113533	0.37	Yes	0					
WA	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	4	28.87%	949	-1.27	N/A	0.00%	3	30.56%	903	-1.15	N/A	0					
WA	14--10	OP-3	Install Commit Met, DS1%		P		79.10%	708		N/A			87.43%	1050		N/A	0					
WA	14--10	OP-4	Install Interv, DS1, Avg Days		P		17.52	950		N/A			15.87	1335		N/A	0					
WA	14--10	OP-5	New Service Install Quality, DS1%		P		94.47%	1176		N/A	0.00%	1	94.84%	1144	1.95	No	2	3	33.3%	94.2%	-60.9%	
WA	14--10	OP-5*	New Service Install Quality, DS1%		P		96.77%	1176		N/A	0.00%	1	96.68%	1144	2.14	No	2	3	33.3%	96.4%	-63.1%	
WA	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		14.4	230		N/A			16.99	216		N/A	0					
WA	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		23.89	9		N/A			18	12		N/A	0					
WA	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		43.68	234		N/A			32.3	265		N/A	0					
WA	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		77			N/A			104			N/A	0					
WA	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	12	84.60%	818	-0.67	Yes	84.62%	13	82.97%	687	-0.16	Yes	0					
WA	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	12	1:59	818	-0.96	Yes	1:37	13	2:10	687	-0.68	Yes	0					
WA	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	12	28.48%	818	2.11	No	23.08%	13	25.33%	687	-0.18	Yes	1	48	35.4%	27.9%	7.5%	
WA	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	9	29.96%	504	1.55	Yes	0.00%	5	27.44%	441	-1.37	Yes	0					
WA	14--10	MR-8	Trouble Rate, DS1%		P	133	1.75%	46707	4.57	No	9.35%	139	1.48%	46453	5.21	No	5	819	5.9%	1.6%	4.3%	
WA	14--10	MR-8*	Trouble Rate, DS1%		P	133	1.08%	46707	4.3	No	3.60%	139	0.95%	46453	2.5	No	2	676	3.1%	1.1%	2.1%	
WA	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	15	13.35%	944	0.75	N/A	0.00%	13	20.21%	861	-1.8	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WA	14--11	OP-3	Install Commit Met, DS3%		P			88.89%	27		N/A			84.21%	38		N/A			69.64%	56		N/A			70.00%	30		N/A	
WA	14--11	OP-4	Install Interv, DS3, Avg Days		P			17.22	36		N/A			15.93	56		N/A			20.58	72		N/A			17.8	70		N/A	
WA	14--11	OP-5	New Service Install Quality, DS3%		P			######	48		N/A			100.00%	65		N/A			97.18%	71		N/A			98.08%	52		N/A	
WA	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	65		N/A			98.59%	71		N/A			100.00%	52		N/A	
WA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			38.33	3		N/A			29.63	8		N/A			20.62	21		N/A			30.08	13		N/A	
WA	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			68	1		N/A			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			54.57	23		N/A			40.57	23		N/A			64.58	24		N/A			57.19	27		N/A	
WA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			18			N/A			17			N/A			15			N/A			17			N/A	
WA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			87.50%	24		N/A			94.44%	18		N/A			88.89%	27		N/A			75.00%	12		N/A	
WA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			2:19	24		N/A			1:23	18		N/A			1:36	27		N/A			2:36	12		N/A	
WA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			20.83%	24		N/A			11.11%	18		N/A			25.93%	27		N/A			25.00%	12		N/A	
WA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			10.00%	10		N/A			21.43%	14		N/A			16.67%	6		N/A	
WA	14--11	MR-8	Trouble Rate, DS3%		P			0.72%	3326		N/A			0.55%	3292		N/A			0.82%	3292		N/A			0.37%	3278		N/A	
WA	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.30%	3292		N/A			0.43%	3292		N/A			0.18%	3278		N/A	
WA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			25.00%	32		N/A			18.18%	22		N/A			18.18%	33		N/A			40.00%	20		N/A	
WA	14--12	OP-3	Install Commit Met, Frame Relay%		P			89.08%	293		N/A			86.62%	142		N/A			86.96%	161		N/A			77.01%	174		N/A	
WA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			6	3		N/A			10	2		N/A			11.5	6		N/A			17	5		N/A	
WA	14--12	OP-5	New Service Install Quality, Frame Relay%		P			96.09%	230		N/A			85.63%	167		N/A			97.21%	179		N/A			96.68%	211		N/A	
WA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			88.62%	167		N/A			98.32%	179		N/A			97.16%	211		N/A	
WA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			12.59	17		N/A			15.86	22		N/A			24.23	22		N/A			14.67	33		N/A	
WA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			16.69	16		N/A			49.5	2		N/A			20.5	6		N/A			29.88	8		N/A	
WA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			16	17		N/A			20.84	19		N/A			33.73	22		N/A			39.91	23		N/A	
WA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			9			N/A			6			N/A			10			N/A			6			N/A	
WA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			92.42%	132		N/A			81.71%	175		N/A			84.24%	203		N/A			85.91%	220		N/A	
WA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:35	132		N/A			3:15	175		N/A			2:18	203		N/A			2:00	220		N/A	
WA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			21.21%	132		N/A			16.57%	175		N/A			19.21%	203		N/A			19.55%	220		N/A	
WA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			18.64%	118		N/A			21.48%	135		N/A			21.80%	133		N/A	
WA	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.03%	12852		N/A			1.35%	12997		N/A			1.53%	13227		N/A			1.64%	13426		N/A	
WA	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			0.91%	12997		N/A			1.02%	13227		N/A			0.99%	13426		N/A	
WA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			23.70%	173		N/A			20.09%	219		N/A			22.22%	261		N/A			19.12%	272		N/A	
WY	01--01	OP-3	Install Commit Met, LIS Trunk%		P			77.78%	9		N/A	100.00%	1	100.00%	1	.	Yes	100.00%	3	50.00%	4	-1.31	Yes			100.00%	4		N/A	100.00%
WY	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P			35.53	17		N/A	16.33	3	15.33	3	-0.45	Yes	21	3	33.25	8	-0.67	Yes			12.83	6		N/A	19
WY	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	2	######	10	.	Yes	100.00%	3	100.00%	6	.	Yes	100.00%	2	100.00%	7	.	Yes	100.00%	1	100.00%	7	.	Yes	100.00%
WY	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	3	100.00%	6	.	Yes	100.00%	2	100.00%	7	.	Yes	100.00%	1	100.00%	7	.	Yes	100.00%
WY	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			66.5	4		N/A						N/A			31.75	4		N/A						N/A	
WY	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P			######	5		N/A	100.00%	3	100.00%	3	.	Yes			100.00%	1		N/A	100.00%	3	60.00%	5	-1.12	Yes	100.00%
WY	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P			0:23	5		N/A	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
WY	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P			0.00%	5		N/A	0.00%	3	0.00%	3	.	Yes			100.00%	1		N/A	0.00%	3	40.00%	5	-1.12	Yes	100.00%
WY	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0.00%	2	0.00%	1	.	Yes			100.00%	1		N/A	0.00%	1	40.00%	5	-0.75	Yes	
WY	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.00%	4710	0.04%	13596	-1.13	Yes	0.06%	4710	0.02%	13416	1.63	Yes	0.00%	4662	0.01%	13464	-0.51	Yes	0.08%	3846	0.04%	13392	1.15	Yes	0.05%
WY	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.04%	4710	0.01%	13416	2.39	No	0.00%	4662	0.01%	13464	-0.51	Yes	0.03%	3846	0.04%	13392	-0.32	Yes	0.00%
WY	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS			61.54%	13		N/A	62.50%	8	40.00%	5	0.66	N/A			75.00%	4		N/A	0.00%	3	61.54%	13	-1.97	N/A	60.00%
WY	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	0.00%	48				Yes	0.00%	48				Yes	0.00%	48				Yes	0.00%	48				Yes	0.00%
WY	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	0.00%	2712	0.00%	192	.	Yes	0.00%	2520	0.00%	192	.	Yes	0.20%	2520	0.00%	192	.	Yes	0.03%	2592	0.00%	192	.	Yes	0.11%
WY	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.00%	48				N/A	0.00%	48				N/A	0.00%	48				N/A	0.00%	48				N/A	0.00%
WY	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.31%	3144	0.00%	192	.	N/A	0.39%	2904	0.00%	192	.	N/A	0.73%	3144	0.00%	192	.	N/A	0.41%	3240	0.00%	192	.	N/A	1.55%
WY	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						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						N/A	107	2				Yes	
WY	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90%						N/A						N/A						N/A	100.00%	2				Yes	
WY	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90%						N/A						N/A						N/A	100.00%	2				Yes	
WY	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A						N/A						N/A	
WY	01--02	CP-4	Collocation Feas Study Commit Met, All%		90%						N/A						N/A						N/A						N/A	
WY	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.71	4063449	5.96	1320038	-195.01	Yes	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
WY	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95%	100.00%	6117				Yes	100.00%	4717				Yes	100.00%	4518				Yes	100.00%	5194				Yes	100.00%
WY	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.71	4036390	5.96	1320038	-194.85	N/A	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
WY	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.7	27059	5.96	1320038	-31.93	N/A	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
WY	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	1511				N/A	100.00%	1513				N/A	100.00%	1526				N/A	100.00%	1498				N/A	100.00%
WY	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.99%	1077571.46	99.60%	12358379.59	-62.01	Yes	99.29%	1084736.31	99.65%	12172699.36	61.01	No	99.42%	1059725.3	98.76%	11748369.31	-58.55	Yes	99.90%	1053849	99.39%	13012261.33	-65.57	Yes	-1.22%
WY	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.27%	1788	99.33%	30109	0.27	Yes	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%
WY	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	99.64%	279				Yes	99.70%	331				Yes	100.00%	233				Yes	89.52%	124				No	91.30%
WY	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	100.00%	252				Yes	100.00%	164				Yes	96.38%	221				Yes	74.66%	146				No	90.18%
WY	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.33%	29880				Yes	100.00%	28080				Yes	98.75%	29340				No	100.00%	29880				Yes	99.93%
WY	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	29880				Yes	100.00%	28080				Yes	100.00%	29700				Yes	100.00%	29880				Yes	100.00%
WY	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	119520				Yes	100.00%	112320				Yes	99.96%	118800				Yes	100.00%	119520				Yes	100.00%
WY	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	99.95%	28080				Yes	100.00%	29700				Yes	99.55%	29880				Yes	100.00%
WY	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.56%	29880				Yes	99.80%	28080				Yes	98.26%	29340				No	100.00%	29880				Yes	99.93%
WY	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	99.94%	41040				Yes	99.31%	43020				Yes	99.54%	42840				Yes	100.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WA	14--11	OP-3	Install Commit Met, DS3%		P		86.67%	15		N/A			82.14%	28		N/A	0					
WA	14--11	OP-4	Install Interv, DS3, Avg Days		P		15.34	32		N/A			16.71	70		N/A	0					
WA	14--11	OP-5	New Service Install Quality, DS3%		P		100.00%	55		N/A			100.00%	79		N/A	0					
WA	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	55		N/A			100.00%	79		N/A	0					
WA	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		22	5		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		53.11	28		N/A			52.71	24		N/A	0					
WA	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		15			N/A			11			N/A	0					
WA	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		77.78%	18		N/A			93.33%	15		N/A	0					
WA	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		1:58	18		N/A			1:30	15		N/A	0					
WA	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		22.22%	18		N/A			13.33%	15		N/A	0					
WA	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		23.08%	13		N/A			33.33%	6		N/A	0					
WA	14--11	MR-8	Trouble Rate, DS3%		P		0.55%	3244		N/A			0.46%	3243		N/A	0					
WA	14--11	MR-8*	Trouble Rate, DS3%		P		0.40%	3244		N/A			0.19%	3243		N/A	0					
WA	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		25.00%	24		N/A			25.00%	20		N/A	0					
WA	14--12	OP-3	Install Commit Met, Frame Relay%		P		76.92%	221		N/A			85.11%	329		N/A	0					
WA	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		11.33	3		N/A			13	2		N/A	0					
WA	14--12	OP-5	New Service Install Quality, Frame Relay%		P		95.61%	296		N/A			97.03%	269		N/A	0					
WA	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		97.30%	296		N/A			98.51%	269		N/A	0					
WA	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		13.24	49		N/A			11.85	53		N/A	0					
WA	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		29	3		N/A			3	1		N/A	0					
WA	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		33.64	36		N/A			30.76	58		N/A	0					
WA	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS		9			N/A			16			N/A	0					
WA	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		85.59%	229		N/A			83.53%	170		N/A	0					
WA	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		2:06	229		N/A			2:27	170		N/A	0					
WA	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		20.52%	229		N/A			25.88%	170		N/A	0					
WA	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		19.71%	137		N/A			27.52%	109		N/A	0					
WA	14--12	MR-8	Trouble Rate, Frame Relay%		P		1.68%	13661		N/A			1.23%	13788		N/A	0					
WA	14--12	MR-8*	Trouble Rate, Frame Relay%		P		1.00%	13661		N/A			0.79%	13788		N/A	0					
WA	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		22.11%	294		N/A			19.43%	211		N/A	0					
WY	01--01	OP-3	Install Commit Met, LIS Trunk%		P	2	85.71%	7	-0.51	Yes	100.00%	1	85.71%	7	-0.38	Yes	0					
WY	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	2	26.88	8	-0.83	Yes	15	1	21.29	7	-0.66	Yes	0					
WY	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	2	100.00%	8	.	Yes	100.00%	1	83.33%	6	-0.41	Yes	0					
WY	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	2	100.00%	8	.	Yes	100.00%	1	83.33%	6	-0.41	Yes	0					
WY	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P		24	2		N/A			4	1		N/A	0					
WY	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	2				N/A			100.00%	5		N/A	0					
WY	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	2				N/A			1:22	5		N/A	0					
WY	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	2				N/A			0.00%	5		N/A	0					
WY	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P					N/A			0.00%	3		N/A	0					
WY	01--01	MR-8	Trouble Rate, LIS Trunk%		P	3846	0.00%	13320	.	N/A	0.00%	3779	0.04%	13800	-1.04	Yes	0					
WY	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	3846	0.00%	13320	.	N/A	0.00%	3779	0.02%	13800	-0.8	Yes	1	20,843	0.0%	0.0%	0.0%	
WY	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	5	100.00%	1	.	N/A			28.57%	7		N/A	0					
WY	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1%	48				Yes	0.00%	48				Yes	0					
WY	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1%	2592	0.00%	192	.	Yes	0.01%	3024	0.00%	192	.	Yes	0					
WY	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	48				N/A	0.00%	48				N/A	0					
WY	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	3192	0.00%	192	.	N/A	0.48%	3168	0.00%	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	100.00%	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	3554858	8.16	1117154	-176.73	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%	3205				Yes	100.00%	1300				Yes	0					
WY	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	3533581	8.16	1117154	-176.67	N/A						N/A	0					
WY	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	21277	8.16	1117154	-26.1	N/A						N/A	0					
WY	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	1432				N/A	100.00%	1541				N/A	0					
WY	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	1068420.54	99.23%	12323099.23	11368.16	No	97.27%	1206963.27	94.02%	12357829.84	-143.76	Yes	2	6,551,266	82.8%	98.4%	-15.7%	
WY	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	2440	99.22%	30488	2.67	No	99.78%	2697	99.16%	33318	-3.39	Yes	4	12,460	98.7%	99.3%	-0.6%	
WY	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95%	46				No						N/A	2	1,013	98.1%			
WY	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95%	112				No						N/A	2	895	93.7%			
WY	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.7%			
WY	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	27900				Yes	100.00%	29880				Yes	0					
WY	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	111600				Yes	100.00%	119520				Yes	0					
WY	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	27900				Yes						N/A	0					
WY	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	27540				Yes	99.96%	29880				Yes	1	174,600	99.6%			
WY	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	40865				Yes	100.00%	43200				Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21060				Yes	100.00%	22500				Yes	100.00%	22860				Yes	99.93%
WY	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38670				Yes	100.00%	37185				Yes	99.92%	38955				Yes	99.50%	38835				Yes	100.00%
WY	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95%						N/A						N/A	100.00%	1				Yes						N/A	
WY	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	97.87%	29219	75.62%	3669243	.	Yes	96.94%
WY	02--01	OA-1	Order Accuracy, %		NS	98.71%	618				N/A	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	99.99%	106810				N/A	100.00%	76079				N/A	100.00%	99240				N/A	100.00%	90991				N/A	100.00%
WY	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.06	693	0.04	5200	2.33	N/A	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
WY	02--01	PO-16	Timely Release Notifs, %		92.50%	100.00%	7				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2				Yes	
WY	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	99.11%	671				Yes	98.89%	631				Yes	99.37%	632				Yes	99.84%	624				Yes	98.95%
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%	92.31%	65				No	100.00%	61				Yes	100.00%	61				Yes	100.00%	58				Yes	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%						N/A	98.94%	188				Yes	99.47%	188				Yes	100.00%	188				Yes	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%	100.00%	189				Yes	98.94%	189				Yes	100.00%	189				Yes	99.47%	189				Yes	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%	99.48%	193				Yes	98.45%	193				Yes	98.45%	194				Yes	100.00%	189				Yes	
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%	100.00%	224				Yes						N/A						N/A						N/A	
WY	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%						N/A						N/A						N/A	99.16%	119				Yes	
WY	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.6	2020				N/A	0.56	2137				N/A	0.55	2460				N/A	0.57	2582				N/A	0.55
WY	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.68	2020				N/A	1.77	2137				N/A	2.24	2460				N/A	2.6	2582				N/A	2.44
WY	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.43	564				N/A	0.47	340				N/A	0.48	494				N/A	0.48	522				N/A	0.48
WY	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	5.19	564				N/A	4.87	340				N/A	13.51	494				N/A	19.95	522				N/A	19.85
WY	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.62	564				N/A	5.34	340				N/A	14	494				N/A	20.43	522				N/A	20.34
WY	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2.28	2020				Yes	2.33	2137				Yes	2.79	2460				Yes	3.17	2582				Yes	2.99
WY	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3887				N/A	0.5	3447				N/A	0.51	3738				N/A	0.52	3845				N/A	0.51
WY	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.87	3887				N/A	6.75	3447				N/A	6.37	3738				N/A	6.11	3845				N/A	5.66
WY	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.4	3887				Yes	7.25	3447				Yes	6.89	3738				Yes	6.63	3845				Yes	6.17
WY	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.74	651				N/A	0.7	572				N/A	0.7	690				N/A	0.72	701				N/A	0.7
WY	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7.16	651				N/A	7.48	572				N/A	7.63	690				N/A	7.73	701				N/A	7.41
WY	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.9	651				Yes	8.18	572				Yes	8.33	690				Yes	8.45	701				Yes	8.11
WY	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	8471				N/A	1.31	7185				N/A	1.34	6366				N/A	1.32	6461				N/A	1.3
WY	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.75	8471				N/A	5.1	7185				N/A	4.67	6366				N/A	4.65	6461				N/A	4.64
WY	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	6.07	8471				Yes	6.41	7185				Yes	6.01	6366				Yes	5.97	6461				Yes	5.94
WY	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.7	1049				N/A	0.7	856				N/A	0.72	954				N/A	0.74	892				N/A	0.69
WY	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.74	1049				N/A	5.59	856				N/A	5.82	954				N/A	5.79	892				N/A	6.55
WY	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.44	1049				Yes	6.28	856				Yes	6.54	954				Yes	6.53	892				Yes	7.23
WY	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1274				N/A	0.79	1300				N/A	0.8	1560				N/A	0.82	1610				N/A	0.79
WY	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.45	1274				N/A	4.5	1300				N/A	4.69	1560				N/A	4.91	1610				N/A	4.45
WY	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.62	1274				N/A	0.66	1300				N/A	0.71	1560				N/A	0.74	1610				N/A	0.65
WY	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.9	1274				Yes	5.94	1300				Yes	6.2	1560				Yes	6.47	1610				Yes	5.89
WY	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	1.1	3271				N/A	1.05	1794				N/A	0.96	3197				N/A	0.98	3442				N/A	0.95
WY	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.82	3271				Yes	5.75	1794				Yes	7.9	3197				Yes	8.09	3442				Yes	8.73
WY	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.92	3271				N/A	6.8	1794				N/A	8.86	3197				N/A	9.07	3442				N/A	9.68
WY	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.92	426				N/A	0.91	363				N/A	0.91	419				N/A	0.98	433				N/A	0.9
WY	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.14	426				Yes	5.63	363				Yes	6.09	419				Yes	6.66	433				Yes	5.51
WY	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.06	426				N/A	6.54	363				N/A	7	419				N/A	7.64	433				N/A	6.41
WY	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.54	845				N/A	0.44	1018				N/A	0.47	2135				N/A	0.44	2206				N/A	0.44
WY	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.13	845				N/A	8.25	1018				N/A	14.1	2135				N/A	18.14	2206				N/A	17.83
WY	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.67	845				N/A	8.69	1018				N/A	14.56	2135				N/A	18.58	2206				N/A	18.28
WY	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.54	4718				Yes	3.55	4994				Yes	3.99	5238				Yes	4.55	4856				Yes	4.77
WY	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.45	811				N/A	5.41	429				N/A	13.09	867				N/A	20.29	964				N/A	20.77
WY	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.07	4527				Yes	6.61	4823				Yes	6.23	4831				Yes	6.09	4588				Yes	6.32
WY	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.96	377				Yes	7.33	380				Yes	6.75	473				Yes	5.73	442				Yes	6.38
WY	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.69	7646				Yes	2.88	8391				Yes	2.52	7982				Yes	2.47	7122				Yes	3.11
WY	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.1	1616				Yes	2.66	908				Yes	2.6	795				Yes	2.01	626				Yes	3.43
WY	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.21	2404				Yes	5.18	2634				Yes	5.06	2639				Yes	5.52	2456				Yes	5.41
WY	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.28	2555				Yes	7.24	2809				Yes	9.67	3631				Yes	8.64	2917				Yes	9.23
WY	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.88	819				Yes	5.74	917				Yes	5.16	821				Yes	6.11	654				Yes	6.31
WY	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.48	730				N/A	8.03	830				N/A	12.37	1453				N/A	16.97	1278				N/A	18.12
WY	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	0.34%	22535				Yes	0.04%	19020				Yes	0.02%	22018				Yes	0.10%	22717				Yes	0.05%
WY	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	0.14%	26240				Yes	0.24%	27180				Yes	0.02%	28735				Yes	0.00%	25904				Yes	0.07%
WY	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.36	7724				N/A	1.34	7776				N/A	1.36	4648				N/A	1.57	5061				N/A	1.46
WY	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.94	7075				N/A	1.84	7939				N/A	2.15	8281				N/A	3.15	8031				N/A	2.84
WY	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.50%	440				N/A	94.42%	394				N/A	95.16%	434				N/A	95.20%	417				N/A	96.46%
WY	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	97.22%	540				N/A	96.88%	480				N/A	92.78%	540				N/A	90.58%	520				N/A	90.25%
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS	48.28%	667				N/A						N/A						N/A						N/A	
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS	59.55%	89				N/A						N/A						N/A						N/A	
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS	58.33%	36				N/A						N/A						N/A						N/A	
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS	0.00%	1				N/A						N/A						N/A						N/A	
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	28.57%	7				N/A	0.00%	3				N/A	0.00%	3				N/A	0.00%	9				N/A	0.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	02--01	GA-4	System Avail - EXACT, %		99.25%	20700				Yes	100.00%	22860				Yes	0					
WY	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	36345				Yes	100.00%	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 Provision Center, %		P	27152	80.97%	3218568	.	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	80035				N/A	100.00%	91474				N/A	0					
WY	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	392	0.07	5319	1.58	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	100.00%	5				Yes	0					
WY	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95%	666				Yes	98.03%	659				Yes	0					
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95%					N/A						N/A	1	245	98.0%			
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95%					N/A						N/A	0					
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95%					N/A						N/A	0					
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95%					N/A						N/A	0					
WY	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95%					N/A						N/A	0					
WY	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95%					N/A						N/A	0					
WY	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	2367				N/A	0.54	2867				N/A	0					
WY	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2367				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	470				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	470				N/A	19.92	540				N/A	0					
WY	02--01	PO-1A-10Tota	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	470				N/A	20.39	540				N/A	0					
WY	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	2367				Yes	2.91	2867				Yes	0					
WY	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	3453				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	3453				N/A	5.64	4049				N/A	0					
WY	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	3453				Yes	6.14	4049				Yes	0					
WY	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	625				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	625				N/A	7.96	738				N/A	0					
WY	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	625				Yes	8.66	738				Yes	0					
WY	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	5571				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	5571				N/A	5.23	6795				N/A	0					
WY	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5571				Yes	6.59	6795				Yes	0					
WY	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	774				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	774				N/A	7.75	999				N/A	0					
WY	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	774				Yes	8.46	999				Yes	0					
WY	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	1428				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	1428				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	1428				N/A	0.63	1651				N/A	0					
WY	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	1428				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	3153				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	3153				Yes	9.67	3703				Yes	0					
WY	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	3153				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	386				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	386				Yes	5.77	467				Yes	0					
WY	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	386				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	1941				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	1941				N/A	17.93	2367				N/A	0					
WY	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	1941				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	4669				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	902				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	4278				Yes	5.89	4600				Yes	0					
WY	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	423				Yes	6.9	441				Yes	0					
WY	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	6852				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	577				Yes	4.34	621				Yes	0					
WY	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	2293				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	2817				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	608				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	1108				N/A	17.11	1146				N/A	0					
WY	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		1%	20178				Yes	0.03%	24184				Yes	0					
WY	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		1%	24543				Yes	0.02%	26960				Yes	0					
WY	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	4467				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	7596				N/A	2.02	8304				N/A	0					
WY	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	396				N/A						N/A	0					
WY	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	441				N/A						N/A	0					
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		NS					N/A						N/A	0					
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		NS					N/A						N/A	0					
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		NS					N/A						N/A	0					
WY	02--01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		NS					N/A						N/A	0					
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	5				N/A	0.00%	9				N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	37.50%	160				N/A	55.96%	109				N/A	73.20%	97				N/A	70.59%	85				N/A	67.27%
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	71.43%	35				N/A	66.67%	12				N/A	75.00%	12				N/A	100.00%	5				N/A	77.78%
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	65.52%	29				N/A	63.27%	49				N/A	64.41%	59				N/A	60.00%	40				N/A	62.16%
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0.00%	1				N/A						N/A	0.00%	1				N/A						N/A	
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	51.68%	507				N/A	48.29%	350				N/A	59.26%	378				N/A	37.93%	87				N/A	8.33%
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	51.85%	54				N/A	67.57%	37				N/A	64.10%	39				N/A	63.46%	52				N/A	53.85%
WY	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.	89.83%	59				N/A						N/A						N/A						N/A	
WY	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.	82.78%	389				N/A						N/A						N/A						N/A	
WY	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.	84.00%	25				N/A						N/A						N/A						N/A	
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	92.31%	65				No	92.42%	66				No	97.26%	73				Yes	95.24%	63				Yes	98.67%
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	86.21%	29				No	72.73%	11				No	90.00%	10				Yes	100.00%	5				Yes	100.00%
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	100.00%	2				Yes						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%	80.86%	324				No	82.84%	204				No	88.19%	254				No	91.67%	36				No	100.00%
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	82.61%	23				Yes	83.78%	37				Yes	82.61%	46				Yes	77.42%	31				No	92.00%
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	93.33%	30				Yes	100.00%	25				Yes	96.15%	26				Yes	97.06%	34				Yes	100.00%
WY	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	4:24:00	12				Yes	2:51:00	19				Yes	5:02:00	8				Yes	2:39:00	5				Yes	5:21:00
WY	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	27642				Yes	0:03:00	28557				Yes	0:03:00	31140				Yes	0:04:00	30964				Yes	0:04:00
WY	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1:31:00	172				Yes	1:37:00	159				Yes	1:24:00	172				Yes	1:37:00	182				Yes	3:09:00
WY	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:05:00	18746				Yes	0:05:00	15106				Yes	0:05:00	16788				Yes	0:06:00	18573				Yes	0:06:00
WY	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	7:10:00	11				Yes	12:30:00	11				Yes	19:15:00	10				Yes						N/A	2:44:00
WY	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.59%	96729				N/A	2.20%	90491				N/A	2.41%	100214				N/A	2.25%	96249				N/A	4.36%
WY	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	28.58%	96729				N/A	31.56%	90491				N/A	31.07%	100214				N/A	32.17%	96249				N/A	31.30%
WY	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.98%	84637				N/A	4.67%	72657				N/A	4.57%	82784				N/A	4.46%	77071				N/A	8.19%
WY	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	22.15%	84637				N/A	20.79%	72657				N/A	20.28%	82784				N/A	24.10%	77071				N/A	24.11%
WY	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	28.95%	38				N/A	26.83%	41				N/A	21.28%	47				N/A	0.00%	36				N/A	11.90%
WY	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95%	100.00%	83				Yes	100.00%	69				Yes	100.00%	79				Yes	100.00%	64				Yes	100.00%
WY	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	99.30%	287				Yes	100.00%	190				Yes	100.00%	246				Yes	100.00%	65				Yes	100.00%
WY	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	100.00%	1				Yes	100.00%	11				Yes	100.00%	6				Yes	100.00%	1				Yes	100.00%
WY	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	100.00%	80				Yes	100.00%	40				Yes	100.00%	26				Yes	100.00%	24				Yes	100.00%
WY	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	100.00%	18				Yes	100.00%	10				Yes	100.00%	12				Yes	94.44%	18				Yes	93.33%
WY	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	99.90%	987				Yes	99.87%	785				Yes	99.76%	842				Yes	100.00%	877				Yes	98.81%
WY	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	100.00%	23				Yes	94.59%	37				Yes	97.92%	48				Yes	93.55%	31				Yes	100.00%
WY	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90%	100.00%	1				Yes						N/A	100.00%	1				Yes						N/A	
WY	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90%	100.00%	20				Yes	100.00%	23				Yes	96.55%	29				Yes	97.14%	35				Yes	90.63%
WY	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90%						N/A	100.00%	1				Yes	100.00%	1				Yes						N/A	
WY	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90%						N/A	100.00%	1				Yes	100.00%	1				Yes	100.00%	1				Yes	100.00%
WY	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%	100.00%	2				Yes	100.00%	1				Yes	100.00%	1				Yes						N/A	
WY	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	0:14:00	172				Yes	10:04:00	125				No	0:43:00	126				Yes	0:14:00	101				Yes	0:56:00
WY	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	0:39:00	1284				Yes	0:38:00	1110				Yes	1:49:00	1116				Yes	2:10:00	837				Yes	0:37:00
WY	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	100.00%	179	99.46%	31250	-0.98	Yes	99.15%	118	98.68%	28961	-0.45	Yes	100.00%	147	98.69%	32931	-1.39	Yes	98.26%	115	98.44%	30045	0.24	Yes	98.69%
WY	02--01	PO-7B-C	Notices Transmitted via IMA - EDI / Billing System Posting Completions, All%		P			99.46%	31250		N/A			98.68%	28961		N/A			98.69%	32931		N/A			98.44%	30045		N/A	
WY	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P			4.58	85		N/A	3.5	2	4.56	72	-0.18	Yes			5.54	92		N/A			4.64	85		N/A	
WY	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P			4.58	85		N/A	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
WY	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P			0	1		N/A						N/A			16	1		N/A						N/A	
WY	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2	1	4.58	85	0.14	Yes			4.56	72		N/A	1	1	5.54	92	0.52	Yes			4.64	85		N/A	
WY	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P			14.86%	74		N/A	0.00%	1	15.69%	51	0.12	Yes	0.00%	1	20.00%	70	0.2	Yes			21.74%	69		N/A	
WY	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P			14.86%	74		N/A	100.00%	1	15.69%	51	-2.3	Yes			20.00%	70		N/A	0.00%	1	21.74%	69	0.23	Yes	
WY	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0.00%	3		N/A						N/A			0.00%	1		N/A						N/A	
WY	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	100.00%	1	14.86%	74	-2.38	Yes			15.69%	51		N/A			20.00%	70		N/A	0.00%	1	21.74%	69	0.23	Yes	
WY	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	78.71%	24241	78.57%	574101	.	Yes	80.32%
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	12	99.62%	2901	-0.21	Yes	100.00%	4	99.67%	3027	-0.12	Yes	100.00%	6	99.83%	3614	-0.1	Yes	100.00%	9	99.58%	2877	-0.19	Yes	100.00%
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	88.24%	17	95.72%	1424	1.29	Yes	100.00%	4	96.67%	1501	-0.37	Yes	100.00%	9	96.28%	1639	-0.59	Yes	87.50%	8	96.72%	1554	1.12	Yes	100.00%
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.57	7	3.6	2468	-1.89	Yes			3.64	2650		N/A	3	2	3.48	2933	-0.59	Yes	2	1	3.54	2259	-1.45	Yes	4
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.88	17	4.92	1430	-0.71	Yes	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
WY	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	100.00%	19	89.90%	4436	-1.46	Yes	100.00%	12	90.23%	4895	-1.14	Yes	87.50%	16	89.21%	4846	0.28	Yes	100.00%	15	88.38%	4491	-1.4	Yes	92.31%
WY	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	100.00%	12	91.87%	4895	-1.03	Yes	93.75%	16	90.96%	4846	-0.39	Yes	100.00%	15	90.54%	4491	-1.25	Yes	92.31%
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			3.21	14		N/A			6.4	10		N/A			2.67	6		N/A			11.7	10		N/A	
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	5	1	6.53	30	-0.13	Yes			5.14	28		N/A			4.67	27		N/A	2	1	47.44	18	-0.25	Yes	
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P						N/A			1	1		N/A						N/A			1.5	2		N/A	
WY	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	4	1	10.83	35	-0.41	Yes			9.1	29		N/A			11.82	34		N/A			39	37		N/A	
WY	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS			204.14	231		N/A			184.39	254		N/A			186.59	234		N/A	2	1	162.97	236	-0.82	N/A	
WY	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS			135			N/A			145			N/A			140			N/A	-		143		-1.24	N/A	
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P			98.27%	231		N/A			96.75%	246		N/A	100.00%	1	98.91%	367	-0.1	Yes	100.00%	4	98.65%	369	-0.23	Yes	
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P			97.36%	1403		N/A	100.00%	4	94.95%	1506	-0.46	Yes	100.00%	4	96.22%	1877	-0.4	Yes	100.00%	13	93.70%	2110	-0.93	Yes	100.00%
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	3	######	481	.	Yes			99.78%	447		N/A	100.00%	2	100.00%	648	.	Yes	90.00%	10	99.42%	684	1.84	No	100.00%
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	3	99.19%	1847	-0.16	Yes	100.00%	4	98.33%	2031	-0.26	Yes	100.00%	5	99.21%	2401	-0.2	Yes	100.00%	13	98.57%	2665	-0.43	Yes	100.00%
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	2:13	3	6:27	481	-0.92	Yes			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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	110				N/A	60.27%	73				N/A	0					
WY	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	18				N/A	68.57%	35				N/A	0					
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	37				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, Resale Aggr W/O UNE-P-POTS%		NS	36				N/A	4.08%	49				N/A	0					
WY	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	26				N/A	54.17%	48				N/A	0					
WY	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		.					N/A						N/A	0					
WY	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		.					N/A						N/A	0					
WY	02--01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		.					N/A						N/A	0					
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95/90%	75				Yes	100.00%	44				Yes	2	386	95.9%			
WY	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	14				Yes	100.00%	24				Yes	2	93	91.4%			
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%	3				Yes	100.00%	2				Yes	4	823	84.2%			
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	25				Yes	73.91%	23				No	2	185	82.2%			
WY	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	14				Yes	81.25%	32				No	1	161	93.8%			
WY	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	12				Yes	19:35:00	23				No	1	79.0	8:32			
WY	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	26953				Yes	0:05:00	29158				Yes	0					
WY	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	219				Yes	3:56:00	306				Yes	0					
WY	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	18081				Yes	0:07:00	16508				Yes	0					
WY	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	5				No	17:53:00	2				Yes	1	39.0	20:58			
WY	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	86121				N/A	4.05%	94906				N/A	0					
WY	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	86121				N/A	30.72%	94906				N/A	0					
WY	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	74983				N/A	7.62%	74231				N/A	0					
WY	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	74983				N/A	22.24%	74231				N/A	0					
WY	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	42				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%	87				Yes	100.00%	67				Yes	0					
WY	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95%	17				Yes	100.00%	28				Yes	0					
WY	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95%	6				Yes	100.00%	3				Yes	0					
WY	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90%	35				Yes	100.00%	35				Yes	0					
WY	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90%	15				Yes	100.00%	13				Yes	0					
WY	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90%	840				Yes	100.00%	1275				Yes	0					
WY	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90%	31				Yes	100.00%	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%	32				Yes	100.00%	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%	3				Yes						N/A	0					
WY	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85%					N/A	100.00%	2				Yes	0					
WY	02--01	PO-6A	Notices Made Available via IMA - GUI, All, Hrs:Min		6:00:00	128				Yes	1:35:00	111				Yes	1	763.0	2:14			
WY	02--01	PO-6B	Notices Transmitted via IMA - EDI, All, Hrs:Min		6:00:00	1465				Yes	2:26:00	1354				Yes	0					
WY	02--01	PO-7A-C	Notices Made Available via IMA - GUI / Billing System Posting Completions, All%		P	153	97.66%	27794	-0.84	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		97.66%	27794		N/A			97.71%	33375		N/A	0					
WY	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P		3.97	98		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	3	3.97	98	-0.21	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		3.97	98		N/A			4.12	74		N/A	0					
WY	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P		20.55%	73		N/A			21.74%	69		N/A	0					
WY	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P		20.55%	73		N/A			21.74%	69		N/A	0					
WY	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		0.00%	1		N/A			0.00%	2		N/A	0					
WY	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P		20.55%	73		N/A			21.74%	69		N/A	0					
WY	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	22347	78.59%	495518	.	Yes	82.78%	22897	80.68%	468753	.	Yes	1	134,843	84.4%	83.3%	1.1%	
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	4	99.80%	3026	-0.09	Yes	100.00%	30	99.71%	3095	-0.29	Yes	0					
WY	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	8	95.79%	1495	-0.59	Yes	100.00%	9	96.83%	1609	-0.54	Yes	0					
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2	3.55	2429	2.07	No	3	9	3.45	2386	-1.42	Yes	1	21	2.90	3.54	(0.64)	
WY	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	8	4.84	1517	-0.94	Yes	4.33	9	5.76	1624	-0.29	Yes	0					
WY	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	26	87.95%	4632	-0.68	Yes	87.72%	57	89.18%	4370	0.39	Yes	0					
WY	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	26	90.26%	4632	-0.35	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	ND	P		17.33	6		N/A			1.67	6		N/A	0					
WY	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P		7.11	35		N/A			30.2	20		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-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		9.1	30		N/A			22.9	31		N/A	0					
WY	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS		165.21	235		N/A			155.67	219		N/A	0					
WY	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS%		NS		152			N/A			145			N/A	0					
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P		96.99%	266		N/A	100.00%	4	98.39%	311	-0.25	Yes	0					
WY	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	9	95.48%	1638	-0.65	Yes	100.00%	4	95.88%	1480	-0.41	Yes	0					
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	4	99.42%	515	-0.15	Yes	100.00%	10	99.69%	649	-0.17	Yes	1	29	96.6%	99.7%	-3.2%	
WY	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	9	99.14%	2204	-0.28	Yes	100.00%	6	99.30%	2014	-0.2	Yes	0					
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	4	5:28	515	-1.15	Yes	1:33	10	5:14	649	-1.51	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	9:05	3	10:26	1847	-0.22	Yes	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
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	0.00%	3	12.68%	481	-0.66	Yes			10.07%	447		N/A	0.00%	2	11.57%	648	-0.51	Yes	10.00%	10	11.99%	684	-0.19	Yes	0.00%
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	0.00%	3	13.26%	1893	-0.68	Yes	0.00%	4	14.87%	2098	-0.84	Yes	20.00%	5	13.56%	2464	0.44	Yes	23.08%	13	13.26%	2715	0.99	Yes	0.00%
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A			10.86%	175		N/A	0.00%	1	9.03%	299	-0.31	Yes	14.29%	7	17.50%	280	-0.22	Yes	0.00%
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	0.00%	4	14.70%	1891	-0.83	Yes	25.00%	4	13.59%	2237	0.62	Yes	25.00%	12	13.01%	2475	1.14	Yes	0.00%
WY	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.35%	1696	1.05%	226590	-2.8	Yes	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%
WY	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.24%	1671	0.91%	227316	-2.87	Yes	0.30%	1681	1.12%	227359	-3.18	Yes	1.13%	1685	1.21%	228172	-0.3	Yes	0.53%
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	3	98.13%	481	-0.24	Yes			98.66%	447		N/A	100.00%	2	99.38%	648	-0.11	Yes	100.00%	10	98.39%	684	-0.4	Yes	100.00%
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100.00%	3	98.84%	1893	-0.19	Yes	100.00%	4	98.57%	2098	-0.24	Yes	100.00%	5	98.82%	2464	-0.24	Yes	100.00%	13	96.87%	2715	-0.65	Yes	100.00%
WY	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	53.85%	13	33.65%	3578	1.47	N/A	20.00%	5	32.56%	3774	-0.6	N/A	50.00%	14	30.94%	4506	1.47	N/A	14.81%	27	31.14%	4936	-1.83	N/A	31.58%
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100.00%	75	######	1	.	Yes	100.00%	38				N/A	93.94%	33				N/A	98.84%	86				N/A	97.39%
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	96.74%	92	######	14	0.46	Yes	100.00%	77	100.00%	7	.	Yes	97.96%	98	100.00%	7	0.03	Yes	97.10%	138	100.00%	8	0.2	Yes	98.30%
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	6.16	92	3.64	14	1.62	Yes	4.29	77	3.29	7	2.37	No	5.48	98	2.71	7	2.88	No	5.5	138	2.88	8	3.72	No	5.26
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	3.89	73	8	1	.	N/A	3.61	38				N/A	4.22	32				N/A	4.34	86				N/A	4.62
WY	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	79.43%	141	90.91%	11	0.86	Yes	83.74%	123	57.14%	7	-1.38	Yes	88.76%	178	37.50%	8	-2.93	Yes	88.37%	258	50.00%	8	-2.14	Yes	87.03%
WY	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	86.18%	123	71.43%	7	-0.84	Yes	91.57%	178	50.00%	8	-2.3	Yes	89.92%	258	62.50%	8	-1.58	Yes	88.92%
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A	11	2				N/A	3	1				N/A	1
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	4.5	2				N/A						N/A						N/A	1	1				N/A	1
WY	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	106	1				N/A						N/A	11	2				N/A	6.67	3				N/A	6.67
WY	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	163.38	13	286.5	4	-2.98	N/A	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
WY	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex%		NS	3		-		0.88	N/A	2		-		0.58	N/A	5		-		1.44	N/A	7		-		0.86	N/A	4
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	16	######	1	.	Yes	100.00%	12	100.00%	5	.	Yes	100.00%	29	100.00%	6	.	Yes	96.00%	25	100.00%	5	0.04	Yes	100.00%
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	100.00%	128	90.00%	10	-1.02	Yes	99.19%	123	100.00%	11	-0.14	Yes	97.59%	166	100.00%	24	0.59	Yes	98.64%	147	100.00%	15	0.12	Yes	100.00%
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	52	######	2	.	Yes	100.00%	55	100.00%	11	.	Yes	100.00%	67	100.00%	13	.	Yes	100.00%	52	100.00%	13	.	Yes	100.00%
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	100.00%	160	91.67%	12	-1.01	Yes	100.00%	144	100.00%	14	.	Yes	98.98%	197	100.00%	29	0.25	Yes	98.89%	180	100.00%	18	0.12	Yes	99.49%
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	2:05	52	9:03	2	-1.07	Yes	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
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	4:56	160	10:46	12	-1.34	Yes	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
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	17.31%	52	0.00%	2	0.38	Yes	14.55%	55	18.18%	11	-0.29	Yes	10.45%	67	0.00%	13	1.2	Yes	11.54%	52	7.69%	13	0.22	Yes	16.39%
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	10.43%	163	0.00%	12	1.16	Yes	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%
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	14.29%	28	16.67%	6	-0.14	Yes	13.95%	43	0.00%	8	1.05	Yes	12.00%	25	11.11%	9	-0.12	Yes	8.33%
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	11.85%	135	15.38%	13	-0.34	Yes	14.67%	184	7.41%	27	1	Yes	12.35%	162	5.88%	17	0.71	Yes	12.02%
WY	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.97%	22140	0.23%	6094	10.7	No	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%
WY	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.73%	22179	0.30%	6288	5.52	No	1.01%	22462	0.55%	6321	4.32	No	0.82%	22782	0.40%	6564	4.83	No	0.96%
WY	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	22.94%	279	33.33%	21	-0.97	N/A	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%
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			######	5		N/A			100.00%	9		N/A			100.00%	6		N/A			100.00%	4		N/A	
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			85.71%	7		N/A			83.33%	12		N/A			100.00%	12		N/A			100.00%	9		N/A	
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			4	2		N/A			2	1		N/A			3.5	4		N/A			3.25	4		N/A	
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			4.29	7		N/A			3.46	13		N/A			4.5	12		N/A			3.22	9		N/A	
WY	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P			88.24%	17		N/A			85.00%	20		N/A			93.75%	16		N/A			50.00%	16		N/A	
WY	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A			90.00%	20		N/A			93.75%	16		N/A			56.25%	16		N/A	
WY	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			1	1		N/A			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						N/A	
WY	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			129.17	6		N/A			102.29	7		N/A			72.38	8		N/A			72.33	6		N/A	
WY	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21%		NS			2			N/A			3			N/A			3			N/A			2			N/A	
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			######	3		N/A			100.00%	8		N/A			100.00%	4		N/A			83.33%	6		N/A	
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			######	15		N/A			100.00%	12		N/A			94.12%	17		N/A			84.62%	26		N/A	
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			######	5		N/A			100.00%	12		N/A			100.00%	10		N/A			100.00%	16		N/A	
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			######	20		N/A			100.00%	15		N/A			100.00%	21		N/A			94.12%	34		N/A	
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			3:17	5		N/A			5:49	12		N/A			4:19	10		N/A			4:13	16		N/A	
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			4:39	20		N/A			5:34	15		N/A			5:55	21		N/A			13:40	34		N/A	
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			0.00%	5		N/A			0.00%	12		N/A			10.00%	10		N/A			25.00%	16		N/A	
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			15.00%	20		N/A			0.00%	16		N/A			0.00%	21		N/A			8.82%	34		N/A	
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			0.00%	2		N/A			25.00%	4		N/A			33.33%	12		N/A	
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			0.00%	14		N/A			0.00%	18		N/A			10.34%	29		N/A	
WY	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.00%	1	0.41%	6093	-0.06	Yes	0.00%	1	0.46%	6039	-0.07	Yes	0.00%	1	0.52%	5941	-0.07	Yes	0.00%	6	0.84%	5960	-0.23	Yes	0.00%
WY	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	1	0.26%	6039	-0.05	Yes	0.00%	1	0.37%	5941	-0.06	Yes	0.00%	6	0.69%	5960	-0.2	Yes	0.00%
WY	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			47.92%	48		N/A			28.21%	39		N/A			27.91%	43		N/A			28.57%	70		N/A	
WY	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%						N/A						N/A						N/A						N/A	
WY	04--01	OP-3	Install Commit Met, UBL Analog%		90%			95.72%	1424		N/A			96.67%	1501		N/A			96.28%	1639		N/A			96.72%	1554		N/A	
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A						N/A	
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6			4.92	1430		N/A			4.66	1508		N/A			5.06	1640		N/A			5.92	1561		N/A	
WY	04--01	OP-5	New Service Install Quality, UBL Analog%		P			69.50%	1469		N/A			69.63%	1574		N/A			67.33%	1601		N/A			66.08%	1539		N/A	
WY	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A			74.71%	1574		N/A			72.64%	1601		N/A			72.38%	1539		N/A	
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P			6.53	30		N/A			5.14	28		N/A			4.67	27		N/A			47.44	18		N/A	
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P			10.83	35		N/A			9.1	29		N/A			11.82	34		N/A			39	37		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	9	11:06	2204	-1.35	Yes	9:03	6	10:35	2014	-0.38	Yes	0					
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	4	10.49%	515	-0.68	Yes	20.00%	10	14.64%	649	0.5	Yes	0					
WY	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	9	14.56%	2253	-1.24	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	1	12.44%	209	-0.38	Yes	20.00%	10	15.13%	271	0.44	Yes	0					
WY	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	8	14.77%	2058	-1.18	Yes	40.00%	5	13.92%	1890	1.39	Yes	0					
WY	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	1697	1.21%	228332	-1.67	Yes	0.95%	1678	1.18%	229199	-0.85	Yes	0					
WY	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	1697	0.99%	228332	-1.91	Yes	0.89%	1678	0.94%	229199	-0.21	Yes	0					
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	4	99.22%	515	-0.18	Yes	100.00%	10	98.92%	649	-0.33	Yes	0					
WY	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	9	98.80%	2253	-0.33	Yes	100.00%	6	98.73%	2053	-0.28	Yes	0					
WY	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	19	30.03%	3956	0.17	N/A	38.46%	26	30.97%	3914	0.82	N/A	0					
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	115	0.00%	1	.	N/A	98.84%	172				N/A	0					
WY	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	176	85.71%	7	-0.93	Yes	96.43%	168	100.00%	7	0.24	Yes	0					
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	177	5.57	7	-0.21	Yes	5.63	168	4	7	0.09	Yes	3	750	5.43	3.66	1.77	
WY	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	113	1	1	.	N/A	4.66	154				N/A	0					
WY	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	316	75.00%	8	-0.78	Yes	88.46%	364	60.00%	10	-1.81	Yes	0					
WY	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	316	100.00%	8	0.89	Yes	90.38%	364	60.00%	10	-1.93	Yes	0					
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	3	1	1	.	N/A	1	2				N/A	0					
WY	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	1				N/A	1.5	4				N/A	0					
WY	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	3	11	1	.	N/A	8.5	2				N/A	0					
WY	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	37	132.14	7	1.9	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		1		-0.24	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%	ND	P	28	100.00%	1	.	Yes	96.67%	30	100.00%	3	-0.12	Yes	0					
WY	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	151	88.89%	9	-1.03	Yes	100.00%	126	93.33%	15	-0.98	Yes	0					
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	61	100.00%	4	.	Yes	100.00%	86	100.00%	10	.	Yes	0					
WY	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	195	100.00%	11	-0.2	Yes	100.00%	164	100.00%	20	.	Yes	0					
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	61	2:59	4	-0.05	Yes	3:30	86	3:20	10	0.12	Yes	0					
WY	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	195	12:26	11	-1.16	Yes	4:41	164	7:52	20	-1.6	Yes	0					
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	61	0.00%	4	0.71	Yes	22.09%	86	0.00%	10	1.77	No	1	373	15.8%	5.7%	10.2%	
WY	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	196	0.00%	11	1.2	Yes	14.55%	165	10.00%	20	0.47	Yes	0					
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	36	0.00%	1	-0.05	Yes	19.57%	46	0.00%	5	0.99	Yes	0					
WY	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	183	0.00%	10	1.14	Yes	14.19%	155	10.53%	19	0.34	Yes	0					
WY	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	22869	0.23%	6580	13.43	No	1.09%	23005	0.45%	6631	6.83	No	6	135,437	1.0%	0.4%	0.6%	
WY	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	22869	0.17%	6580	13.83	No	0.87%	23005	0.36%	6631	6.11	No	5	113,297	0.9%	0.4%	0.5%	
WY	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	321	28.57%	21	-0.85	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%	ND	P		100.00%	5		N/A			100.00%	6		N/A	0					
WY	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P		100.00%	12		N/A			83.33%	12		N/A	0					
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P		3	3		N/A			3.5	6		N/A	0					
WY	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P		4.46	13		N/A			8.25	12		N/A	0					
WY	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P		38.89%	18		N/A			52.63%	19		N/A	0					
WY	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P		38.89%	18		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		192.33	3		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			-			N/A	0					
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P		100.00%	7		N/A			100.00%	5		N/A	0					
WY	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P		100.00%	20		N/A			88.89%	18		N/A	0					
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P		100.00%	13		N/A			100.00%	18		N/A	0					
WY	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P		96.15%	26		N/A			95.83%	24		N/A	0					
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P		1:23	13		N/A			2:33	18		N/A	0					
WY	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P		7:22	26		N/A			10:13	24		N/A	0					
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		15.38%	13		N/A			11.11%	18		N/A	0					
WY	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		3.85%	26		N/A			12.00%	25		N/A	0					
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		11.11%	9		N/A			0.00%	7		N/A	0					
WY	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		4.17%	24		N/A			12.50%	24		N/A	0					
WY	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	6	0.66%	5930	-0.2	Yes	0.00%	1	0.72%	5935	-0.09	Yes	0					
WY	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	6	0.56%	5930	-0.18	Yes	0.00%	1	0.52%	5935	-0.07	Yes	0					
WY	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS		40.00%	65		N/A			34.85%	66		N/A	0					
WY	04--01	OP-3	Install Commit Met, UBL Analog%	D	90%		95.79%	1495		N/A			96.83%	1609		N/A	0					
WY	04--01	OP-3	Install Commit Met, UBL Analog%		90%		95.79%	1495		N/A			96.83%	1609		N/A	0					
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		4.84	1517		N/A			5.76	1624		N/A	0					
WY	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6		4.84	1517		N/A			5.76	1624		N/A	0					
WY	04--01	OP-5	New Service Install Quality, UBL Analog%		P		64.48%	1571		N/A	100.00%	1	68.63%	1508	-0.68	Yes	0					
WY	04--01	OP-5*	New Service Install Quality, UBL Analog%		P		71.29%	1571		N/A	100.00%	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		7.11	35		N/A			30.2	20		N/A	0					
WY	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P		7.11	35		N/A			30.2	20		N/A	0					
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		9.1	30		N/A			22.9	31		N/A	0					
WY	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		9.1	30		N/A			22.9	31		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			185.32	132		N/A			159.83	155		N/A			167.22	133		N/A			144.13	142		N/A	
WY	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS			92			N/A			100			N/A			92			N/A			101			N/A	
WY	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P			97.49%	1634		N/A			95.21%	1752		N/A			96.66%	2244		N/A			94.43%	2479		N/A	
WY	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P			99.36%	2328		N/A			98.59%	2478		N/A			99.38%	3049		N/A			98.75%	3349		N/A	
WY	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P			9:36	2328		N/A			10:13	2478		N/A			9:24	3049		N/A			10:48	3349		N/A	
WY	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P			13.14%	2374		N/A			14.03%	2545		N/A			13.14%	3112		N/A			13.00%	3399		N/A	
WY	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A			14.38%	2066		N/A			13.05%	2536		N/A			13.47%	2755		N/A	
WY	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.00%	5	1.05%	226590	-0.23	Yes	0.00%	5	1.12%	227316	-0.24	Yes	0.00%	5	1.37%	227359	-0.26	Yes	0.00%	5	1.49%	228172	-0.27	Yes	0.00%
WY	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.00%	5	0.91%	227316	-0.21	Yes	0.00%	5	1.12%	227359	-0.24	Yes	0.00%	5	1.21%	228172	-0.25	Yes	0.00%
WY	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS			33.65%	3578		N/A			32.56%	3774		N/A	100.00%	1	30.94%	4506	1.02	N/A			31.14%	4936		N/A	
WY	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	100.00%	24	83.33%	12	-1.26	Yes	100.00%	39	77.78%	9	-1.45	Yes	100.00%	34	85.71%	7	-0.98	Yes	100.00%	27	100.00%	7	.	Yes	100.00%
WY	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.22	23	8.4	10	-2.66	Yes	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
WY	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	93.75%	32	######	11	0.62	Yes	97.30%	37	100.00%	9	0.11	Yes	100.00%	31	100.00%	7	.	Yes	96.43%	28	90.00%	10	-0.58	Yes	100.00%
WY	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	97.30%	37	100.00%	9	0.11	Yes	100.00%	31	100.00%	7	.	Yes	96.43%	28	90.00%	10	-0.58	Yes	100.00%
WY	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P						N/A			11	3		N/A						N/A						N/A	
WY	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			5	2		N/A						N/A			31	1		N/A						N/A	
WY	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			362	4		N/A			339	4		N/A			258	5		N/A			203.5	6		N/A	
WY	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS			1			N/A			1			N/A			2			N/A			1			N/A	
WY	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	3	######	6	.	Yes	100.00%	2	100.00%	6	.	Yes	100.00%	5	100.00%	10	.	Yes	100.00%	3	100.00%	12	.	Yes	100.00%
WY	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	3	######	6	.	Yes	100.00%	2	100.00%	6	.	Yes	100.00%	5	100.00%	11	.	Yes	100.00%	3	100.00%	12	.	Yes	100.00%
WY	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:36	3	2:13	6	0.21	Yes	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
WY	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	33.33%	3	0.00%	6	0.98	Yes	0.00%	2	33.33%	6	-0.87	Yes	20.00%	5	9.09%	11	0.43	Yes	0.00%	3	33.33%	12	-1.1	Yes	0.00%
WY	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0.00%	1	0.00%	1	.	Yes	0.00%	2	16.67%	6	-0.55	Yes	0.00%	2	0.00%	4	.	Yes	0.00%
WY	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.66%	458	0.62%	967	0.09	Yes	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%
WY	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.23%	442	0.10%	967	0.45	Yes	0.48%	421	0.62%	970	-0.31	Yes	0.52%	386	0.41%	966	0.26	Yes	0.28%
WY	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	40.00%	5	45.45%	11	-0.2	N/A	33.33%	3	14.29%	7	0.46	N/A	16.67%	6	21.43%	14	-0.24	N/A	0.00%	3	36.84%	19	-1.23	N/A	0.00%
WY	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			83.56%	225		N/A			66.67%	99		N/A			84.72%	72		N/A			75.00%	64		N/A	
WY	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			16.27	241		N/A			15.58	110		N/A			16.96	89		N/A			17.2	83		N/A	
WY	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			93.89%	180		N/A			95.19%	104		N/A			95.45%	88		N/A			91.58%	95		N/A	
WY	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			96.15%	104		N/A			97.73%	88		N/A			92.63%	95		N/A	
WY	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			20.71	24		N/A			14.52	31		N/A			24.33	18		N/A			17.71	21		N/A	
WY	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			10.8	20		N/A			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			92.78	65		N/A			101.63	52		N/A			86.39	56		N/A			96.11	46		N/A	
WY	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS			39			N/A			38			N/A			45			N/A			4			N/A	
WY	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			93.59%	78		N/A			77.92%	77		N/A			78.45%	116		N/A			89.33%	75		N/A	
WY	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			1:51	78		N/A			3:05	77		N/A			3:25	116		N/A			2:18	75		N/A	
WY	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			25.64%	78		N/A			18.18%	77		N/A			21.55%	116		N/A			28.00%	75		N/A	
WY	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			18.52%	54		N/A			22.73%	88		N/A			30.91%	55		N/A	
WY	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.95%	3990		N/A			1.95%	3942		N/A			2.97%	3903		N/A			1.95%	3849		N/A	
WY	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			1.37%	3942		N/A			2.25%	3903		N/A			1.43%	3849		N/A	
WY	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			17.02%	94		N/A			23.00%	100		N/A			17.73%	141		N/A			26.47%	102		N/A	
WY	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100.00%	1	83.56%	225	-0.44	Yes			66.67%	99		N/A	0.00%	1	84.72%	72	1.42	Yes	0.00%	1	75.00%	64	1.15	Yes	100.00%
WY	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	6	1	16.27	241	-0.91	Yes			15.58	110		N/A	25	1	16.96	89	0.86	Yes	18.33	3	17.2	83	0.62	Yes	4
WY	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	1	93.89%	180	-0.25	Yes	100.00%	1	95.19%	104	-0.22	Yes	50.00%	2	95.45%	88	1.64	Yes	100.00%	2	91.58%	95	-0.42	Yes	100.00%
WY	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	1	96.15%	104	-0.2	Yes	50.00%	2	97.73%	88	1.89	No	100.00%	2	92.63%	95	-0.39	Yes	100.00%
WY	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			20.71	24		N/A			14.52	31		N/A	19	1	24.33	18	-0.23	Yes	14.5	2	17.71	21	-0.18	Yes	
WY	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			10.8	20		N/A			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	4	1	92.78	65	-0.7	N/A			101.63	52		N/A			86.39	56		N/A			96.11	46		N/A	12
WY	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable%		NS	-		39		-1.22	N/A			38			N/A			45			N/A			4			N/A	-
WY	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P			93.59%	78		N/A			77.92%	77		N/A	100.00%	1	78.45%	116	-0.52	Yes			89.33%	75		N/A	
WY	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P			1:51	78		N/A			3:05	77		N/A	2:13	1	3:25	116	-0.29	Yes			2:18	75		N/A	
WY	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P			25.64%	78		N/A			18.18%	77		N/A	0.00%	1	21.55%	116	-0.52	Yes			28.00%	75		N/A	
WY	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A			18.52%	54		N/A	0.00%	1	22.73%	88	-0.54	Yes			30.91%	55		N/A	
WY	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	0.00%	7	1.95%	3990	-0.37	Yes	0.00%	6	1.95%	3942	-0.35	Yes	16.67%	6	2.97%	3903	1.35	Yes	0.00%	6	1.95%	3849	-0.35	Yes	0.00%
WY	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	0.00%	6	1.37%	3942	-0.29	Yes	16.67%	6	2.25%	3903	1.5	Yes	0.00%	6	1.43%	3849	-0.29	Yes	0.00%
WY	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS			17.02%	94		N/A			23.00%	100		N/A	0.00%	1	17.73%	141	-0.46	N/A			26.47%	102		N/A	
WY	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	2	83.33%	12	-0.59	Yes	75.00%	4	77.78%	9	0.01	Yes	100.00%	3	85.71%	7	-0.59	Yes	66.67%	3	100.00%	7	1.06	Yes	100.00%
WY	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.5	2	8.4	10	-0.98	Yes	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
WY	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	100.00%	3	######	11	.	Yes	100.00%	4	100.00%	9	.	Yes	100.00%	3	100.00%	7	.	Yes	100.00%	3	90.00%	10	-0.51	Yes	100.00%
WY	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	4	100.00%	9	.	Yes	100.00%	3	100.00%	7	.	Yes	100.00%	3	90.00%	10	-0.51	Yes	100.00%
WY	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A	6	1	11	3	-0.51	Yes						N/A	20	1				N/A	
WY	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P			5	2		N/A						N/A			31	1		N/A						N/A	
WY	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			362	4		N/A			339	4		N/A			258	5		N/A			203.5	6		N/A	
WY	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS			1			N/A			1			N/A			2			N/A			1			N/A	
WY	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	1	######	6	.	Yes			100.00%	6		N/A	100.00%	1	100.00%	10	.	Yes			100.00%	12		N/A	
WY	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	1	######	6	.	Yes			100.00%	6		N/A	100.00%	1	100.00%	11	.	Yes			100.00%	12		N/A	
WY	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	1:30	1	2:13	6	-0.28	Yes			2:31	6		N/A	0:41	1	2:32	11	-0.92	Yes			1:57	12		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS		140.35	140		N/A			130.47	139		N/A	0					
WY	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog%		NS		104			N/A			105			N/A	0					
WY	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P		95.69%	1904		N/A			96.31%	1791		N/A	0					
WY	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P		99.19%	2719		N/A			99.40%	2663		N/A	0					
WY	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P		10:02	2719		N/A			9:17	2663		N/A	0					
WY	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P		13.80%	2768		N/A			14.17%	2702		N/A	0					
WY	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P		14.56%	2267		N/A			14.07%	2161		N/A	0					
WY	04--01	MR-8	Trouble Rate, UBL Analog%		P	5	1.21%	228332	-0.25	Yes	0.00%	5	1.18%	229199	-0.24	Yes	0					
WY	04--01	MR-8*	Trouble Rate, UBL Analog%		P	5	0.99%	228332	-0.22	Yes	0.00%	5	0.94%	229199	-0.22	Yes	0					
WY	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS		30.03%	3956		N/A	100.00%	1	30.97%	3914	1.02	N/A	0					
WY	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90%	26	75.00%	12	-1.65	Yes	100.00%	19	83.33%	6	-0.95	Yes	0					
WY	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	24	11.27	11	-2.95	Yes	2.94	16	9.6	5	-2.51	Yes	0					
WY	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	24	100.00%	9	.	Yes	96.15%	26	100.00%	8	0.19	Yes	0					
WY	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	24	100.00%	9	.	Yes	100.00%	26	100.00%	8	.	Yes	0					
WY	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P		7	3		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		197.17	6		N/A			181.5	6		N/A	0					
WY	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire%		NS		1			N/A			-			N/A	0					
WY	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	3	100.00%	7	.	Yes	100.00%	4	100.00%	5	.	Yes	0					
WY	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	3	100.00%	7	.	Yes	100.00%	4	100.00%	5	.	Yes	0					
WY	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	3	3:44	7	-1.08	Yes	2:30	4	0:43	5	2.01	No	1	20.0	1:54	2:19	-0:25	
WY	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	3	14.29%	7	-0.59	Yes	0.00%	4	0.00%	5	.	Yes	0					
WY	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	1	20.00%	5	-0.46	Yes	0.00%	2				N/A	0					
WY	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	354	0.73%	962	0.23	Yes	1.18%	339	0.52%	963	1.19	Yes	0					
WY	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	354	0.52%	962	-0.53	Yes	0.59%	339	0.00%	963	1.86	No	1	1,942	0.4%	0.3%	0.1%	
WY	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	3	41.67%	12	-1.31	N/A	0.00%	4	37.50%	8	-1.26	N/A	0					
WY	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P		90.36%	83		N/A			83.33%	60		N/A	0					
WY	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		15.92	106		N/A			17.6	82		N/A	0					
WY	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P		94.74%	95		N/A			89.02%	82		N/A	0					
WY	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		94.74%	95		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		18.07	14		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		85.76	51		N/A			94.82	50		N/A	0					
WY	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire%		NS		4			N/A			4			N/A	0					
WY	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		90.00%	60		N/A			91.43%	70		N/A	0					
WY	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		1:45	60		N/A			2:19	70		N/A	0					
WY	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		35.00%	60		N/A			34.29%	70		N/A	0					
WY	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		33.33%	36		N/A			38.64%	44		N/A	0					
WY	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P		1.57%	3810		N/A			1.86%	3764		N/A	0					
WY	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P		0.94%	3810		N/A			1.17%	3764		N/A	0					
WY	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		26.83%	82		N/A			25.53%	94		N/A	0					
WY	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	1	90.36%	83	-0.32	Yes			83.33%	60		N/A	0					
WY	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	1	15.92	106	-1.01	Yes			17.6	82		N/A	0					
WY	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	1	94.74%	95	-0.23	Yes			89.02%	82		N/A	0					
WY	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	1	94.74%	95	-0.23	Yes			95.12%	82		N/A	1	6	83.3%	95.3%	-11.9%	
WY	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P		18.07	14		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	2	85.76	51	-0.91	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		4		-0.4	N/A	-		4		-0.29	N/A	0					
WY	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P		90.00%	60		N/A			91.43%	70		N/A	0					
WY	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P		1:45	60		N/A			2:19	70		N/A	0					
WY	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P		35.00%	60		N/A			34.29%	70		N/A	0					
WY	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P		33.33%	36		N/A			38.64%	44		N/A	0					
WY	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2	1.57%	3810	-0.18	Yes	0.00%	2	1.86%	3764	-0.19	Yes	0					
WY	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	2	0.94%	3810	-0.14	Yes	0.00%	2	1.17%	3764	-0.15	Yes	0					
WY	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS		26.83%	82		N/A			25.53%	94		N/A	0					
WY	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	3	75.00%	12	-0.89	Yes	100.00%	3	83.33%	6	-0.63	Yes	0					
WY	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3	11.27	11	-1.39	Yes	2.5	2	9.6	5	-1.64	Yes	0					
WY	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	3	100.00%	9	.	Yes	100.00%	4	100.00%	8	.	Yes	0					
WY	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	3	100.00%	9	.	Yes	100.00%	4	100.00%	8	.	Yes	0					
WY	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P		7	3		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		197.17	6		N/A			181.5	6		N/A	0					
WY	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable%		NS		1			N/A			-			N/A	0					
WY	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P		100.00%	7		N/A			100.00%	5		N/A	0					
WY	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P		100.00%	7		N/A			100.00%	5		N/A	0					
WY	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P		3:44	7		N/A			0:43	5		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	0.00%	1	0.00%	6	.	Yes			33.33%	6		N/A	0.00%	1	9.09%	11	-0.3	Yes			33.33%	12		N/A	
WY	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A			0.00%	1		N/A			16.67%	6		N/A			0.00%	4		N/A	
WY	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	2.04%	49	0.62%	967	0.97	Yes	0.00%	48	0.62%	967	-0.53	Yes	2.17%	46	1.13%	970	0.61	Yes	0.00%	44	1.24%	966	-0.73	Yes	0.00%
WY	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.00%	48	0.10%	967	-0.22	Yes	0.00%	46	0.62%	970	-0.52	Yes	0.00%	44	0.41%	966	-0.42	Yes	0.00%
WY	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	0.00%	1	45.45%	11	-0.87	N/A			14.29%	7		N/A	0.00%	1	21.43%	14	-0.5	N/A			36.84%	19		N/A	
WY	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%			######	12		N/A			93.33%	15		N/A			92.31%	13		N/A			80.00%	15		N/A	
WY	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			6	12		N/A			6.13	15		N/A			5.62	13		N/A			7.6	15		N/A	
WY	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			92.86%	14		N/A			100.00%	14		N/A			100.00%	14		N/A			100.00%	15		N/A	
WY	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	14		N/A			100.00%	14		N/A			100.00%	15		N/A	
WY	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A			9	1		N/A			2	1		N/A			1.33	3		N/A	
WY	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			######	12		N/A			70.00%	10		N/A			88.89%	18		N/A			80.00%	10		N/A	
WY	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			######	12		N/A			80.00%	10		N/A			94.44%	18		N/A			90.00%	10		N/A	
WY	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			2:44	12		N/A			18:36	10		N/A			7:17	18		N/A			2:42	10		N/A	
WY	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			50.00%	12		N/A			40.00%	10		N/A			11.11%	18		N/A			30.00%	10		N/A	
WY	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A						N/A			6.25%	16		N/A			40.00%	5		N/A	
WY	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.37%	879		N/A			1.11%	898		N/A			1.93%	931		N/A			1.03%	974		N/A	
WY	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			0.00%	898		N/A			1.72%	931		N/A			0.51%	974		N/A	
WY	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			45.45%	22		N/A			47.37%	19		N/A			41.94%	31		N/A			50.00%	20		N/A	
WY	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			######	11		N/A			83.33%	6		N/A			100.00%	4		N/A			50.00%	2		N/A	
WY	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			12.73	11		N/A			7.6	5		N/A			11	4		N/A			8.67	3		N/A	
WY	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			######	9		N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	4		N/A	
WY	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	4		N/A	
WY	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A			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						N/A			9	1		N/A	
WY	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			263	3		N/A			240	3		N/A			233.25	4		N/A			211.25	4		N/A	
WY	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable%		NS			3			N/A			3			N/A			4			N/A			-			N/A	
WY	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P						N/A						N/A			50.00%	2		N/A			100.00%	1		N/A	
WY	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P						N/A						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						N/A			0.00%	2		N/A			0.00%	1		N/A	
WY	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A						N/A			0.00%	2		N/A						N/A	
WY	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.00%	189		N/A			0.00%	187		N/A			1.08%	185		N/A			0.56%	180		N/A	
WY	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.00%	187		N/A			1.08%	185		N/A			0.00%	180		N/A	
WY	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			######	1		N/A						N/A			0.00%	2		N/A			0.00%	1		N/A	
WY	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%	100.00%	1				Yes						N/A						N/A	100.00%	2				Yes	
WY	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	1				N/A						N/A						N/A	0.00%	2				N/A	
WY	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	100.00%	1				Yes						N/A						N/A	100.00%	2				Yes	100.00%
WY	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	3	1				Yes						N/A						N/A	6.5	2				Yes	7
WY	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	100.00%	9	99.62%	2901	-0.18	Yes	100.00%	7	99.67%	3027	-0.15	Yes	100.00%	10	99.83%	3614	-0.13	Yes	100.00%	9	99.58%	2877	-0.19	Yes	100.00%
WY	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%			95.72%	1424		N/A			96.67%	1501		N/A			96.28%	1639		N/A			96.72%	1554		N/A	
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3	8	3.6	2468	-1.18	Yes	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
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			4.92	1430		N/A			4.66	1508		N/A			5.06	1640		N/A			5.92	1561		N/A	
WY	04--10	OP-5	New Service Install Quality, Line Sharing%		P	100.00%	9	89.90%	4436	-1	Yes	100.00%	9	90.23%	4895	-0.99	Yes	100.00%	10	89.21%	4846	-1.1	Yes	88.89%	9	88.38%	4491	-0.05	Yes	100.00%
WY	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	100.00%	9	91.87%	4895	-0.89	Yes	100.00%	10	90.96%	4846	-1	Yes	100.00%	9	90.54%	4491	-0.97	Yes	100.00%
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			3.21	14		N/A			6.4	10		N/A			2.67	6		N/A			11.7	10		N/A	
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			6.53	30		N/A			5.14	28		N/A			4.67	27		N/A			47.44	18		N/A	
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS						N/A			1	1		N/A						N/A			1.5	2		N/A	
WY	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			10.83	35		N/A			9.1	29		N/A			11.82	34		N/A			39	37		N/A	
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			98.27%	231		N/A			96.75%	246		N/A			98.91%	367		N/A			98.65%	369		N/A	
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			97.36%	1403		N/A			94.95%	1506		N/A			96.22%	1877		N/A			93.70%	2110		N/A	
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			######	481		N/A			99.78%	447		N/A			100.00%	648		N/A	100.00%	1	99.42%	684	-0.08	Yes	
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			99.19%	1847		N/A			98.33%	2031		N/A			99.21%	2401		N/A			98.57%	2665		N/A	100.00%
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			6:27	481		N/A			6:12	447		N/A			5:05	648		N/A	0:52	1	6:51	684	-0.7	Yes	
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			10:26	1847		N/A			11:06	2031		N/A			10:34	2401		N/A			11:49	2665		N/A	3:10
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			44.44%	9		N/A			37.50%	8		N/A			14.29%	14		N/A	0.00%	1	16.67%	6	-0.41	N/A	
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			66.67%	3		N/A			50.00%	2		N/A			0.00%	4		N/A			50.00%	4		N/A	0.00%
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A						N/A			7.69%	13		N/A			0.00%	2		N/A	
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A						N/A			0.00%	3		N/A			66.67%	3		N/A	0.00%
WY	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.00%	91	1.05%	226590	-0.98	Yes	0.00%	87	1.12%	227316	-0.99	Yes	0.00%	83	1.37%	227359	-1.07	Yes	1.37%	73	1.49%	228172	-0.08	Yes	1.52%
WY	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.00%	87	0.91%	227316	-0.89	Yes	0.00%	83	1.12%	227359	-0.97	Yes	0.00%	73	1.21%	228172	-0.94	Yes	1.52%
WY	05--01	OP-3	Install Commit Met, UDIT DS1%		P			83.56%	225		N/A			66.67%	99		N/A	100.00%	1	84.72%	72	-0.42	Yes			75.00%	64		N/A	
WY	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			16.27	241		N/A			15.58	110		N/A	9.86	7	16.96	89	-1.21	Yes	10	1	17.2	83	-0.37	Yes	9
WY	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			93.89%	180		N/A	100.00%	4	95.19%	104	-0.44	Yes	100.00%	4	95.45%	88	-0.43	Yes	100.00%	2	91.58%	95	-0.42	Yes	100.00%
WY	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	4	96.15%	104	-0.39	Yes	100.00%	4	97.73%	88	-0.3	Yes	100.00%	2	92.63%	95	-0.39	Yes	100.00%
WY	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			20.71	24		N/A			14.52	31		N/A			24.33	18		N/A			17.71	21		N/A	
WY	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			10.8	20		N/A			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	14	5	92.78	65	-1.35	N/A			101.63	52		N/A			86.39	56		N/A	67	4	96.11	46	-0.46	N/A	45
WY	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1%		NS	5		39		1.81	N/A			38			N/A			45			N/A	-		4		-0.59	N/A	-

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P		14.29%	7		N/A			0.00%	5		N/A	0					
WY	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P		20.00%	5		N/A						N/A	0					
WY	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	43	0.73%	962	-0.55	Yes	0.00%	41	0.52%	963	-0.45	Yes	0					
WY	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	43	0.52%	962	-0.46	Yes	0.00%	41	0.00%	963	.	N/A	0					
WY	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS		41.67%	12		N/A			37.50%	8		N/A	0					
WY	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90%		93.33%	15		N/A			100.00%	9		N/A	0					
WY	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		10	15		N/A			10.11	9		N/A	0					
WY	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P		100.00%	12		N/A			100.00%	11		N/A	0					
WY	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P		100.00%	12		N/A			100.00%	11		N/A	0					
WY	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P		2	1		N/A						N/A	0					
WY	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P		100.00%	5		N/A			85.71%	14		N/A	0					
WY	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		100.00%	5		N/A			92.86%	14		N/A	0					
WY	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		12:10	5		N/A			14:44	14		N/A	0					
WY	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		60.00%	5		N/A			28.57%	14		N/A	0					
WY	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		50.00%	2		N/A			33.33%	6		N/A	0					
WY	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P		0.50%	1000		N/A			1.34%	1043		N/A	0					
WY	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P		0.20%	1000		N/A			0.58%	1043		N/A	0					
WY	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		54.55%	11		N/A			48.15%	27		N/A	0					
WY	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		100.00%	3		N/A			0.00%	1		N/A	0					
WY	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		9.67	3		N/A			22.5	2		N/A	0					
WY	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	3		N/A			100.00%	5		N/A	0					
WY	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		100.00%	3		N/A			100.00%	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		189.25	4		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			-			N/A	0					
WY	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P					N/A			50.00%	2		N/A	0					
WY	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P					N/A			0:19	2		N/A	0					
WY	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P					N/A			50.00%	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		0.00%	178		N/A			1.12%	178		N/A	0					
WY	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		0.00%	178		N/A			0.00%	178		N/A	0					
WY	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS					N/A			50.00%	4		N/A	0					
WY	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95%					N/A	100.00%	1				Yes	0					
WY	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS					N/A	0.00%	1				N/A	0					
WY	04--09	OP-3	Install Commit Met, UBL Conditioned%		90%	1				Yes	100.00%	2				Yes	0					
WY	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	1				Yes	1	1				Yes	0					
WY	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95%	8	99.80%	3026	-0.13	Yes	100.00%	6	99.71%	3095	-0.13	Yes	0					
WY	04--10	OP-3	Install Commit Met, Line Sharing%	D	95%		95.79%	1495		N/A			96.83%	1609		N/A	0					
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	7	3.55	2429	-0.71	Yes	3	4	3.45	2386	-0.95	Yes	0					
WY	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		4.84	1517		N/A			5.76	1624		N/A	0					
WY	04--10	OP-5	New Service Install Quality, Line Sharing%		P	7	87.95%	4632	-0.98	Yes	100.00%	7	89.18%	4370	-0.92	Yes	0					
WY	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	7	90.26%	4632	-0.87	Yes	100.00%	7	91.26%	4370	-0.82	Yes	0					
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS		17.33	6		N/A			1.67	6		N/A	0					
WY	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		7.11	35		N/A			30.2	20		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	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		9.1	30		N/A			22.9	31		N/A	0					
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P		96.99%	266		N/A			98.39%	311		N/A	0					
WY	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P		95.48%	1638		N/A			95.88%	1480		N/A	0					
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P		99.42%	515		N/A			99.69%	649		N/A	0					
WY	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	1	99.14%	2204	-0.09	Yes			99.30%	2014		N/A	0					
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P		5:28	515		N/A			5:14	649		N/A	0					
WY	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	1	11:06	2204	-0.72	Yes			10:35	2014		N/A	0					
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS		50.00%	2		N/A			12.50%	8		N/A	0					
WY	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	1	66.67%	3	-1.22	N/A			50.00%	6		N/A	0					
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		0.00%	1		N/A			25.00%	4		N/A	0					
WY	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	1	100.00%	1	.	N/A			50.00%	2		N/A	0					
WY	04--10	MR-8	Trouble Rate, Line Sharing%		P	66	1.21%	228332	0.32	Yes	0.00%	59	1.18%	229199	-0.84	Yes	0					
WY	04--10	MR-8*	Trouble Rate, Line Sharing%		P	66	0.99%	228332	0.49	Yes	0.00%	59	0.94%	229199	-0.75	Yes	0					
WY	05--01	OP-3	Install Commit Met, UDIT DS1%		P		90.36%	83		N/A	100.00%	1	83.33%	60	-0.44	Yes	0					
WY	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	2	15.92	106	-0.83	Yes	7	1	17.6	82	-0.83	Yes	0					
WY	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	2	94.74%	95	-0.33	Yes	100.00%	1	89.02%	82	-0.35	Yes	0					
WY	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	2	94.74%	95	-0.33	Yes	100.00%	1	95.12%	82	-0.23	Yes	0					
WY	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		18.07	14		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	4	85.76	51	-0.7	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		4		-0.56	N/A	-		4		-0.57	N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			93.59%	78		N/A			77.92%	77		N/A			78.45%	116		N/A			89.33%	75		N/A	
WY	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			1:51	78		N/A			3:05	77		N/A			3:25	116		N/A			2:18	75		N/A	
WY	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			25.64%	78		N/A			18.18%	77		N/A			21.55%	116		N/A			28.00%	75		N/A	
WY	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			18.52%	54		N/A			22.73%	88		N/A			30.91%	55		N/A	
WY	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	14	1.95%	3990	-0.53	Yes	0.00%	14	1.95%	3942	-0.53	Yes	0.00%	14	2.97%	3903	-0.65	Yes	0.00%	9	1.95%	3849	-0.42	Yes	0.00%
WY	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	14	1.37%	3942	-0.44	Yes	0.00%	14	2.25%	3903	-0.57	Yes	0.00%	9	1.43%	3849	-0.36	Yes	0.00%
WY	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			17.02%	94		N/A			23.00%	100		N/A			17.73%	141		N/A			26.47%	102		N/A	
WY	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			######	11		N/A			83.33%	6		N/A			100.00%	4		N/A			50.00%	2		N/A	
WY	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			12.73	11		N/A			7.6	5		N/A			11	4		N/A			8.67	3		N/A	
WY	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			######	9		N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	4		N/A	
WY	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	4		N/A	
WY	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A			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						N/A			9	1		N/A	
WY	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			263	3		N/A			240	3		N/A			233.25	4		N/A			211.25	4		N/A	
WY	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level%		NS			3			N/A			3			N/A			4			N/A			-			N/A	
WY	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P						N/A						N/A			50.00%	2		N/A			100.00%	1		N/A	
WY	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P						N/A						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						N/A			0.00%	2		N/A			0.00%	1		N/A	
WY	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A						N/A			0.00%	2		N/A						N/A	
WY	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	2	0.00%	189	.	Yes	0.00%	2	0.00%	187	.	Yes	0.00%	2	1.08%	185	-0.15	Yes	0.00%	2	0.56%	180	-0.11	Yes	0.00%
WY	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	2	0.00%	187	.	N/A	0.00%	2	1.08%	185	-0.15	Yes	0.00%	2	0.00%	180	.	N/A	0.00%
WY	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			######	1		N/A						N/A			0.00%	2		N/A			0.00%	1		N/A	
WY	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	2:52	13667				N/A	1:59	11790				N/A	2:26	14660				N/A	3:53	12363				N/A	6:14
WY	07--01	OP-4	Install Interv, E911, Avg Days		P						N/A			26	2		N/A						N/A						N/A	
WY	07--01	OP-5	New Service Install Quality, E911%		P			######	1		N/A			100.00%	1		N/A						N/A						N/A	
WY	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	1		N/A						N/A						N/A	
WY	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P			######	1		N/A						N/A						N/A						N/A	
WY	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			0:05	1		N/A						N/A						N/A						N/A	
WY	07--01	MR-7	Repair Repeat Report Rate, E911%		P			0.00%	1		N/A						N/A						N/A						N/A	
WY	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A						N/A	
WY	07--01	MR-8	Trouble Rate, E911%		P			1.09%	92		N/A			0.00%	92		N/A			0.00%	87		N/A			0.00%	87		N/A	
WY	07--01	MR-8*	Trouble Rate, E911%		P						N/A			0.00%	92		N/A			0.00%	87		N/A			0.00%	87		N/A	
WY	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			0.00%	1		N/A						N/A						N/A						N/A	
WY	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.66	1		N/A			8.68	1		N/A			8.36	.		N/A			8.77	.		N/A	
WY	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.46	1		N/A			8.91	1		N/A			8.51	.		N/A			8.51	.		N/A	
WY	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.16	36016				N/A	0.11	16238				N/A	0.09	16425				N/A	0.11	15147				N/A	0.09
WY	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	98.67%	35558				N/A	92.58%	15348				N/A	94.54%	15857				N/A	95.03%	14448				N/A	94.91%
WY	09--01	NP-1A	NXX Code Activation, All%		P						N/A	100.00%	1				N/A						N/A						N/A	
WY	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A	0.00%	1				N/A						N/A						N/A	
WY	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.75	6792700				N/A	1.27	6131698				N/A	1.26	7637235				N/A	1.32	6488667				N/A	1.47
WY	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95%						N/A	100.00%	71				Yes						N/A	100.00%	1				Yes	
WY	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%						N/A	100.00%	74				Yes						N/A	100.00%	1				Yes	
WY	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS						N/A	100.00%	74				N/A						N/A	100.00%	1				N/A	
WY	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			47.19%	231		N/A			52.85%	246		N/A			51.77%	367		N/A			44.99%	369		N/A	
WY	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P			######	481		N/A			99.78%	447		N/A			100.00%	648		N/A			99.42%	684		N/A	
WY	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95%						N/A						N/A						N/A						N/A	
WY	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95%						N/A						N/A						N/A						N/A	
WY	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	321	99.64%	2804	-1.02	Yes	100.00%	250	99.70%	2966	-0.84	Yes	100.00%	181	99.83%	3544	-0.54	Yes	100.00%	22	99.64%	2808	-0.28	Yes	100.00%
WY	14--01	OP-3	Install Commit Met, Residence%	D	P	100.00%	81	96.02%	1004	-1.76	Yes	98.95%	95	96.89%	1092	-1.11	Yes	100.00%	69	96.57%	1254	-1.52	Yes	100.00%	13	96.32%	1142	-0.7	Yes	100.00%
WY	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.96	136	3.62	2416	-5.21	Yes	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
WY	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.67	81	4.71	1005	-1.81	Yes	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
WY	14--01	OP-5	New Service Install Quality, Residence%		P	97.59%	374	90.15%	3939	-4.62	Yes	98.32%	298	90.37%	4432	-4.51	Yes	97.90%	143	89.63%	4377	-3.19	Yes	100.00%	25	88.34%	4012	-1.81	Yes	90.00%
WY	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	98.66%	298	91.83%	4432	-4.16	Yes	97.90%	143	91.36%	4377	-2.74	Yes	100.00%	25	90.50%	4012	-1.61	Yes	95.00%
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			3.5	12		N/A			4.22	9		N/A			2.67	6		N/A			8.75	8		N/A	
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P			3.77	13		N/A			5.24	17		N/A			4.5	18		N/A			68.42	12		N/A	
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P						N/A			1	1		N/A						N/A			1.5	2		N/A	
WY	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P			12.07	28		N/A	7	1	9.59	22	-0.26	Yes			11.88	26		N/A			41.48	33		N/A	
WY	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS			227.95	173		N/A			205.97	181		N/A	1	1	204.77	172	-0.91	N/A			181.48	175		N/A	
WY	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS			118			N/A			120			N/A	-		115		-1.42	N/A			118			N/A	
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	3	97.86%	187	-0.25	Yes	100.00%	3	96.31%	217	-0.34	Yes	100.00%	2	98.71%	309	-0.16	Yes			99.02%	306		N/A	100.00%
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	100.00%	7	97.19%	1173	-0.45	Yes	100.00%	5	94.96%	1271	-0.51	Yes	100.00%	5	96.41%	1587	-0.43	Yes	100.00%	4	93.45%	1817	-0.53	Yes	100.00%
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	6	######	377	.	Yes	100.00%	3	99.74%	390	-0.09	Yes	100.00%	2	100.00%	547	.	Yes			99.47%	561		N/A	100.00%
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	9	99.05%	1577	-0.29	Yes	100.00%	5	98.23%	1749	-0.3	Yes	100.00%	6	99.22%	2059	-0.22	Yes	100.00%	4	98.53%	2319	-0.24	Yes	100.00%
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:10	6	7:01	377	-0.54	Yes	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
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	7:28	9	11:05	1577	-0.98	Yes	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
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	33.33%	6	12.73%	377	1.28	Yes	0.00%	3	9.23%	390	-0.55	Yes	0.00%	2	11.33%	547	-0.5	Yes			11.05%	561		N/A	0.00%
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	0.00%	9	13.22%	1619	-1.17	Yes	0.00%	5	14.96%	1811	-0.94	Yes	0.00%	6	13.22%	2118	-0.95	Yes	0.00%	4	13.26%	2361	-0.78	Yes	0.00%

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P		90.00%	60		N/A			91.43%	70		N/A	0					
WY	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P		1:45	60		N/A			2:19	70		N/A	0					
WY	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P		35.00%	60		N/A			34.29%	70		N/A	0					
WY	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P		33.33%	36		N/A			38.64%	44		N/A	0					
WY	05--01	MR-8	Trouble Rate, UDIT DS1%		P	9	1.57%	3810	-0.38	Yes	0.00%	8	1.86%	3764	-0.39	Yes	0					
WY	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	9	0.94%	3810	-0.29	Yes	0.00%	8	1.17%	3764	-0.31	Yes	0					
WY	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS		26.83%	82		N/A			25.53%	94		N/A	0					
WY	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P		100.00%	3		N/A			0.00%	1		N/A	0					
WY	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P		9.67	3		N/A			22.5	2		N/A	0					
WY	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	3		N/A			100.00%	5		N/A	0					
WY	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P		100.00%	3		N/A			100.00%	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		189.25	4		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			-			N/A	0					
WY	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P					N/A			50.00%	2		N/A	0					
WY	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P					N/A			0:19	2		N/A	0					
WY	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P					N/A			50.00%	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	2	0.00%	178	.	Yes	0.00%	2	1.12%	178	-0.15	Yes	0					
WY	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	2	0.00%	178	.	N/A	0.00%	2	0.00%	178	.	N/A	0					
WY	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS					N/A			50.00%	4		N/A	0					
WY	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	13398				N/A	6:19	12693				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			100.00%	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			0.00%	1		N/A	0					
WY	07--01	MR-7*	Repair Repeat Report Rate, E911%		P					N/A			0.00%	1		N/A	0					
WY	07--01	MR-8	Trouble Rate, E911%		P		0.00%	87		N/A			1.15%	87		N/A	0					
WY	07--01	MR-8*	Trouble Rate, E911%		P		0.00%	87		N/A			1.15%	87		N/A	0					
WY	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS					N/A	100.00%	1	0.00%	1	0.67	N/A	0					
WY	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		8.54	.		N/A			7.95	.		N/A	0					
WY	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		9.67	.		N/A			9.43	.		N/A	0					
WY	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	14042				N/A	0.1	15655				N/A	0					
WY	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	13355				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	6559733				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		60.53%	266		N/A			53.70%	311		N/A	0					
WY	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP%		P		99.42%	515		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%	ND	P	9	99.80%	2947	-0.14	Yes	100.00%	25	99.73%	2987	-0.26	Yes	0					
WY	14--01	OP-3	Install Commit Met, Residence%	D	P	5	95.96%	1113	-0.46	Yes	100.00%	1	97.71%	1135	-0.15	Yes	0					
WY	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	7	3.54	2371	-1.01	Yes	2.5	20	3.46	2325	-4.7	Yes	0					
WY	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	5	4.77	1123	-0.66	Yes	3	1	5.56	1143	-0.15	Yes	0					
WY	14--01	OP-5	New Service Install Quality, Residence%		P	20	88.34%	4101	-0.23	Yes	100.00%	27	89.31%	3817	-1.79	Yes	0					
WY	14--01	OP-5*	New Service Install Quality, Residence%		P	20	90.59%	4101	-0.67	Yes	100.00%	27	91.33%	3817	-1.6	Yes	0					
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P		17.33	6		N/A			1.67	6		N/A	0					
WY	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P		4	22		N/A			88.33	6		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-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P		8	23		N/A			20.65	20		N/A	0					
WY	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS		175.59	187		N/A			169.63	167		N/A	0					
WY	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence%		NS		129			N/A			122			N/A	0					
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	1	96.89%	225	-0.18	Yes			98.84%	258		N/A	0					
WY	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	3	95.89%	1412	-0.36	Yes	100.00%	2	96.03%	1286	-0.29	Yes	0					
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	2	99.29%	424	-0.12	Yes			99.81%	529		N/A	0					
WY	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	4	99.32%	1900	-0.17	Yes	100.00%	3	99.32%	1752	-0.14	Yes	0					
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	2	5:56	424	-0.53	Yes			5:43	529		N/A	0					
WY	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	4	11:10	1900	-1.6	Yes	2:49	3	10:51	1752	-1.39	Yes	0					
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	2	10.61%	424	-0.49	Yes			14.56%	529		N/A	0					
WY	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	4	14.80%	1946	-0.83	Yes	33.33%	3	14.37%	1789	0.79	Yes	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0.00%	1	9.68%	155	-0.33	Yes	0.00%	2	8.64%	243	-0.43	Yes			15.95%	232		N/A	0.00%
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	0.00%	4	14.60%	1644	-0.83	Yes	0.00%	6	13.17%	1929	-0.95	Yes	0.00%	4	13.23%	2161	-0.78	Yes	0.00%
WY	14--01	MR-8	Trouble Rate, Residence%		P	1.27%	1182	1.20%	166836	0.23	Yes	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%
WY	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.52%	954	1.07%	167641	-1.64	Yes	1.41%	567	1.29%	167928	0.25	Yes	0.82%	489	1.42%	168658	-1.12	Yes	0.77%
WY	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	6	98.67%	377	-0.28	Yes	100.00%	3	98.72%	390	-0.2	Yes	100.00%	2	99.63%	547	-0.09	Yes			98.57%	561		N/A	100.00%
WY	14--01	MR-9	Repair Appoint Met, Residence%	D	P	100.00%	9	98.89%	1619	-0.32	Yes	100.00%	5	98.67%	1811	-0.26	Yes	100.00%	6	98.77%	2118	-0.27	Yes	100.00%	4	97.16%	2361	-0.34	Yes	100.00%
WY	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	37.50%	24	33.86%	3018	0.38	N/A	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%
WY	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	2	98.97%	97	-0.14	Yes	100.00%	7	98.36%	61	-0.32	Yes	100.00%	13	100.00%	70	.	Yes	100.00%	13	97.10%	69	-0.57	Yes	100.00%
WY	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	1	95.00%	420	-0.23	Yes	100.00%	6	96.09%	409	-0.49	Yes	100.00%	4	95.32%	385	-0.44	Yes	100.00%	2	97.82%	412	-0.21	Yes	100.00%
WY	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3	1	5.41	425	-0.31	Yes	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
WY	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	1	1	2.94	52	-1.49	Yes	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
WY	14--02	OP-5	New Service Install Quality, Business%		P	100.00%	8	87.95%	498	-1.04	Yes	73.33%	15	89.01%	464	1.67	No	93.75%	16	85.32%	470	-0.94	Yes	100.00%	12	88.73%	479	-1.22	Yes	80.00%
WY	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	86.67%	15	92.24%	464	0.77	Yes	93.75%	16	87.23%	470	-0.77	Yes	100.00%	12	90.81%	479	-1.09	Yes	90.00%
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			1.5	2		N/A			26	1		N/A						N/A			23.5	2		N/A	
WY	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			8.65	17		N/A			5	11		N/A			5	9		N/A			5.5	6		N/A	
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WY	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			5.86	7		N/A			7.57	7		N/A			11.63	8		N/A			18.5	4		N/A	
WY	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			133.14	58		N/A			130.88	73		N/A			136.15	62		N/A			109.89	61		N/A	
WY	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS			17			N/A			25			N/A			25			N/A			25			N/A	
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			######	44		N/A	100.00%	1	100.00%	29	.	Yes	100.00%	1	100.00%	58	.	Yes	100.00%	2	96.83%	63	-0.25	Yes	
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	6	98.26%	230	-0.32	Yes	100.00%	4	94.89%	235	-0.46	Yes	100.00%	6	95.17%	290	-0.55	Yes	66.67%	3	95.22%	293	1.45	Yes	100.00%
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	6	######	270	.	Yes	100.00%	5	98.94%	282	-0.23	Yes	100.00%	6	99.12%	342	-0.23	Yes	66.67%	3	98.84%	346	2.07	No	100.00%
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	1	######	104	.	Yes	100.00%	3	100.00%	57	.	Yes	100.00%	1	100.00%	101	.	Yes	100.00%	2	99.19%	123	-0.13	Yes	
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	5:43	6	6:39	270	-0.3	Yes	3:00	5	8:35	282	-1.15	Yes	7:06	6	8:19	342	-0.3	Yes	3:22	3	9:33	346	1.94	No	4:32
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1:20	1	4:23	104	-0.5	Yes	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	
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	1	12.50%	104	-0.38	Yes	0.00%	3	15.79%	57	-0.73	Yes	0.00%	1	12.87%	101	-0.38	Yes	0.00%	2	16.26%	123	-0.62	Yes	
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	16.67%	6	13.50%	274	0.26	Yes	0.00%	5	14.29%	287	-0.91	Yes	16.67%	6	15.61%	346	0.12	Yes	0.00%	3	13.28%	354	-0.67	Yes	0.00%
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			20.00%	20		N/A	0.00%	1	10.71%	56	-0.34	Yes	0.00%	1	25.00%	48	-0.57	Yes	
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	5	15.38%	247	-0.94	Yes	16.67%	6	16.23%	308	0.08	Yes	0.00%	3	11.47%	314	-0.62	Yes	0.00%
WY	14--02	MR-8	Trouble Rate, Business%		P	0.66%	1063	0.63%	59754	0.11	Yes	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%
WY	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.47%	1061	0.45%	59675	0.12	Yes	0.65%	1075	0.61%	59431	0.16	Yes	0.38%	1047	0.61%	59514	-0.93	Yes	0.46%
WY	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	1	96.15%	104	-0.2	Yes	100.00%	3	98.25%	57	-0.23	Yes	100.00%	1	98.02%	101	-0.14	Yes	50.00%	2	97.56%	123	1.9	No	
WY	14--02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	6	98.54%	274	-0.29	Yes	100.00%	5	97.91%	287	-0.32	Yes	100.00%	6	99.13%	346	-0.23	Yes	100.00%	3	94.92%	354	-0.4	Yes	100.00%
WY	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	12.50%	8	32.50%	560	-1.2	N/A	20.00%	10	36.41%	541	-1.07	N/A	53.33%	15	30.05%	639	1.84	N/A	50.00%	10	31.47%	696	1.19	N/A	25.00%
WY	14--03	OP-3	Install Commit Met, Centrex%	ND	P	100.00%	1	######	1	.	Yes	100.00%	4				N/A	100.00%	8				N/A	100.00%	2				N/A	100.00%
WY	14--03	OP-3	Install Commit Met, Centrex%	D	P	100.00%	4	######	14	.	Yes	100.00%	3	100.00%	7	.	Yes	100.00%	4	100.00%	7	.	Yes	100.00%	8	100.00%	8	.	Yes	100.00%
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	4.5	4	3.64	14	0.91	Yes	5	3	3.29	7	1.77	No	5.5	4	2.71	7	2.88	No	5	8	2.88	8	3.72	No	4.67
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	5	1	8	1	.	N/A	3.5	4				N/A	4.88	8				N/A	5	2				N/A	5
WY	14--03	OP-5	New Service Install Quality, Centrex%		P	50.00%	6	90.91%	11	1.71	No	100.00%	10	57.14%	7	-1.76	Yes	90.91%	11	37.50%	8	-2.37	Yes	91.67%	12	50.00%	8	-1.83	Yes	100.00%
WY	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A	100.00%	10	71.43%	7	-1.28	Yes	90.91%	11	50.00%	8	-1.76	Yes	91.67%	12	62.50%	8	-1.32	Yes	100.00%
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			286.5	4		N/A	10	1	263.5	4	-3.14	N/A			243.5	4		N/A			221.5	4		N/A	
WY	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex%		NS			-			N/A	-		-		.	N/A			-			N/A			-			N/A	
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			######	1		N/A			100.00%	5		N/A			100.00%	6		N/A	100.00%	1	100.00%	5	.	Yes	
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	100.00%	1	90.00%	10	-0.32	Yes	100.00%	2	100.00%	11	.	Yes	100.00%	5	100.00%	24	.	Yes	100.00%	1	100.00%	15	.	Yes	100.00%
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	100.00%	4	######	2	.	Yes			100.00%	11		N/A			100.00%	13		N/A	100.00%	1	100.00%	13	.	Yes	
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100.00%	2	91.67%	12	-0.39	Yes	100.00%	2	100.00%	14	.	Yes	100.00%	5	100.00%	29	.	Yes	100.00%	2	100.00%	18	.	Yes	100.00%
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	1:10	4	9:03	2	-1.01	Yes			8:16	11		N/A			2:31	13		N/A	0:53	1	3:39	13	-0.72	Yes	
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	2:05	2	10:46	12	-0.78	Yes	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
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	0.00%	4	0.00%	2	.	Yes			18.18%	11		N/A			0.00%	13		N/A	0.00%	1	7.69%	13	-0.28	Yes	
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	0.00%	2	0.00%	12	.	Yes	0.00%	2	14.29%	14	-0.54	Yes	20.00%	5	6.90%	29	0.76	Yes	0.00%	2	5.56%	18	-0.33	Yes	0.00%
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			16.67%	6		N/A			0.00%	8		N/A	0.00%	1	11.11%	9	-0.34	Yes	
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	0.00%	2	15.38%	13	-0.56	Yes	20.00%	5	7.41%	27	0.71	Yes	0.00%	2	5.88%	17	-0.33	Yes	0.00%
WY	14--03	MR-8	Trouble Rate, Centrex%		P	1.28%	467	0.23%	6094	3.06	No	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%
WY	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.42%	481	0.30%	6288	0.47	Yes	1.04%	481	0.55%	6321	1.27	Yes	0.63%	480	0.40%	6564	0.77	Yes	1.02%
WY	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	100.00%	4	50.00%	2	-1.15	Yes			90.91%	11		N/A			100.00%	13		N/A	100.00%	1	100.00%	13	.	Yes	
WY	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	100.00%	2	91.67%	12	-0.39	Yes	100.00%	2	100.00%	14	.	Yes	100.00%	5	100.00%	29	.	Yes	100.00%	2	100.00%	18	.	Yes	100.00%
WY	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	25.00%	8	33.33%	21	-0.43	N/A	50.00%	4	28.57%	35	0.78	N/A	28.57%	7	6.67%	45	1.51	N/A	40.00%	5	29.55%	44	0.44	N/A	37.50%
WY	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			######	5		N/A			100.00%	9		N/A			100.00%	6		N/A	100.00%	1	100.00%	4	.	Yes	100.00%
WY	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100.00%	1	85.71%	7	-0.38	Yes			83.33%	12		N/A			100.00%	12		N/A	100.00%	1	100.00%	9	.	Yes	100.00%
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			4	2		N/A			2	1		N/A			3.5	4		N/A	5	1	3.25	4	0.32	Yes	5.1
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	1	1	4.29	7	-1.26	Yes			3.46	13		N/A			4.5	12		N/A	5	1	3.22	9	1.07	Yes	3
WY	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	1	88.24%	17	-0.35	Yes			85.00%	20		N/A	100.00%	1	93.75%	16	-0.25	Yes	100.00%	7	50.00%	16	-2.21	Yes	100.00%
WY	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			90.00%	20		N/A	100.00%	1	93.75%	16	-0.25	Yes	100.00%	7	56.25%	16	-1.95	Yes	100.00%
WY	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			1	1		N/A			2.5	2		N/A						N/A						N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	1	12.14%	173	-0.37	Yes			14.88%	215		N/A	0					
WY	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	3	15.03%	1777	-0.73	Yes	33.33%	3	14.40%	1653	0.79	Yes	0					
WY	14--01	MR-8	Trouble Rate, Residence%		P	517	1.40%	168894	-0.47	Yes	0.56%	532	1.36%	169924	-1.59	Yes	0					
WY	14--01	MR-8*	Trouble Rate, Residence%		P	517	1.15%	168894	-0.81	Yes	0.56%	532	1.10%	169924	-1.18	Yes	0					
WY	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	2	99.29%	424	-0.12	Yes			99.24%	529		N/A	0					
WY	14--01	MR-9	Repair Appoint Met, Residence%	D	P	4	99.02%	1946	-0.2	Yes	100.00%	3	99.05%	1789	-0.17	Yes	0					
WY	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	7	29.92%	3382	-0.9	N/A	66.67%	9	30.52%	3336	2.16	N/A	0					
WY	14--02	OP-3	Install Commit Met, Business%	ND	P	5	100.00%	79	.	Yes	100.00%	8	99.07%	108	-0.26	Yes	0					
WY	14--02	OP-3	Install Commit Met, Business%	D	P	3	95.29%	382	-0.38	Yes	100.00%	3	94.73%	474	-0.41	Yes	0					
WY	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3	5.05	394	-0.28	Yes	3.67	3	6.22	481	-0.51	Yes	1	19	4.84	5.23	(0.39)	
WY	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	5	3.84	58	-1.45	Yes	2.25	8	3.21	61	-1.34	Yes	0					
WY	14--02	OP-5	New Service Install Quality, Business%		P	10	84.96%	532	0.46	Yes	100.00%	11	88.25%	553	-1.2	Yes	1	72	90.3%	87.4%	2.9%	
WY	14--02	OP-5*	New Service Install Quality, Business%		P	10	87.78%	532	-0.21	Yes	100.00%	11	90.78%	553	-1.05	Yes	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-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		12.38	13		N/A			5.29	14		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-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		12.71	7		N/A			27	11		N/A	0					
WY	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS		124.79	48		N/A			110.83	52		N/A	0					
WY	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business%		NS		23			N/A			23			N/A	0					
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P		97.56%	41		N/A			96.23%	53		N/A	0					
WY	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	5	92.92%	226	-0.61	Yes	100.00%	1	94.85%	194	-0.23	Yes	0					
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	6	98.03%	304	-0.34	Yes	100.00%	1	99.24%	262	-0.09	Yes	1	27	96.3%	99.0%	-2.7%	
WY	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P		100.00%	91		N/A			99.17%	120		N/A	0					
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	6	10:39	304	-1.23	Yes	3:16	1	8:49	262	-0.57	Yes	1	27.0	7:34	8:48	-1:14	
WY	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P		3:18	91		N/A			3:05	120		N/A	0					
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P		9.89%	91		N/A			15.00%	120		N/A	0					
WY	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	6	13.03%	307	-0.94	Yes	0.00%	1	11.74%	264	-0.36	Yes	0					
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P		13.89%	36		N/A			16.07%	56		N/A	0					
WY	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	5	13.17%	281	-0.86	Yes	0.00%	1	10.55%	237	-0.34	Yes	0					
WY	14--02	MR-8	Trouble Rate, Business%		P	1087	0.67%	59438	-0.47	Yes	0.09%	1119	0.65%	59275	-2.31	Yes	0					
WY	14--02	MR-8*	Trouble Rate, Business%		P	1087	0.53%	59438	-0.33	Yes	0.09%	1119	0.49%	59275	-1.91	Yes	0					
WY	14--02	MR-9	Repair Appoint Met, Business%	ND	P		98.90%	91		N/A			97.50%	120		N/A	1	7	85.7%	97.7%	-11.9%	
WY	14--02	MR-9	Repair Appoint Met, Business%	D	P	6	97.39%	307	-0.4	Yes	100.00%	1	96.59%	264	-0.19	Yes	0					
WY	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	8	30.66%	574	-0.34	N/A	0.00%	1	33.56%	578	-0.71	N/A	0					
WY	14--03	OP-3	Install Commit Met, Centrex%	ND	P	2	0.00%	1	.	N/A	100.00%	5				N/A	0					
WY	14--03	OP-3	Install Commit Met, Centrex%	D	P	12	85.71%	7	-0.86	Yes	100.00%	3	100.00%	7	.	Yes	0					
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	12	5.57	7	-0.5	Yes	5	3	4	7	0.4	Yes	3	34	4.88	3.66	1.22	
WY	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	2	1	1	.	N/A	5	4				N/A	0					
WY	14--03	OP-5	New Service Install Quality, Centrex%		P	11	75.00%	8	-1.24	Yes	90.00%	10	60.00%	10	-1.37	Yes	1	60	90.0%	63.5%	26.5%	
WY	14--03	OP-5*	New Service Install Quality, Centrex%		P	11	100.00%	8	.	Yes	90.00%	10	60.00%	10	-1.37	Yes	0					
WY	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P		1	1		N/A						N/A	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-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		11	1		N/A						N/A	0					
WY	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		132.14	7		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		1			N/A	-		1		-0.36	N/A	0					
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		100.00%	1		N/A			100.00%	3		N/A	0					
WY	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	5	88.89%	9	-0.63	Yes	100.00%	2	93.33%	15	-0.36	Yes	0					
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		100.00%	4		N/A	100.00%	1	100.00%	10	.	Yes	0					
WY	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	5	100.00%	11	.	Yes	100.00%	2	100.00%	20	.	Yes	0					
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		2:59	4		N/A	0:01	1	3:20	10	-0.54	Yes	0					
WY	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	5	12:26	11	-0.3	Yes	1:42	2	7:52	20	-1	Yes	0					
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		0.00%	4		N/A	0.00%	1	0.00%	10	.	Yes	0					
WY	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	5	0.00%	11	.	Yes	0.00%	2	10.00%	20	-0.45	Yes	0					
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		0.00%	1		N/A			0.00%	5		N/A	0					
WY	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	5	0.00%	10	.	Yes	0.00%	2	10.53%	19	-0.46	Yes	0					
WY	14--03	MR-8	Trouble Rate, Centrex%		P	492	0.23%	6580	2.54	No	0.61%	493	0.45%	6631	0.53	Yes	2	2,894	0.8%	0.4%	0.4%	
WY	14--03	MR-8*	Trouble Rate, Centrex%		P	492	0.17%	6580	2.9	No	0.41%	493	0.36%	6631	0.22	Yes	1	2,427	0.7%	0.4%	0.3%	
WY	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P		100.00%	4		N/A	100.00%	1	100.00%	10	.	Yes	0					
WY	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	5	100.00%	11	.	Yes	100.00%	2	100.00%	20	.	Yes	0					
WY	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	8	28.57%	21	0.41	N/A	25.00%	4	31.82%	44	-0.28	N/A	0					
WY	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	11	100.00%	5	.	Yes			100.00%	6		N/A	0					
WY	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	1	100.00%	12	.	Yes			83.33%	12		N/A	0					
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	10	3	3	2.2	No			3.5	6		N/A	1	11	5.09	3.35	1.74	
WY	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	1	4.46	13	-0.36	Yes			8.25	12		N/A	0					
WY	14--04	OP-5	New Service Install Quality, Centrex 21%		P	6	38.89%	18	-2.66	Yes	100.00%	1	52.63%	19	-0.92	Yes	0					
WY	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	6	38.89%	18	-2.66	Yes	100.00%	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					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			129.17	6		N/A			102.29	7		N/A			72.38	8		N/A			72.33	6		N/A	
WY	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS			2			N/A			3			N/A			3			N/A			2			N/A	
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			######	3		N/A			100.00%	8		N/A			100.00%	4		N/A			83.33%	6		N/A	
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	1	######	15	.	Yes	100.00%	1	100.00%	12	.	Yes			94.12%	17		N/A	100.00%	2	84.62%	26	-0.58	Yes	
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			######	5		N/A			100.00%	12		N/A			100.00%	10		N/A			100.00%	16		N/A	
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	1	######	20	.	Yes	100.00%	1	100.00%	15	.	Yes			100.00%	21		N/A	100.00%	2	94.12%	34	-0.34	Yes	
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:17	5		N/A			5:49	12		N/A			4:19	10		N/A			4:13	16		N/A	
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	2:13	1	4:39	20	-0.44	Yes	3:07	1	5:34	15	-0.43	Yes			5:55	21		N/A	3:31	2	13:40	34	-0.8	Yes	
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			0.00%	5		N/A			0.00%	12		N/A			10.00%	10		N/A			25.00%	16		N/A	
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	1	15.00%	20	-0.41	Yes	0.00%	1	0.00%	16	.	Yes			0.00%	21		N/A	0.00%	2	8.82%	34	-0.43	Yes	
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			0.00%	2		N/A			25.00%	4		N/A			33.33%	12		N/A	
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	1	0.00%	14	.	Yes			0.00%	18		N/A	0.00%	2	10.34%	29	-0.46	Yes	
WY	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.41%	246	0.41%	6093	-0.01	Yes	0.40%	252	0.46%	6039	-0.15	Yes	0.00%	254	0.52%	5941	-1.13	Yes	0.79%	254	0.84%	5960	-0.09	Yes	0.00%
WY	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.40%	252	0.26%	6039	0.43	Yes	0.00%	254	0.37%	5941	-0.95	Yes	0.79%	254	0.69%	5960	0.26	Yes	0.00%
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			######	5		N/A			91.67%	12		N/A			100.00%	10		N/A			100.00%	16		N/A	
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	1	######	20	.	Yes	100.00%	1	100.00%	16	.	Yes			100.00%	21		N/A	100.00%	2	100.00%	34	.	Yes	
WY	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0.00%	1	47.92%	48	-0.95	N/A	0.00%	1	28.21%	39	-0.62	N/A	100.00%	2	27.91%	43	1.77	N/A	33.33%	3	28.57%	70	0.15	N/A	
WY	14--05	OP-3	Install Commit Met, PBX%	ND	P						N/A						N/A						N/A			100.00%	4		N/A	
WY	14--05	OP-3	Install Commit Met, PBX%	D	P			######	2		N/A			100.00%	2		N/A			100.00%	1		N/A			100.00%	3		N/A	100.00%
WY	14--05	OP-3	Install Commit Met, PBX%		P			75.00%	4		N/A			100.00%	2		N/A			1.69%	59		N/A			100.00%	3		N/A	
WY	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A						N/A						N/A			2	3		N/A	
WY	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			4.5	2		N/A			20.5	2		N/A			6	1		N/A			4.33	3		N/A	3
WY	14--05	OP-4	Install Interv, PBX, Avg Days		P			16	6		N/A			14.5	4		N/A			50.28	68		N/A			39.8	25		N/A	
WY	14--05	OP-5	New Service Install Quality, PBX%		P			######	7		N/A			100.00%	38		N/A			98.04%	51		N/A	0.00%	1	86.96%	23	1.44	Yes	100.00%
WY	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A			100.00%	38		N/A			100.00%	51		N/A	100.00%	1	86.96%	23	-0.38	Yes	100.00%
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			21.5	2		N/A			21	1		N/A			16.68	66		N/A			28.21	19		N/A	
WY	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			186.57	7		N/A			194	6		N/A			188.71	7		N/A			255.43	7		N/A	
WY	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS			5			N/A			4			N/A			5			N/A			1			N/A	
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	2	######	10	.	Yes			100.00%	6		N/A	100.00%	1	100.00%	19	.	Yes	100.00%	1	100.00%	13	.	Yes	
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			######	9		N/A	100.00%	1	87.50%	8	-0.36	Yes			100.00%	14		N/A	100.00%	1	100.00%	10	.	Yes	
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	2	######	11	.	Yes			100.00%	8		N/A	100.00%	1	100.00%	21	.	Yes	100.00%	2	100.00%	14	.	Yes	
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			######	10		N/A	100.00%	1	87.50%	8	-0.36	Yes			100.00%	17		N/A	100.00%	1	100.00%	11	.	Yes	
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:01	2	2:01	11	-0.54	Yes			7:12	8		N/A	0:19	1	1:51	21	-0.92	Yes	4:42	2	2:25	14	1.07	Yes	
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			4:53	10		N/A	1:30	1	16:07	8	-0.67	Yes			3:14	17		N/A	3:42	1	6:19	11	-0.38	Yes	
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.00%	2	18.18%	11	-0.61	Yes			25.00%	8		N/A	0.00%	1	9.52%	21	-0.32	Yes	0.00%	2	14.29%	14	-0.54	Yes	
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			0.00%	10		N/A	0.00%	1	25.00%	8	-0.54	Yes			5.88%	17		N/A	0.00%	1	9.09%	11	-0.3	Yes	
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			16.67%	6		N/A			9.09%	11		N/A			20.00%	5		N/A	
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A	0.00%	1	14.29%	7	-0.38	Yes			0.00%	9		N/A	0.00%	1	11.11%	9	-0.34	Yes	
WY	14--05	MR-8	Trouble Rate, PBX%		P	0.60%	334	0.14%	14976	1.67	No	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	0.00%
WY	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.31%	324	0.09%	15092	1.06	Yes	0.00%	324	0.13%	15200	-0.65	Yes	0.33%	302	0.09%	15034	1.06	Yes	0.00%
WY	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			######	2		N/A			66.67%	3		N/A			100.00%	5		N/A	50.00%	2	66.67%	3	0.1	Yes	
WY	14--05	MR-9	Repair Appoint Met, PBX%	D	P			######	4		N/A	100.00%	1	100.00%	6	.	Yes			88.89%	9		N/A	100.00%	1	100.00%	6	.	Yes	
WY	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	33.33%	3	25.00%	28	0.24	N/A	0.00%	1	44.83%	29	-0.89	N/A	0.00%	1	45.71%	70	-0.91	N/A	25.00%	4	30.56%	36	-0.23	N/A	
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A						N/A	
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A						N/A	
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			83.33%	12		N/A			77.78%	9		N/A			85.71%	7		N/A			100.00%	7		N/A	
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			8.4	10		N/A			11.7	10		N/A			14	7		N/A			9.17	6		N/A	
WY	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			######	11		N/A			100.00%	9		N/A			100.00%	7		N/A			90.00%	10		N/A	100.00%
WY	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100.00%	9		N/A			100.00%	7		N/A			90.00%	10		N/A	100.00%
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			11	3		N/A						N/A						N/A	
WY	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			5	2		N/A						N/A			31	1		N/A						N/A	
WY	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			362	4		N/A			339	4		N/A			258	5		N/A			203.5	6		N/A	
WY	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS			1			N/A			1			N/A			2			N/A			1			N/A	
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			######	4		N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	10		N/A	
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			######	2		N/A			100.00%	1		N/A			100.00%	6		N/A			100.00%	2		N/A	
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			######	4		N/A			100.00%	5		N/A			100.00%	5		N/A			100.00%	10		N/A	
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			######	2		N/A			100.00%	1		N/A			100.00%	6		N/A			100.00%	2		N/A	
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:21	4		N/A			2:07	5		N/A			1:23	5		N/A			1:02	10		N/A	
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:59	2		N/A			4:34	1		N/A			3:30	6		N/A			6:30	2		N/A	
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			0.00%	4		N/A			40.00%	5		N/A			0.00%	5		N/A			40.00%	10		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
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		192.33	3		N/A			172.33	3		N/A	0					
WY	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21%		NS		-			N/A			-			N/A	0					
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		100.00%	7		N/A			100.00%	5		N/A	0					
WY	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P		100.00%	20		N/A			88.89%	18		N/A	0					
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P		100.00%	13		N/A			100.00%	18		N/A	0					
WY	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P		96.15%	26		N/A			95.83%	24		N/A	0					
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P		1:23	13		N/A			2:33	18		N/A	0					
WY	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P		7:22	26		N/A			10:13	24		N/A	0					
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P		15.38%	13		N/A			11.11%	18		N/A	0					
WY	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P		3.85%	26		N/A			12.00%	25		N/A	0					
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		11.11%	9		N/A			0.00%	7		N/A	0					
WY	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P		4.17%	24		N/A			12.50%	24		N/A	0					
WY	14--04	MR-8	Trouble Rate, Centrex 21%		P	217	0.66%	5930	-1.18	Yes	0.00%	216	0.72%	5935	-1.23	Yes	0					
WY	14--04	MR-8*	Trouble Rate, Centrex 21%		P	217	0.56%	5930	-1.08	Yes	0.00%	216	0.52%	5935	-1.05	Yes	0					
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P		100.00%	13		N/A			100.00%	18		N/A	0					
WY	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P		96.15%	26		N/A			100.00%	25		N/A	0					
WY	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS		40.00%	65		N/A			34.85%	66		N/A	0					
WY	14--05	OP-3	Install Commit Met, PBX%	ND	P					N/A			100.00%	1		N/A	0					
WY	14--05	OP-3	Install Commit Met, PBX%	D	P	1	100.00%	2	.	Yes			100.00%	3		N/A	0					
WY	14--05	OP-3	Install Commit Met, PBX%		P		33.33%	3		N/A			100.00%	3		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	D	P	1	12	4	-0.9	Yes			5	4		N/A	0					
WY	14--05	OP-4	Install Interv, PBX, Avg Days		P		30.56	9		N/A			36	27		N/A	0					
WY	14--05	OP-5	New Service Install Quality, PBX%		P	1	83.33%	24	-0.44	Yes	100.00%	1	96.43%	28	-0.19	Yes	0					
WY	14--05	OP-5*	New Service Install Quality, PBX%		P	1	87.50%	24	-0.37	Yes	100.00%	1	96.43%	28	-0.19	Yes	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	D	P		12	1		N/A						N/A	0					
WY	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		31.25	4		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		279.83	6		N/A			271.5	6		N/A	0					
WY	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX%		NS		-			N/A			-			N/A	0					
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P		100.00%	16		N/A			100.00%	12		N/A	0					
WY	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		85.71%	7		N/A			94.12%	17		N/A	0					
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P		100.00%	19		N/A			100.00%	15		N/A	0					
WY	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P		100.00%	8		N/A			95.45%	22		N/A	0					
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P		0:59	19		N/A			1:44	15		N/A	0					
WY	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P		8:41	8		N/A			9:17	22		N/A	0					
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P		5.26%	19		N/A			6.67%	15		N/A	0					
WY	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P		12.50%	8		N/A			4.55%	22		N/A	0					
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P		20.00%	5		N/A			12.50%	8		N/A	0					
WY	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		12.50%	8		N/A			0.00%	20		N/A	0					
WY	14--05	MR-8	Trouble Rate, PBX%		P	280	0.18%	14988	-0.7	Yes	0.00%	302	0.25%	14970	-0.86	Yes	2	1,866	0.4%	0.2%	0.2%	
WY	14--05	MR-8*	Trouble Rate, PBX%		P	280	0.09%	14988	-0.49	Yes	0.00%	302	0.19%	14970	-0.74	Yes	0					
WY	14--05	MR-9	Repair Appoint Met, PBX%	ND	P		100.00%	4		N/A			100.00%	3		N/A	0					
WY	14--05	MR-9	Repair Appoint Met, PBX%	D	P		100.00%	6		N/A			94.44%	18		N/A	0					
WY	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS		34.15%	41		N/A			28.85%	52		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%	D	P					N/A			100.00%	1		N/A	0					
WY	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P		75.00%	12		N/A	100.00%	1	80.00%	5	-0.46	Yes	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	D	P					N/A			6	1		N/A	0					
WY	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		11.27	11		N/A	8	1	10.5	4	-0.41	Yes	0					
WY	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	1	100.00%	9	.	Yes	100.00%	1	100.00%	8	.	Yes	0					
WY	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	1	100.00%	9	.	Yes	100.00%	1	100.00%	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		7	3		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		197.17	6		N/A			181.5	6		N/A	0					
WY	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN%		NS		1			N/A			-			N/A	0					
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		100.00%	4		N/A			100.00%	4		N/A	0					
WY	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		100.00%	3		N/A			100.00%	1		N/A	0					
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		100.00%	4		N/A			100.00%	4		N/A	0					
WY	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		100.00%	3		N/A			100.00%	1		N/A	0					
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		1:30	4		N/A			0:40	4		N/A	0					
WY	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		6:44	3		N/A			0:56	1		N/A	0					
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		0.00%	4		N/A			0.00%	4		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			0.00%	2		N/A			0.00%	1		N/A			16.67%	6		N/A			0.00%	2		N/A	
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A						N/A			0.00%	1		N/A			0.00%	2		N/A	
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			0.00%	1		N/A			20.00%	5		N/A			0.00%	2		N/A	
WY	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	2	0.62%	967	-0.11	Yes	0.00%	2	0.62%	967	-0.11	Yes	0.00%	2	1.13%	970	-0.15	Yes	0.00%	2	1.24%	966	-0.16	Yes	0.00%
WY	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	2	0.10%	967	-0.05	Yes	0.00%	2	0.62%	970	-0.11	Yes	0.00%	2	0.41%	966	-0.09	Yes	0.00%
WY	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A			100.00%	1		N/A						N/A	
WY	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			45.45%	11		N/A			14.29%	7		N/A			21.43%	14		N/A			36.84%	19		N/A	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.09%	220		N/A			98.80%	334		N/A			99.62%	264		N/A			99.66%	291		N/A	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			######	12		N/A			93.33%	15		N/A			92.31%	13		N/A			80.00%	15		N/A	
WY	14--07	OP-3	Install Commit Met, Qwest DSL%		P			######	2		N/A			100.00%	1		N/A			0.00%	1		N/A						N/A	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.9	174		N/A			4.92	245		N/A			4.86	192		N/A			4.89	157		N/A	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6	12		N/A			6.13	15		N/A			5.62	13		N/A			7.6	15		N/A	
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			3	2		N/A			8	1		N/A						N/A						N/A	
WY	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			99.66%	293		N/A			100.00%	314		N/A			100.00%	292		N/A			100.00%	274		N/A	
WY	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	314		N/A			100.00%	292		N/A			100.00%	274		N/A	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			3	2		N/A			2.25	4		N/A			2	1		N/A			9	1		N/A	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P						N/A			9	1		N/A			2	1		N/A			1.33	3		N/A	
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A			3	1		N/A						N/A	
WY	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			######	12		N/A			70.00%	10		N/A			88.89%	18		N/A			80.00%	10		N/A	
WY	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			######	12		N/A			80.00%	10		N/A			94.44%	18		N/A			90.00%	10		N/A	
WY	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			2:44	12		N/A			18:36	10		N/A			7:17	18		N/A			2:42	10		N/A	
WY	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			50.00%	12		N/A			40.00%	10		N/A			11.11%	18		N/A			30.00%	10		N/A	
WY	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A						N/A			6.25%	16		N/A			40.00%	5		N/A	
WY	14--07	MR-8	Trouble Rate, Qwest DSL%		P			1.37%	879		N/A			1.11%	898		N/A			1.93%	931		N/A			1.03%	974		N/A	
WY	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A			0.00%	898		N/A			1.72%	931		N/A			0.51%	974		N/A	
WY	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			45.45%	22		N/A			47.37%	19		N/A			41.94%	31		N/A			50.00%	20		N/A	
WY	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100.00%	1		N/A						N/A						N/A	
WY	14--08	OP-3	Install Commit Met, ISDN Primary%		P			85.71%	14		N/A			55.56%	9		N/A			66.67%	3		N/A			4.76%	21		N/A	
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	36.33	3	8.38	13	2.88	No			13.33	9		N/A			9.29	7		N/A			56.65	23		N/A	
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			0	1		N/A						N/A						N/A	
WY	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	0.00%	2	83.33%	12	1.99	No			77.78%	9		N/A			100.00%	22		N/A			100.00%	37		N/A	
WY	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			77.78%	9		N/A			100.00%	22		N/A			100.00%	37		N/A	
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A						N/A	
WY	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	26.33	3	1.5	2	1.3	Yes			7.5	4		N/A			4	1		N/A			32.94	34		N/A	
WY	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			178.67	3		N/A	5	1	509	1	.	N/A			489	1		N/A			467	1		N/A	
WY	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS			1			N/A	-		-		.	N/A			-			N/A			-			N/A	
WY	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100.00%	4	######	3	.	Yes			100.00%	3		N/A			0.00%	1		N/A			100.00%	1		N/A	
WY	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:50	4	0:46	3	-0.2	Yes			1:43	3		N/A			21:42	1		N/A			1:12	1		N/A	
WY	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	25.00%	4	0.00%	3	0.54	Yes			0.00%	3		N/A			0.00%	1		N/A			0.00%	1		N/A	
WY	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0.00%	3		N/A			0.00%	1		N/A						N/A	
WY	14--08	MR-8	Trouble Rate, ISDN Primary%		P	2.84%	141	0.03%	10284	4.99	No	0.00%	69	0.03%	10260	-0.14	Yes	0.00%	48	0.01%	10318	-0.07	Yes	0.00%	48	0.01%	10245	-0.07	Yes	0.00%
WY	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	69	0.03%	10260	-0.14	Yes	0.00%	48	0.01%	10318	-0.07	Yes	0.00%	48	0.00%	10245	.	N/A	0.00%
WY	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	20.00%	5	0.00%	3	0.44	N/A			25.00%	4		N/A			66.67%	3		N/A			0.00%	1		N/A	
WY	14--09	OP-3	Install Commit Met, DS0%	ND	P	100.00%	1				N/A						N/A						N/A			100.00%	1		N/A	
WY	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A						N/A	
WY	14--09	OP-3	Install Commit Met, DS0%		P	81.25%	32	92.86%	14	0.93	Yes	100.00%	7	90.00%	10	-0.68	Yes			77.78%	9		N/A			88.89%	9		N/A	
WY	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	6	1				N/A						N/A						N/A			0	1		N/A	
WY	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--09	OP-4	Install Interv, DS0, Avg Days		P	5.75	12	9.07	14	-0.67	Yes	5.5	6	4.78	9	0.9	Yes			8.86	7		N/A			7.91	11		N/A	
WY	14--09	OP-5	New Service Install Quality, DS0%		P	95.00%	20	84.62%	13	-0.81	Yes	100.00%	4	30.00%	10	-2.58	Yes			63.64%	11		N/A			63.64%	11		N/A	
WY	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	4	80.00%	10	-0.85	Yes			90.91%	11		N/A			81.82%	11		N/A	
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A						N/A	
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	3.5	4	45	1	.	N/A			19	1		N/A			10	2		N/A			13	2		N/A	
WY	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	2	2	10	1	.	N/A						N/A						N/A						N/A	
WY	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			151.8	5		N/A			224.67	3		N/A			125.8	5		N/A			184	3		N/A	
WY	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS			2			N/A			2			N/A			4			N/A			-			N/A	
WY	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100.00%	2	88.14%	59	-0.51	Yes			79.41%	68		N/A			87.03%	185		N/A			91.51%	106		N/A	
WY	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:43	2	2:09	59	-0.31	Yes			2:40	68		N/A			2:16	185		N/A			2:00	106		N/A	
WY	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	2	10.17%	59	-0.47	Yes			19.12%	68		N/A			16.76%	185		N/A			19.81%	106		N/A	
WY	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			21.62%	37		N/A			15.97%	119		N/A			17.86%	56		N/A	
WY	14--09	MR-8	Trouble Rate, DS0%		P	0.97%	206	0.57%	10303	0.75	Yes	0.00%	195	0.67%	10175	-1.13	Yes	0.00%	183	1.78%	10412	-1.8	Yes	0.00%	183	1.01%	10536	-1.35	Yes	0.00%
WY	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	195	0.36%	10175	-0.84	Yes	0.00%	183	1.14%	10412	-1.44	Yes	0.00%	183	0.53%	10536	-0.98	Yes	0.00%
WY	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	0.00%	2	20.27%	74	-0.7	N/A			21.84%	87		N/A			11.90%	210		N/A			18.46%	130		N/A	
WY	14--10	OP-3	Install Commit Met, DS1%		P			83.56%	225		N/A			66.67%	99		N/A			84.72%	72		N/A			75.00%	64		N/A	
WY	14--10	OP-4	Install Interv, DS1, Avg Days		P			16.27	241		N/A			15.58	110		N/A			16.96	89		N/A			17.2	83		N/A	
WY	14--10	OP-5	New Service Install Quality, DS1%		P			93.89%	180		N/A			95.19%	104		N/A			95.45%	88		N/A			91.58%	95		N/A	
WY	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			96.15%	104		N/A			97.73%	88		N/A			92.63%	95		N/A	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		33.33%	3		N/A			0.00%	1		N/A	0					
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		0.00%	2		N/A						N/A	0					
WY	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		33.33%	3		N/A						N/A	0					
WY	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	2	0.73%	962	-0.12	Yes	0.00%	2	0.52%	963	-0.1	Yes	0					
WY	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	2	0.52%	962	-0.1	Yes	0.00%	2	0.00%	963	.	N/A	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		41.67%	12		N/A			37.50%	8		N/A	0					
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P		99.56%	225		N/A			100.00%	220		N/A	0					
WY	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		93.33%	15		N/A			100.00%	9		N/A	0					
WY	14--07	OP-3	Install Commit Met, Qwest DSL%		P		0.00%	1		N/A			100.00%	2		N/A	0					
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P		9.49	151		N/A			9.57	155		N/A	0					
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		10	15		N/A			10.11	9		N/A	0					
WY	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P		48	1		N/A			5	2		N/A	0					
WY	14--07	OP-5	New Service Install Quality, Qwest DSL%		P		100.00%	236		N/A			100.00%	236		N/A	0					
WY	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P		100.00%	236		N/A			100.00%	236		N/A	0					
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		6	1		N/A						N/A	0					
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P		2	1		N/A						N/A	0					
WY	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		35	1		N/A						N/A	0					
WY	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		100.00%	5		N/A			85.71%	14		N/A	0					
WY	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		100.00%	5		N/A			92.86%	14		N/A	0					
WY	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		12:10	5		N/A			14:44	14		N/A	0					
WY	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		60.00%	5		N/A			28.57%	14		N/A	0					
WY	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		50.00%	2		N/A			33.33%	6		N/A	0					
WY	14--07	MR-8	Trouble Rate, Qwest DSL%		P		0.50%	1000		N/A			1.34%	1043		N/A	0					
WY	14--07	MR-8*	Trouble Rate, Qwest DSL%		P		0.20%	1000		N/A			0.58%	1043		N/A	0					
WY	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		54.55%	11		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		75.00%	16		N/A			85.71%	7		N/A	0					
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		11.22	36		N/A			11.18	17		N/A	1	3	36.33	20.87	15.46	
WY	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P					N/A						N/A	0					
WY	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		100.00%	27		N/A			100.00%	24		N/A	1	2	0.0%	96.9%	-96.9%	
WY	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		100.00%	27		N/A			100.00%	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		8.5	4		N/A			6	4		N/A	0					
WY	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS		240.54	13		N/A			220.54	13		N/A	0					
WY	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary%		NS		1			N/A			1			N/A	0					
WY	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		100.00%	1		N/A						N/A	0					
WY	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		0:05	1		N/A						N/A	0					
WY	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		0.00%	1		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	48	0.01%	10193	-0.07	Yes	0.00%	48	0.00%	9439	.	Yes	1	402	1.0%	0.0%	1.0%	
WY	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	48	0.00%	10193	.	N/A	0.00%	48	0.00%	9439	.	N/A	0					
WY	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		0.00%	1		N/A						N/A	0					
WY	14--09	OP-3	Install Commit Met, DS0%	ND	P		100.00%	2		N/A						N/A	0					
WY	14--09	OP-3	Install Commit Met, DS0%	D	P		0.00%	2		N/A						N/A	0					
WY	14--09	OP-3	Install Commit Met, DS0%		P		100.00%	5		N/A			100.00%	8		N/A	0					
WY	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P		4	1		N/A						N/A	0					
WY	14--09	OP-4	Install Interv, DS0, Avg Days	D	P		8.5	2		N/A						N/A	0					
WY	14--09	OP-4	Install Interv, DS0, Avg Days		P		4.4	5		N/A			4.73	11		N/A	0					
WY	14--09	OP-5	New Service Install Quality, DS0%		P		40.00%	10		N/A			72.73%	11		N/A	0					
WY	14--09	OP-5*	New Service Install Quality, DS0%		P		80.00%	10		N/A			90.91%	11		N/A	0					
WY	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		3.5	2		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-6B	Delayed Days for 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		122.5	4		N/A			147	3		N/A	0					
WY	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0%		NS		-			N/A			-			N/A	0					
WY	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P		88.10%	84		N/A			87.50%	104		N/A	0					
WY	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		2:14	84		N/A			2:06	104		N/A	0					
WY	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		21.43%	84		N/A			11.54%	104		N/A	0					
WY	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		20.41%	49		N/A			10.45%	67		N/A	0					
WY	14--09	MR-8	Trouble Rate, DS0%		P	183	0.80%	10475	-1.21	Yes	0.00%	183	1.01%	10268	-1.36	Yes	0					
WY	14--09	MR-8*	Trouble Rate, DS0%		P	183	0.47%	10475	-0.92	Yes	0.00%	183	0.65%	10268	-1.09	Yes	0					
WY	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		28.21%	117		N/A			22.96%	135		N/A	0					
WY	14--10	OP-3	Install Commit Met, DS1%		P		90.36%	83		N/A			83.33%	60		N/A	0					
WY	14--10	OP-4	Install Interv, DS1, Avg Days		P		15.92	106		N/A			17.6	82		N/A	0					
WY	14--10	OP-5	New Service Install Quality, DS1%		P		94.74%	95		N/A			89.02%	82		N/A	0					
WY	14--10	OP-5*	New Service Install Quality, DS1%		P		94.74%	95		N/A			95.12%	82		N/A	0					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						OCT 2002						SEP 2002						AUG 2002						JUL 2002						
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result
WY	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			20.71	24		N/A			14.52	31		N/A			24.33	18		N/A			17.71	21		N/A	
WY	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			10.8	20		N/A			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			92.78	65		N/A			101.63	52		N/A			86.39	56		N/A			96.11	46		N/A	
WY	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS			39			N/A			38			N/A			45			N/A			4			N/A	
WY	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	4	93.59%	78	-0.51	Yes	100.00%	2	77.92%	77	-0.74	Yes	100.00%	4	78.45%	116	-1.03	Yes			89.33%	75		N/A	
WY	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:29	4	1:51	78	-0.46	Yes	0:16	2	3:05	77	-1.11	Yes	0:25	4	3:25	116	-1.43	Yes			2:18	75		N/A	
WY	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	75.00%	4	25.64%	78	1.88	No	50.00%	2	18.18%	77	0.88	Yes	75.00%	4	21.55%	116	2.11	No			28.00%	75		N/A	
WY	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	100.00%	1	18.52%	54	1.31	Yes	100.00%	2	22.73%	88	1.97	No			30.91%	55		N/A	
WY	14--10	MR-8	Trouble Rate, DS1%		P	16.67%	24	1.95%	3990	3.25	No	10.53%	19	1.95%	3942	1.91	No	21.05%	19	2.97%	3903	3.07	No	0.00%	18	1.95%	3849	-0.6	Yes	0.00%
WY	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	5.26%	19	1.37%	3942	1.13	Yes	10.53%	19	2.25%	3903	1.79	No	0.00%	18	1.43%	3849	-0.51	Yes	0.00%
WY	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	20.00%	5	17.02%	94	0.18	N/A	33.33%	3	23.00%	100	0.37	N/A	20.00%	5	17.73%	141	0.15	N/A			26.47%	102		N/A	
WY	14--11	OP-3	Install Commit Met, DS3%		P			######	11		N/A			83.33%	6		N/A			100.00%	4		N/A			50.00%	2		N/A	
WY	14--11	OP-4	Install Interv, DS3, Avg Days		P			12.73	11		N/A			7.6	5		N/A			11	4		N/A			8.67	3		N/A	
WY	14--11	OP-5	New Service Install Quality, DS3%		P			######	9		N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	4		N/A	
WY	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	4		N/A	
WY	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P						N/A			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						N/A			9	1		N/A	
WY	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			263	3		N/A			240	3		N/A			233.25	4		N/A			211.25	4		N/A	
WY	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS			3			N/A			3			N/A			4			N/A			-			N/A	
WY	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P						N/A						N/A			50.00%	2		N/A			100.00%	1		N/A	
WY	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P						N/A						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						N/A			0.00%	2		N/A			0.00%	1		N/A	
WY	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A						N/A			0.00%	2		N/A						N/A	
WY	14--11	MR-8	Trouble Rate, DS3%		P			0.00%	189		N/A			0.00%	187		N/A			1.08%	185		N/A			0.56%	180		N/A	
WY	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.00%	187		N/A			1.08%	185		N/A			0.00%	180		N/A	
WY	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			######	1		N/A						N/A			0.00%	2		N/A			0.00%	1		N/A	
WY	14--12	OP-3	Install Commit Met, Frame Relay%		P			88.00%	25		N/A			57.89%	19		N/A			55.00%	20		N/A			91.67%	24		N/A	
WY	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A						N/A			4	1		N/A						N/A	
WY	14--12	OP-5	New Service Install Quality, Frame Relay%		P			73.91%	23		N/A			85.71%	21		N/A			82.61%	23		N/A			66.67%	27		N/A	
WY	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			90.48%	21		N/A			86.96%	23		N/A			85.19%	27		N/A	
WY	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P						N/A			16	9		N/A			12.2	10		N/A			51.33	3		N/A	
WY	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			28	3		N/A						N/A						N/A						N/A	
WY	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			121.86	7		N/A			76.75	12		N/A			61.33	15		N/A			83.45	11		N/A	
WY	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay%		NS			7			N/A			9			N/A			10			N/A			1			N/A	
WY	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			87.80%	41		N/A			75.00%	40		N/A			87.88%	66		N/A			93.18%	44		N/A	
WY	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:12	41		N/A			2:43	40		N/A			2:17	66		N/A			1:32	44		N/A	
WY	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			7.32%	41		N/A			12.50%	40		N/A			10.61%	66		N/A			22.73%	44		N/A	
WY	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			6.90%	29		N/A			10.53%	38		N/A			22.22%	27		N/A	
WY	14--12	MR-8	Trouble Rate, Frame Relay%		P			2.48%	1651		N/A			2.41%	1658		N/A			3.90%	1693		N/A			2.69%	1636		N/A	
WY	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.75%	1658		N/A			2.24%	1693		N/A			1.65%	1636		N/A	
WY	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			21.15%	52		N/A			9.09%	44		N/A			19.51%	82		N/A			13.73%	51		N/A	

	OCT 2002	SEP 2002	AUG 2002	JUL 2002
NUMBER OF METRICS MET	**2,096**	**2,509**	**2,537**	**2,556**
NUMBER OF METRICS MISSED	**135**	**187**	**180**	**200**
PERCENT OF METRICS MET	**93.95%**	**93.06%**	**93.38%**	**92.74%**
6-MONTH PERCENT OF METRICS MET	**93.22%**			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

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

						JUN 2002					MAY 2002											
State	Prod. ID	PID	Description	D/ ND	B/NS/P/P BD	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6-month Qwest Avg.	Diff.	Comments
WY	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		18.07	14		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		85.76	51		N/A			94.82	50		N/A	0					
WY	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1%		NS		4			N/A			4			N/A	0					
WY	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P		90.00%	60		N/A	100.00%	1	91.43%	70	-0.3	Yes	0					
WY	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P		1:45	60		N/A	0:20	1	2:19	70	-0.32	Yes	0					
WY	14--10	MR-7	Repair Repeat Report Rate, DS1%		P		35.00%	60		N/A	100.00%	1	34.29%	70	0.94	Yes	2	11	72.7%	26.3%	46.5%	
WY	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P		33.33%	36		N/A			38.64%	44		N/A	1	3	100.0%	27.4%	72.6%	
WY	14--10	MR-8	Trouble Rate, DS1%		P	19	1.57%	3810	-0.55	Yes	5.26%	19	1.86%	3764	0.93	Yes	3	118	9.3%	2.0%	7.3%	
WY	14--10	MR-8*	Trouble Rate, DS1%		P	19	0.94%	3810	-0.42	Yes	0.00%	19	1.17%	3764	-0.47	Yes	1	94	3.2%	1.4%	1.8%	
WY	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS		26.83%	82		N/A	0.00%	1	25.53%	94	-0.58	N/A	0					
WY	14--11	OP-3	Install Commit Met, DS3%		P		100.00%	3		N/A			0.00%	1		N/A	0					
WY	14--11	OP-4	Install Interv, DS3, Avg Days		P		9.67	3		N/A			22.5	2		N/A	0					
WY	14--11	OP-5	New Service Install Quality, DS3%		P		100.00%	3		N/A			100.00%	5		N/A	0					
WY	14--11	OP-5*	New Service Install Quality, DS3%		P		100.00%	3		N/A			100.00%	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		189.25	4		N/A			169.25	4		N/A	0					
WY	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3%		NS		-			N/A			-			N/A	0					
WY	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P					N/A			50.00%	2		N/A	0					
WY	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P					N/A			0:19	2		N/A	0					
WY	14--11	MR-7	Repair Repeat Report Rate, DS3%		P					N/A			50.00%	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		0.00%	178		N/A			1.12%	178		N/A	0					
WY	14--11	MR-8*	Trouble Rate, DS3%		P		0.00%	178		N/A			0.00%	178		N/A	0					
WY	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS					N/A			50.00%	4		N/A	0					
WY	14--12	OP-3	Install Commit Met, Frame Relay%		P		78.57%	28		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		86.84%	38		N/A			94.12%	34		N/A	0					
WY	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		97.37%	38		N/A			94.12%	34		N/A	0					
WY	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		24.6	5		N/A			17.18	11		N/A	0					
WY	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		20	1		N/A						N/A	0					
WY	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		130.67	9		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		89.47%	38		N/A			88.57%	35		N/A	0					
WY	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		1:40	38		N/A			1:58	35		N/A	0					
WY	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		23.68%	38		N/A			20.00%	35		N/A	0					
WY	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		26.32%	19		N/A			5.00%	20		N/A	0					
WY	14--12	MR-8	Trouble Rate, Frame Relay%		P		2.33%	1629		N/A			2.15%	1627		N/A	0					
WY	14--12	MR-8*	Trouble Rate, Frame Relay%		P		1.17%	1629		N/A			1.23%	1627		N/A	0					
WY	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		29.63%	54		N/A			39.66%	58		N/A	0					

NUMBER OF METRICS MET	**2,466**	**2,489**
NUMBER OF METRICS MISSED	**198**	**165**
PERCENT OF METRICS MET	**92.57%**	**93.78%**
6-MONTH PERCENT OF METRICS MET		