STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	01–01	OP-3	Install Commit Met, LIS Trunk%		P	87.88%	66	95.83%	48	1.46	Yes	94.74%	76	88.41%	69	-1.19	Yes	92.06%	63	73.81%	84	-2.49	Yes	96.43%	28	98.53%	68
CO	01–01	OP-4	Install Interv, LIS Trunk, Avg Days		P	16.72	71	17.93	56	-1.11	Yes	14.9	82	25.32	88	-5.64	Yes	12.51	81	25.54	109	-5.42	Yes	18.6	42	14.59	79
CO	01–01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	77	100.00%	72	.	Yes	100.00%	82	100.00%	99	.	Yes	98.39%	62	94.68%	94	-1.01	Yes	100.00%	41	93.85%	65
CO	01–01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	82	100.00%	99	.	Yes	98.39%	62	94.68%	94	-1.01	N/A	100.00%	41	95.38%	65
CO	01–01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	2	8	15	6	-3.46	Yes	14.5	4	21.17	12	-1.07	Yes	10	7	22.27	37	-1.94	Yes	13.5	2	13.2	5
CO	01–01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A	6	1	24	5	-4.74	Yes						N/A				
CO	01–01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A	1.5	2				N/A	4	2				N/A	30	1		
CO	01–01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS						N/A	-					N/A	2					N/A	1			
CO	01–01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	15	81.25%	16	-1.34	Yes	96.43%	28	100.00%	19	0.51	Yes	75.00%	20	94.29%	35	1.92	No	94.44%	18	94.12%	17
CO	01–01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:17:00	15	1:56:00	16	-0.79	Yes	1:11:00	28	0:47:00	19	0.25	Yes	2:24:00	20	1:50:00	35	0.4	Yes	1:20:00	18	1:54:00	17
CO	01–01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	20.00%	15	6.25%	16	1.02	Yes	17.86%	28	5.26%	19	1.2	Yes	25.00%	20	20.00%	35	0.4	Yes	5.56%	18	5.88%	17
CO	01–01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	16.00%	25	0.00%	13	1.42	N/A	7.69%	13	20.00%	30	-0.93	N/A	0.00%	11	10.00%	10
CO	01–01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	201801	0.01%	119131	-1.42	Yes	0.01%	198393	0.02%	123306	-0.29	Yes	0.01%	194697	0.03%	125443	-2.92	Yes	0.01%	190952	0.01%	123968
CO	01–01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	198393	0.01%	123306	0.55	N/A	0.01%	194697	0.02%	125443	-3.08	N/A	0.01%	190952	0.01%	123968
CO	01–01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	42.31%	26	30.43%	23	0.82	N/A	22.22%	36	45.71%	35	-1.99	N/A	42.86%	35	31.37%	51	1.07	N/A	18.18%	22	43.33%	30
CO	01–01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	0.03%	28534	0.00%	38834	.	Yes	0.05%	27958	0.00%	38834	4037.26	Yes	0.01%	25606	0.01%	38786	2.22	Yes	0.01%	24694	0.00%	39266
CO	01–01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	0.00%	10944	0.01%	106846	-7.86	Yes	0.01%	12360	0.05%	106966	-10.06	Yes	0.00%	14016	0.01%	111286	-7.44	Yes	0.00%	11376	0.00%	113998
CO	01–01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.23%	28918	0.00%	38834	.	N/A	0.19%	28342	0.00%	38834	14767.8	N/A	0.19%	26470	0.01%	38786	171.52	N/A	0.16%	26086	0.00%	39266
CO	01–01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.50%	11352	0.01%	106846	348.03	N/A	0.94%	12840	0.05%	106966	217.75	N/A	0.71%	14472	0.01%	111286	562.7	N/A	7.34%	12888	0.00%	113998
CO	01–02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	65.5	2				Yes	54	1				Yes						N/A				
CO	01–02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	73	2				Yes	80	1				Yes	65.75	4				Yes				
CO	01–02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	82	2				Yes	71	1				Yes	110.29	7				Yes	110.71	7		
CO	01–02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	100.00%	4				Yes	100.00%	2				Yes	100.00%	4				Yes				
CO	01–02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	100.00%	2				Yes	100.00%	1				Yes	100.00%	9				Yes	100.00%	7		
CO	01–02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	5.63	8				Yes	6.25	8				Yes	6.95	19				Yes	7	2		
CO	01–02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	100.00%	11				Yes	100.00%	10				Yes	100.00%	22				Yes	100.00%	4		
CO	02–01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.48	15367504	3.95	13038124	-378.07	Yes	1.47	15111540	4.18	13135511	-402.56	Yes	1.55	16894539	4.17	14907658	-408.35	Yes	1.64	15397528	4.44	14894582
CO	02–01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	100.00%	1935773				Yes	100.00%	1928046				Yes	100.00%	2223188				Yes	99.95%	2252675		
CO	02–01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.61	11162354	3.95	13038124	-330.14	N/A	1.53	11315874	4.18	13135511	-366.63	N/A	1.64	13057297	4.17	14907658	-368.84	N/A	1.73	12057440	4.44	14894582
CO	02–01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.12	4205150	3.95	13038124	-290.43	N/A	1.3	3795666	4.18	13135511	-276.75	N/A	1.22	3837242	4.17	14907658	-285.02	N/A	1.34	3340088	4.44	14894582
CO	02–01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	99.98%	16191				N/A	100.00%	16257				N/A	100.00%	16506				N/A	99.99%	16639		
CO	02–01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	99.39%	5619979	99.03%	119955789	-84.03	Yes	99.30%	5530297	99.16%	123978237	-34.26	Yes	99.66%	5527283.8	99.31%	122356614	-96.38	Yes	99.40%	5888262	99.42%	124189383
CO	02–01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	98.77%	23881	99.13%	302417	5.79	No	97.79%	24054	99.05%	366470	19.43	No	95.48%	18159	99.21%	371018	55.47	No	95.71%	21256	99.28%	393166
CO	02–01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	100.00%	238				Yes	99.60%	252				Yes	99.64%	279				Yes	99.70%	331		
CO	02–01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	100.00%	227				Yes	100.00%	155				Yes	100.00%	252				Yes	100.00%	164		
CO	02–01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880				Yes	100.00%	28080		
CO	02–01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880				Yes	100.00%	28080		
CO	02–01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520				Yes	100.00%	112320		
CO	02–01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880				Yes	99.95%	28080		
CO	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880				Yes	99.80%	28080		
CO	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240				Yes	99.94%	41040		
CO	02–01	GA-4	System Avail - EXACT, %		99.25%	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860				Yes	100.00%	21060		
CO	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670				Yes	100.00%	37185		
CO	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%						N/A						N/A						N/A				
CO	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161
CO	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264
CO	02–01	OA-1	Order Accuracy, %		NS	99.92%	11237				N/A	99.75%	9197				N/A	99.78%	8238				N/A	99.48%	9185		
CO	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.3	2385				N/A	0.44	2067				N/A	0.6	2020				N/A	0.56	2137		
CO	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.43	2385				N/A	1.47	2067				N/A	1.68	2020				N/A	1.77	2137		
CO	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.29	614				N/A	0.36	539				N/A	0.43	564				N/A	0.47	340		
CO	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.91	614				N/A	4.96	539				N/A	5.19	564				N/A	4.87	340		
CO	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.2	614				N/A	5.32	539				N/A	5.62	564				N/A	5.34	340		
CO	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.73	2385				Yes	1.91	2067				Yes	2.28	2020				Yes	2.33	2137		
CO	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.37	4271				N/A	0.41	3762				N/A	0.52	3887				N/A	0.5	3447		
CO	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.49	4271				N/A	7.25	3762				N/A	6.87	3887				N/A	6.75	3447		
CO	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.86	4271				Yes	7.66	3762				Yes	7.4	3887				Yes	7.25	3447		
CO	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.41	857				N/A	0.55	727				N/A	0.74	651				N/A	0.7	572		
CO	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	6.89	857				N/A	7.33	727				N/A	7.16	651				N/A	7.48	572		
CO	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.3	857				Yes	7.88	727				Yes	7.9	651				Yes	8.18	572		
CO	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.81	9793				N/A	1.09	8442				N/A	1.32	8471				N/A	1.31	7185		
CO	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.82	9793				N/A	4.37	8442				N/A	4.75	8471				N/A	5.1	7185		
CO	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.64	9793				Yes	5.47	8442				Yes	6.07	8471				Yes	6.41	7185		
CO	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.67	1134				N/A	0.61	1069				N/A	0.7	1049				N/A	0.7	856		
CO	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.22	1134				N/A	5.71	1069				N/A	5.74	1049				N/A	5.59	856		
CO	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.89	1134				Yes	6.32	1069				Yes	6.44	1049				Yes	6.28	856		
CO	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.29	1370				N/A	0.61	1266				N/A	0.82	1274				N/A	0.79	1300		
CO	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	5.05	1370				N/A	4.83	1266				N/A	4.45	1274				N/A	4.5	1300		
CO	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1370				N/A	0.66	1266				N/A	0.62	1274				N/A	0.66	1300		
CO	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	6.06	1370				Yes	6.11	1266				Yes	5.9	1274				Yes	5.94	1300		
CO	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.74	3777				N/A	0.94	3255				N/A	1.1	3271				N/A	1.05	1794		
CO	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.88	3777				Yes	6.74	3255				Yes	6.82	3271				Yes	5.75	1794		
CO	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.62	3777				N/A	7.68	3255				N/A	7.92	3271				N/A	6.8	1794		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	01–01	OP-3	Install Commit Met, LIS Trunk%		P	0.52	Yes	97.14%	35	87.23%	47	-1.33	Yes	0				
CO	01–01	OP-4	Install Interv, LIS Trunk, Avg Days		P	2	No	17.93	40	22.5	50	-1.26	Yes	1	316	15.57	21.71	(6.14)
CO	01–01	OP-5	New Service Install Quality, LIS Trunk%		P	-1.28	Yes	94.29%	35	100.00%	42	1.27	Yes	0				
CO	01–01	OP-5*	New Service Install Quality, LIS Trunk%		P	-1.1	N/A	94.29%	35	100.00%	42	1.27	N/A	0				
CO	01–01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	-0.37	Yes	1	1	30.38	8	-1.03	Yes	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	7.67	3				N/A	0				
CO	01–01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS		N/A	1					N/A	0				
CO	01–01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	-0.04	Yes	93.33%	15	88.24%	17	-0.45	Yes	1	96	91.67%	92.31%	-0.64%
CO	01–01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	-1.01	Yes	1:11:00	15	1:50:00	17	-1.22	Yes	0				
CO	01–01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	-0.04	Yes	13.33%	15	11.76%	17	0.08	Yes	0				
CO	01–01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	-0.76	N/A	20.00%	10	7.14%	14	0.82	N/A	0				
CO	01–01	MR-8	Trouble Rate, LIS Trunk%		P	-1	Yes	0.01%	191073	0.01%	117439	-1.49	Yes	0				
CO	01–01	MR-8*	Trouble Rate, LIS Trunk%		P	-0.7	N/A	0.01%	191073	0.01%	117439	-1.65	N/A	0				
CO	01–01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	-1.81	N/A	44.44%	27	39.29%	28	0.36	N/A	0				
CO	01–01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	273.59	Yes	0.02%	26302	0.00%	39554	.	Yes	0				
CO	01–01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	-7.55	Yes	0.00%	12216	0.02%	116518	-7.53	Yes	0				
CO	01–01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	3836	N/A	0.03%	26422	0.00%	39554	.	N/A	0				
CO	01–01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	44197	N/A	3.43%	13008	0.02%	116518	2475.2	N/A	0				
CO	01–02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90		N/A	62	1				Yes	0				
CO	01–02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120		N/A						N/A	0				
CO	01–02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150		Yes	122	2				Yes	0				
CO	01–02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%		N/A	100.00%	1				Yes	0				
CO	01–02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%		Yes	100.00%	2				Yes	0				
CO	01–02	CP-3	Collocation Feas Study Interv, All, Avg Days		10		Yes	6	1				Yes	0				
CO	01–02	CP-4	Collocation Feas Study Commit Met, All%		90.00%		Yes	100.00%	4				Yes	0				
CO	02–01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	-430.6	Yes	2.22	16760893	5.59	15947274	-394.92	Yes	0				
CO	02–01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%		Yes	99.93%	2441893				Yes	0				
CO	02–01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	-391.8	N/A	2.28	13436951	5.59	15947274	-366.38	N/A	0				
CO	02–01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	-286.7	N/A	1.98	3323942	5.59	15947274	-245.71	N/A	0				
CO	02–01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD		N/A	99.99%	16481				N/A	0				
CO	02–01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	8.42	No	98.54%	6270604.8	99.46%	119125612	309.07	No	2	28,836,426	99.24%	99.28%	-0.03%
CO	02–01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	60.17	No	97.91%	25357	99.35%	404101	27.65	No	5	112,707	97.26%	99.21%	-1.95%
CO	02–01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%		Yes	100.00%	233				Yes	0				
CO	02–01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%		Yes	96.38%	221				Yes	0				
CO	02–01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%		Yes	98.75%	29340				No	1	144,720	99.43%		
CO	02–01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%		Yes	100.00%	29700				Yes	0				
CO	02–01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%		Yes	99.96%	118800				Yes	0				
CO	02–01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%		Yes	100.00%	29700				Yes	0				
CO	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%		Yes	98.26%	29340				No	1	144,720	99.34%		
CO	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%		Yes	99.31%	43020				Yes	0				
CO	02–01	GA-4	System Avail - EXACT, %		99.25%		Yes	100.00%	22500				Yes	0				
CO	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%		Yes	99.92%	38955				Yes	0				
CO	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%		N/A	100.00%	1				Yes	0				
CO	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
CO	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	.	No	87.02%	23847	84.85%	529360	.	Yes	1	92,320	89.18%	87.97%	1.21%
CO	02–01	OA-1	Order Accuracy, %		NS		N/A	99.65%	10345				N/A	0				
CO	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS		N/A	0.55	2460				N/A	0				
CO	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS		N/A	2.24	2460				N/A	0				
CO	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS		N/A	0.48	494				N/A	0				
CO	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS		N/A	13.51	494				N/A	0				
CO	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.		N/A	14	494				N/A	0				
CO	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10		Yes	2.79	2460				Yes	0				
CO	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS		N/A	0.51	3738				N/A	0				
CO	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS		N/A	6.37	3738				N/A	0				
CO	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25		Yes	6.89	3738				Yes	0				
CO	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS		N/A	0.7	690				N/A	0				
CO	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS		N/A	7.63	690				N/A	0				
CO	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25		Yes	8.33	690				Yes	0				
CO	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS		N/A	1.34	6366				N/A	0				
CO	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS		N/A	4.67	6366				N/A	0				
CO	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10		Yes	6.01	6366				Yes	0				
CO	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS		N/A	0.72	954				N/A	0				
CO	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS		N/A	5.82	954				N/A	0				
CO	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5		Yes	6.54	954				Yes	0				
CO	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS		N/A	0.8	1560				N/A	0				
CO	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS		N/A	4.69	1560				N/A	0				
CO	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS		N/A	0.71	1560				N/A	0				
CO	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10		Yes	6.2	1560				Yes	0				
CO	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS		N/A	0.96	3197				N/A	0				
CO	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20		Yes	7.9	3197				Yes	0				
CO	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS		N/A	8.86	3197				N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY
CO, NM, OR, SD; AUG-DEC 2002

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
CO	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
CO	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
CO	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
CO	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	
CO	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
CO	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
CO	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
CO	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
CO	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
CO	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	
CO	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
CO	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
CO	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
CO	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
CO	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	
CO	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
CO	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	
CO	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%	
CO	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	
CO	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
CO	02--01	OA-1	Order Accuracy, %		NS	
CO	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
CO	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
CO	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
CO	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
CO	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
CO	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
CO	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
CO	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
CO	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
CO	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
CO	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
CO	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
CO	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.8	487				N/A	0.72	390				N/A	0.92	426				N/A	0.91	363		
CO	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.94	487				Yes	8.14	390				Yes	6.14	426				Yes	5.63	363		
CO	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.74	487				N/A	8.86	390				N/A	7.06	426				N/A	6.54	363		
CO	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	1007				N/A	0.36	898				N/A	0.54	845				N/A	0.44	1018		
CO	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.79	1007				N/A	8.89	898				N/A	8.13	845				N/A	8.25	1018		
CO	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	9.06	1007				N/A	9.25	898				N/A	8.67	845				N/A	8.69	1018		
CO	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.36	5665				Yes	3.34	5263				Yes	3.54	4718				Yes	3.55	4994		
CO	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.28	965				N/A	5.54	879				N/A	5.45	811				N/A	5.41	429		
CO	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.9	5372				Yes	7.2	4986				Yes	7.07	4527				Yes	6.61	4823		
CO	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.37	479				Yes	6.65	443				Yes	6.96	377				Yes	7.33	380		
CO	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.54	9145				Yes	2.57	8470				Yes	2.69	7646				Yes	2.88	8391		
CO	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.14	2329				Yes	3.05	2192				Yes	3.1	1616				Yes	2.66	908		
CO	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.46	2865				Yes	5.41	2622				Yes	5.21	2404				Yes	5.18	2634		
CO	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	6.84	3007				Yes	7.09	2739				Yes	7.28	2555				Yes	7.24	2809		
CO	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.79	972				Yes	6.51	894				Yes	6.88	819				Yes	5.74	917		
CO	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.4	929				N/A	8.51	849				N/A	8.48	730				N/A	8.03	830		
CO	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535				Yes	0.04%	19020		
CO	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240				Yes	0.24%	27180		
CO	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.32	8973				N/A	1.33	8533				N/A	1.36	7724				N/A	1.34	7776		
CO	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.87	8417				N/A	1.88	7767				N/A	1.94	7075				N/A	1.84	7939		
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		80.00%	69.34%	2697				No	71.25%	2950				No	76.23%	4018				No				
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		60.00%	35.25%	5242				No	42.81%	6321				No	56.44%	4947				No				
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		80.00%	60.72%	3012				No	54.82%	5252				No	62.31%	8471				No				
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		65.00%	81.12%	4423				Yes	71.59%	2573				Yes	70.21%	2964				Yes				
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60.00%	44.27%	777				No	47.19%	729				No	53.60%	875				No	50.18%	833		
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80.00%	48.51%	975				No	45.08%	1442				No	48.42%	2121				No	41.68%	691		
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80.00%	69.62%	1692				No	70.66%	1830				No	78.40%	2593				No	76.95%	3570		
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65.00%	68.77%	1524				Yes	66.88%	1238				Yes	64.89%	1632				No	64.80%	1443		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60.00%	33.68%	4465				No	42.24%	5592				No	57.05%	4072				No	54.92%	3079		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80.00%	66.57%	2037				No	58.50%	3810				No	66.94%	6350				No	58.90%	6374		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80.00%	68.86%	1005				No	72.23%	1120				No	72.28%	1425				No	77.39%	1349		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65.00%	87.62%	2899				Yes	75.96%	1335				Yes	76.73%	1332				Yes	66.45%	605		
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		75.00%	95.37%	3762				Yes	88.60%	2079				Yes	91.11%	2284				Yes				
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		90.00%	96.59%	1935				Yes	95.24%	2207				Yes	97.24%	3148				Yes				
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		70.00%	90.94%	2032				Yes	89.60%	3020				Yes	91.99%	3035				Yes				
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		90.00%	97.81%	1870				Yes	96.71%	2977				Yes	97.29%	5425				Yes				
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90.00%	97.53%	485				Yes	95.73%	679				Yes	97.44%	1054				Yes	94.74%	304		
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90.00%	95.54%	1232				Yes	93.63%	1381				Yes	97.13%	2091				Yes	96.76%	2839		
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		70.00%	90.05%	382				Yes	91.49%	376				Yes	93.06%	504				Yes	92.27%	453		
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75.00%	89.04%	1177				Yes	86.79%	954				Yes	88.47%	1197				Yes	89.73%	1042		
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90.00%	98.44%	703				Yes	97.94%	826				Yes	97.45%	1057				Yes	97.12%	1075		
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		70.00%	91.15%	1650				Yes	89.33%	2644				Yes	91.78%	2531				Yes	93.32%	1812		
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90.00%	97.91%	1385				Yes	97.00%	2298				Yes	97.25%	4371				Yes	96.06%	3908		
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75.00%	98.26%	2585				Yes	90.13%	1125				Yes	94.02%	1087				Yes	92.84%	433		
CO	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	3:39:00	243				Yes	4:31:00	241				Yes	3:11:00	305				Yes	6:49:00	224		
CO	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	24373				Yes	0:03:00	26497				Yes	0:03:00	27642				Yes	0:03:00	28557		
CO	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:54:00	658				Yes	4:05:00	694				Yes	2:44:00	937				Yes	3:15:00	653		
CO	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	20060				Yes	0:03:00	22881				Yes	0:05:00	18746				Yes	0:05:00	15106		
CO	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	5:06:00	1488				Yes	8:56:00	584				Yes	10:07:00	415				Yes	24:10:00	110		
CO	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729				N/A	2.20%	90491		
CO	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729				N/A	31.56%	90491		
CO	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637				N/A	4.67%	72657		
CO	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637				N/A	20.79%	72657		
CO	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	33.24%	4477				N/A	19.26%	3032				N/A	25.62%	1620				N/A	17.86%	616		
CO	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	100.00%	2194				Yes	99.86%	2089				Yes	99.33%	2996				Yes	99.97%	3639		
CO	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	100.00%	330				Yes	100.00%	331				Yes	99.55%	444				Yes	100.00%	395		
CO	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	99.76%	420				Yes	100.00%	591				Yes	98.17%	984				Yes	99.63%	271		
CO	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	100.00%	3168				Yes	99.77%	1741				Yes	96.71%	2038				Yes	100.00%	1439		
CO	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	99.93%	1398				Yes	99.91%	2165				Yes	99.68%	2211				Yes	99.74%	1554		
CO	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%	99.91%	1163				Yes	100.00%	1917				Yes	99.50%	4019				Yes	100.00%	3587		
CO	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	95.00%	1000				Yes	97.00%	967				Yes	97.26%	1204				Yes	97.68%	1336		
CO	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	97.25%	473				Yes	99.05%	419				Yes	95.72%	421				Yes	98.61%	432		
CO	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	99.77%	438				Yes	99.72%	707				Yes	99.90%	996				Yes	100.00%	350		
CO	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	99.52%	1461				Yes	99.93%	1339				Yes	99.88%	1655				Yes	99.84%	1218		
CO	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	99.16%	3799				Yes	99.16%	4034				Yes	98.56%	2769				Yes	98.58%	2178		
CO	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	99.85%	674				Yes	99.94%	1564				Yes	99.95%	2022				Yes	99.96%	2342		
CO	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	100.00%	2608				Yes	99.90%	2036				Yes	98.44%	704				Yes	98.68%	380		
CO	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	74				Yes	100.00%	31				Yes	100.00%	23				Yes	100.00%	29		
CO	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	99.47%	190				Yes	100.00%	226				Yes	98.83%	256				Yes	98.51%	67		
CO	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	100.00%	34				Yes	100.00%	67				Yes	98.04%	102				Yes	100.00%	34		
CO	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	0:27:00	4366				Yes	0:16:00	4841				Yes	0:20:00	5997				Yes	0:50:00	6060		
CO	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	0:17:00	10998				Yes	0:15:00	10530				Yes	0:36:00	12587				Yes	1:16:00	10678		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS		N/A	0.91	419				N/A	0				
CO	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20		Yes	6.09	419				Yes	0				
CO	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS		N/A	7	419				N/A	0				
CO	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS		N/A	0.47	2135				N/A	0				
CO	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS		N/A	14.1	2135				N/A	0				
CO	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.		N/A	14.56	2135				N/A	0				
CO	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10		Yes	3.99	5238				Yes	0				
CO	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS		N/A	13.09	867				N/A	0				
CO	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25		Yes	6.23	4831				Yes	0				
CO	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25		Yes	6.75	473				Yes	0				
CO	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10		Yes	2.52	7982				Yes	0				
CO	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5		Yes	2.6	795				Yes	0				
CO	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10		Yes	5.06	2639				Yes	0				
CO	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20		Yes	9.67	3631				Yes	0				
CO	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20		Yes	5.16	821				Yes	0				
CO	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS		N/A	12.37	1453				N/A	0				
CO	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%		Yes	0.02%	22018				Yes	0				
CO	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%		Yes	0.02%	28735				Yes	0				
CO	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS		N/A	1.36	4648				N/A	0				
CO	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS		N/A	2.15	8281				N/A	0				
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		80.00%		N/A						N/A	3	9,665	72.79%		
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		60.00%		N/A						N/A	3	16,510	44.49%		
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		80.00%		N/A						N/A	3	16,735	59.67%		
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		65.00%		N/A						N/A	0				
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60.00%		No	51.59%	1130				No	5	4,344	49.68%		
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80.00%		No	21.89%	370				No	5	5,599	44.99%		
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80.00%		No	77.65%	5082				No	5	14,767	75.83%		
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65.00%		No	62.67%	1302				No	3	7,139	65.64%		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60.00%		No	59.56%	3506				No	5	20,714	48.12%		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80.00%		No	60.15%	7170				No	5	25,741	61.78%		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80.00%		No	78.22%	1368				No	5	6,267	74.12%		
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65.00%		Yes	61.89%	677				No	1	6,848	78.81%		
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		75.00%		N/A						N/A	0				
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		90.00%		N/A						N/A	0				
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		70.00%		N/A						N/A	0				
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		90.00%		N/A						N/A	0				
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90.00%		Yes	89.01%	91				No	1	2,613	96.40%		
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90.00%		Yes	96.55%	4086				Yes	0				
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		70.00%		Yes	89.01%	655				Yes	0				
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75.00%		Yes	86.62%	942				Yes	0				
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90.00%		Yes	97.63%	1096				Yes	0				
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		70.00%		Yes	94.61%	2207				Yes	0				
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90.00%		Yes	93.88%	4594				Yes	0				
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75.00%		Yes	90.89%	461				Yes	0				
CO	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	3:27:00	386				Yes	0				
CO	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:03:00	31140				Yes	0				
CO	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	3:05:00	744				Yes	0				
CO	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:05:00	16788				Yes	0				
CO	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00		No	10:40:00	76				Yes	1	2,673	7:39:33		
CO	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS		N/A	2.41%	100214				N/A	0				
CO	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS		N/A	31.07%	100214				N/A	0				
CO	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS		N/A	4.57%	82784				N/A	0				
CO	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS		N/A	20.28%	82784				N/A	0				
CO	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS		N/A	12.06%	630				N/A	0				
CO	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%		Yes	99.96%	4712				Yes	0				
CO	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%		Yes	100.00%	563				Yes	0				
CO	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%		Yes	100.00%	76				Yes	0				
CO	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%		Yes	99.93%	1469				Yes	0				
CO	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%		Yes	100.00%	1974				Yes	0				
CO	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%		Yes	100.00%	4062				Yes	0				
CO	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%		Yes	97.11%	1663				Yes	0				
CO	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%		Yes	99.08%	541				Yes	0				
CO	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%		Yes	98.74%	239				Yes	0				
CO	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%		Yes	99.74%	1558				Yes	0				
CO	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%		Yes	99.24%	2097				Yes	0				
CO	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%		Yes	100.00%	2625				Yes	0				
CO	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%		Yes	99.25%	401				Yes	0				
CO	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%		Yes	100.00%	52				Yes	0				
CO	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%		Yes	100.00%	59				Yes	0				
CO	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%		Yes	100.00%	57				Yes	0				
CO	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00		Yes	0:52:00	7344				Yes	0				
CO	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00		Yes	1:25:00	11187				Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
CO	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
CO	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
CO	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
CO	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
CO	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
CO	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
CO	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
CO	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
CO	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
CO	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
CO	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
CO	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
CO	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
CO	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
CO	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
CO	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	
CO	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	
CO	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
CO	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , Resale Aggr W/O UNE-P-POTS%		80.00%	
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UBL Aggr%		60.00%	
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , LNP%		80.00%	
CO	02–01	PO-2A	Elec Flow-through for LSRs Rec'd via GUI , UNE - P, POTS%		65.00%	
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		60.00%	
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		80.00%	
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		80.00%	
CO	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		65.00%	
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		60.00%	
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		80.00%	
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		80.00%	
CO	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		65.00%	
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UNE - P, POTS%		75.00%	
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , POTS Resale%		90.00%	
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , UBL Aggr%		70.00%	
CO	02–01	PO-2B	Elec Flow-through for all Elig LSRs Rec'd via GUI , LNP%		90.00%	
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		90.00%	
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		90.00%	
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		70.00%	
CO	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		75.00%	
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		90.00%	
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		70.00%	
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		90.00%	
CO	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		75.00%	
CO	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
CO	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
CO	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
CO	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
CO	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
CO	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
CO	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
CO	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
CO	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
CO	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
CO	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	
CO	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	
CO	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	
CO	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	
CO	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	
CO	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%	
CO	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	
CO	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	
CO	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	
CO	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	
CO	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	
CO	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	
CO	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	
CO	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	
CO	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	
CO	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	
CO	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	
CO	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	99.67%	5099	99.00%	283117	-4.74	Yes	99.77%	6215	99.37%	295672	-3.96	Yes	99.10%	6771	99.47%	405019	4.15	No	99.54%	6735	98.45%	356987
CO	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			99.00%	283117		N/A			99.37%	295672		N/A			99.47%	405019		N/A			98.45%	356987
CO	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.71	7	6.65	835	3.09	No	3.5	8	5.98	904	1.06	Yes	2.89	9	5.88	960	1.41	Yes	1.73	11	5.68	876
CO	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5.27	166	6.65	835	2.26	No	5.21	122	5.98	904	1.05	Yes	4.65	141	5.88	960	1.7	No	4.54	146	5.68	876
CO	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A	14.5	2				N/A			17	1		N/A	18	1		
CO	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	7.46	13	6.65	835	-0.4	Yes	4.5	4	5.98	904	0.18	Yes	3.83	6	5.88	960	0.42	Yes	0.5	2	5.68	876
CO	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0.00%	6	23.05%	551	1.3	Yes	33.33%	3	20.35%	747	-0.56	Yes	25.00%	4	21.58%	783	-0.17	Yes	9.09%	11	19.61%	867
CO	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	26.42%	53	23.05%	551	-0.56	Yes	24.24%	33	20.35%	747	-0.54	Yes	36.36%	22	21.58%	783	-1.66	Yes	18.18%	33	19.61%	867
CO	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	0.00%	1	0.00%	1	.	Yes	50.00%	4	0.00%	9	.	N/A	0.00%	4	0.00%	15	.	Yes	0.00%	1	0.00%	3
CO	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	14.29%	7	23.05%	551	0.45	Yes	10.00%	10	20.35%	747	0.74	Yes	28.57%	7	21.58%	783	-0.45	Yes	8.33%	12	19.61%	867
CO	02–01	PO-10	LSR Accountability, Product Aggr%		99.00%	100.00%	82233				Yes	100.00%	91895				Yes	99.99%	106810				Yes	100.00%	76079		
CO	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.07	13358	0.03	51041	15.52	N/A	0.07	10263	0.04	52316	13.09	N/A	0.08	9242	0.04	63238	15.05	N/A	0.12	7552	0.03	60906
CO	02–01	PO-16	Timely Release Notifs, %		92.50%	100.00%	2				Yes						N/A	100.00%	7				Yes	100.00%	2		
CO	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	98.28%	524				Yes	97.61%	712				Yes	99.11%	671				Yes	98.89%	631		
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS						N/A						N/A						N/A	98.94%	188		
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS						N/A	95.77%	189				N/A	100.00%	189				N/A	98.94%	189		
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	98.46%	195				N/A	97.42%	194				N/A	99.48%	193				N/A	98.45%	193		
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	100.00%	111				N/A	100.00%	111				N/A	92.31%	65				N/A	100.00%	61		
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	97.25%	218				N/A	98.17%	218				N/A	100.00%	224				N/A				
CO	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS						N/A	97.06%	170				N/A						N/A				
CO	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.38%	420				N/A	96.47%	397				N/A	97.50%	440				N/A	94.42%	394		
CO	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	94.40%	500				N/A	95.20%	500				N/A	97.22%	540				N/A	96.88%	480		
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	98.24%	170	97.19%	16062	-0.82	Yes	93.28%	119	96.62%	16132	1.82	No	95.63%	160	96.74%	19336	0.8	Yes	93.33%	105	95.74%	17728
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.86%	2912	99.60%	22747	-2.11	Yes	99.78%	1384	99.38%	24086	-1.87	Yes	99.94%	1548	99.54%	28491	-2.25	Yes	99.52%	1034	99.42%	27464
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.76	148	3.55	16836	-5.12	Yes	2.27	204	3.65	18118	-9.55	Yes	2.24	317	3.72	22184	-12.04	Yes	3.21	53	3.78	21784
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.98	173	5.86	16201	-1.96	Yes	4.21	121	5.83	16271	-2.92	Yes	4.11	159	5.64	19427	-2.94	Yes	4.96	105	5.67	17809
CO	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	98.65%	2296	97.53%	39670	-3.36	Yes	97.08%	1608	88.88%	44163	-10.27	Yes	95.23%	1425	85.32%	46625	-10.41	Yes	94.72%	1174	86.19%	51784
CO	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	97.57%	1608	90.11%	44163	-9.85	N/A	95.51%	1425	87.71%	46625	-8.83	N/A	95.83%	1174	88.27%	51784
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	2.5	4	5.29	91	-0.48	Yes	1.33	3	4.05	155	-0.86	Yes	4	1	8.52	134	-0.13	Yes	8.4	5	9.48	171
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	7.33	3	6.38	362	0.57	Yes	1.5	6	5.98	440	-1.38	Yes	2	6	6.45	427	-0.67	Yes	1.5	4	5.03	499
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			14	4		N/A			4.14	7		N/A			26.55	11		N/A			7	8
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	4.5	2	9	202	-0.58	Yes	7	2	9.74	221	-0.34	Yes	1.5	2	11.27	276	-0.63	Yes	6	3	12.59	323
CO	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	31.1	10	130.85	1063	-1.8	N/A	30.33	9	122.21	1242	-1.73	N/A	35.67	6	113.85	1529	-1.25	N/A	54.5	4	115.35	1648
CO	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	-		274		-1.85	N/A	-		339		-1.83	N/A	1		398		-0.52	N/A	-		418	
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	21	98.61%	2439	-0.54	Yes	100.00%	45	98.23%	2649	-0.89	Yes	100.00%	49	98.91%	3393	-0.73	Yes	97.14%	35	96.42%	3738
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	96.92%	130	96.38%	12986	-0.33	Yes	97.32%	112	94.94%	15373	-1.15	Yes	99.33%	150	94.71%	19028	-2.52	Yes	97.92%	144	91.84%	21733
CO	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	85	99.83%	4674	-0.38	Yes	100.00%	101	99.85%	5165	-0.39	Yes	100.00%	130	99.85%	6668	-0.44	Yes	100.00%	105	99.55%	6869
CO	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	99.37%	158	99.15%	16141	-0.3	Yes	97.96%	147	98.70%	19259	0.79	Yes	100.00%	181	98.92%	24179	-1.4	Yes	98.83%	171	97.76%	27513
CO	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	1:44:00	85	4:30:00	4674	-3.52	Yes	2:36:00	101	4:02:00	5165	-2.17	Yes	2:35:00	130	4:43:00	6668	-3.46	Yes	3:11:00	105	6:22:00	6869
CO	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	8:05:00	158	11:14:00	16141	-3.23	Yes	8:44:00	147	12:15:00	19259	-3.27	Yes	7:46:00	181	12:43:00	24179	-5.53	Yes	8:27:00	171	14:54:00	27513
CO	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	17.65%	85	10.70%	4675	1.93	No	8.91%	101	13.20%	5167	-1.26	Yes	14.62%	130	13.57%	6671	0.37	Yes	13.33%	105	13.90%	6869
CO	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	9.82%	163	10.92%	16559	-0.45	Yes	11.49%	148	11.78%	19878	-0.11	Yes	14.44%	187	14.31%	25004	0.07	Yes	11.86%	177	14.57%	28505
CO	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	6.67%	60	14.72%	2507	-1.74	N/A	11.76%	85	14.76%	3090	-0.77	N/A	12.90%	62	14.99%	3228
CO	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	10.53%	133	11.47%	18521	-0.34	N/A	13.87%	173	14.07%	23221	-0.08	N/A	12.42%	161	14.33%	26523
CO	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.83%	29788	0.98%	2159553	-2.62	Yes	0.86%	28920	1.15%	2168527	-4.65	Yes	1.18%	26857	1.45%	2180068	-3.71	Yes	1.07%	26411	1.61%	2191706
CO	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.67%	28920	0.97%	2168527	-5.21	N/A	0.96%	26857	1.21%	2180068	-3.67	N/A	0.84%	26411	1.36%	2191706
CO	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	90.80%	163	97.22%	16559	3.96	No	93.92%	148	97.18%	19878	2.12	No	93.58%	187	96.88%	25004	2.31	No	90.40%	177	94.97%	28505
CO	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	98.82%	85	99.02%	4675	0.26	Yes	97.03%	101	99.05%	5167	1.71	No	97.69%	130	99.24%	6671	1.66	No	100.00%	105	98.62%	6869
CO	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	35.75%	386	32.08%	31262	1.53	N/A	35.32%	385	31.43%	36524	1.63	N/A	36.09%	496	30.11%	45319	2.84	N/A	38.16%	456	29.06%	49868
CO	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	97.22%	72	100.00%	14	0.36	Yes	98.39%	62	100.00%	5	-0.16	Yes	97.85%	93	70.00%	10	-1.83	Yes	96.20%	79	100.00%	1
CO	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	91.89%	111	75.00%	8	-1.07	Yes	94.12%	102	63.64%	11	-2	Yes	95.78%	166	89.58%	48	-1.24	Yes	99.15%	117	67.57%	37
CO	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	4.04	72	2.38	13	3.72	No	3.85	62	4	5	-0.14	Yes	4.53	92	5.78	9	-0.35	Yes	4.16	80	1	1
CO	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	5.87	112	5.13	8	0	Yes	5.52	103	8.77	13	-1.06	Yes	4.62	166	5.35	48	-0.59	Yes	4.58	117	17.05	37
CO	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	96.57%	175	100.00%	20	0.7	Yes	91.51%	212	86.84%	38	-0.78	Yes	85.96%	228	91.67%	48	1.05	Yes	89.02%	264	70.27%	37
CO	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	92.92%	212	89.47%	38	-0.64	N/A	87.28%	228	100.00%	48	2.95	N/A	89.77%	264	81.08%	37
CO	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	4	2				N/A	4	1				N/A	27	2	11	3	0.65	Yes	1.67	3		
CO	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	1.43	7	2	1	.	N/A	1.8	5	10.67	3	-0.76	Yes	5.33	6	8.67	3	-0.41	Yes			20.58	12
CO	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A				
CO	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	14.33	3	7	1	.	N/A	4	1	15.5	2	-0.89	Yes	3	1	24	2	-0.71	Yes	5	1		
CO	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	192.91	11	22.57	7	1.96	N/A	186.93	15	77.2	5	1.55	N/A	187.43	14	221.4	5	-0.32	N/A	172.5	16	127.53	15
CO	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	2		-		0.98	N/A	5		-		1.4	N/A	1		-		0.24	N/A	3		2	
CO	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	26	100.00%	9	.	Yes	100.00%	28	100.00%	19	.	Yes	100.00%	41	100.00%	23	.	Yes	100.00%	40	95.24%	21
CO	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	98.97%	97	88.00%	25	-1.5	Yes	96.67%	120	89.58%	48	-1.36	Yes	100.00%	173	94.00%	50	-1.57	Yes	99.42%	173	88.10%	42
CO	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	73	100.00%	17	.	Yes	100.00%	56	100.00%	25	.	Yes	100.00%	100	100.00%	35	.	Yes	100.00%	100	100.00%	33
CO	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	98.41%	126	89.29%	28	-1.41	Yes	97.97%	148	98.28%	58	-0.05	Yes	99.52%	208	96.43%	56	-1.11	Yes	99.56%	228	98.08%	52
CO	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	2:10:00	73	3:12:00	17	-0.9	Yes	2:18:00	56	3:12:00	25	-0.68	Yes	1:38:00	100	2:40:00	35	-1.16	Yes	2:06:00	100	6:42:00	33
CO	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	6:23:00	126	19:35:00	28	-1.72	Yes	7:57:00	148	9:45:00	58	-1.01	Yes	7:01:00	208	11:19:00	56	-1.5	Yes	6:03:00	228	8:49:00	52
CO	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	13.70%	73	11.76%	17	0.1	Yes	8.93%	56	16.00%	25	-0.8	Yes	19.00%	100	20.00%	35	-0.13	Yes	14.00%	100	12.12%	33
CO	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	12.69%	134	10.34%	29	0.27	Yes	15.13%	152	10.00%	60	0.96	Yes	14.29%	210	10.53%	57	0.71	Yes	17.09%	234	14.55%	55
CO	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	14.71%	34	0.00%	7	0.98	N/A	16.07%	56	13.64%	22	0.19	N/A	16.13%	62	16.00%	25
CO	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	14.19%	148	9.26%	54	0.9	N/A	14.43%	201	11.54%	52	0.5	N/A	17.27%	220	14.29%	49
CO	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.79%	26128	0.25%	18588	11.43	No	0.71%	29117	0.45%	18922	4.25	No	1.01%	30703	0.48%	19008	8.21	No	1.00%	33390	0.47%	18843

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	-7.15	Yes	97.65%	8666	98.44%	419572	5.92	No	2	33,486	99.02%	98.93%	0.10%
CO	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P		N/A			98.44%	419572		N/A	0				
CO	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3.72	No	2.43	7	5.99	1185	1.64	Yes	2	42	2.43	6.02	(3.60)
CO	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	1.6	Yes	4.89	55	5.99	1185	1.05	Yes	2	630	4.92	6.02	(1.11)
CO	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P		N/A			14	1		N/A	0				
CO	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2.29	No	8.5	2	5.99	1185	-0.46	Yes	1	27	5.78	6.02	(0.25)
CO	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0.81	Yes	22.22%	9	24.23%	1007	0.07	Yes	0				
CO	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	0.15	Yes	16.13%	31	24.23%	1007	1.03	Yes	0				
CO	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	.	Yes	0.00%	1	25.00%	4	0.07	Yes	0				
CO	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	0.93	Yes	0.00%	4	24.23%	1007	0.99	Yes	0				
CO	02–01	PO-10	LSR Accountability, Product Aggr%		99.00%		Yes	100.00%	99240				Yes	0				
CO	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	31.39	N/A	0.07	10764	0.03	76004	21.61	N/A	0				
CO	02–01	PO-16	Timely Release Notifs, %		92.50%		Yes	100.00%	1				Yes	0				
CO	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%		Yes	99.37%	632				Yes	0				
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS		N/A	99.47%	188				N/A	0				
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS		N/A	100.00%	189				N/A	0				
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS		N/A	98.45%	194				N/A	0				
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS		N/A	100.00%	61				N/A	0				
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS		N/A						N/A	0				
CO	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS		N/A						N/A	0				
CO	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS		N/A	95.16%	434				N/A	0				
CO	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS		N/A	92.78%	540				N/A	0				
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	1.17	Yes	98.52%	135	96.02%	21432	-1.48	Yes	1	689	96.08%	96.43%	-0.35%
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	-0.38	Yes	99.63%	1072	99.61%	36778	-0.08	Yes	0				
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	-1.08	Yes	2.68	65	3.53	27085	-4.18	Yes	0				
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	-1.1	Yes	5.01	132	5.89	21473	-1.53	Yes	0				
CO	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	-8.38	Yes	93.63%	1365	84.40%	54159	-9.28	Yes	0				
CO	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	-7.96	N/A	94.73%	1365	86.76%	54159	-8.58	N/A	0				
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	-0.06	Yes	2.75	4	4.78	138	-0.39	Yes	0				
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	-0.8	Yes	10.5	2	4.61	413	1.39	Yes	0				
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		N/A	2	1	4	10	-0.84	Yes	0				
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	-0.49	Yes			11.8	457		N/A	0				
CO	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	-0.81	N/A	67.56	9	122.15	1725	-1.04	N/A	0				
CO	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	-1.16	N/A	1		534		-1.28	N/A	0				
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	-0.23	Yes	100.00%	59	97.99%	4232	-1.09	Yes	0				
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	-2.66	Yes	98.25%	171	93.77%	23289	-2.41	Yes	0				
CO	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	-0.68	Yes	100.00%	155	99.80%	8011	-0.55	Yes	0				
CO	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	-0.94	Yes	100.00%	203	98.69%	28931	-1.64	Yes	0				
CO	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	-3.57	Yes	2:17:00	155	6:07:00	8011	-5.88	Yes	0				
CO	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	-3.58	Yes	7:45:00	203	13:57:00	28931	-7.17	Yes	0				
CO	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	-0.17	Yes	21.29%	155	14.47%	8012	2.28	No	2	576	15.63%	13.38%	2.24%
CO	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	-1.02	Yes	10.14%	207	13.88%	29917	-1.55	Yes	0				
CO	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	-0.46	N/A	20.88%	91	15.18%	3748	1.45	N/A	0				
CO	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	-0.69	N/A	10.31%	194	13.58%	27906	-1.32	N/A	0				
CO	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	-7	Yes	1.35%	26778	1.72%	2202383	-4.63	Yes	0				
CO	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	-7.16	N/A	1.06%	26778	1.44%	2202383	-5.1	N/A	0				
CO	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	2.51	No	92.27%	207	95.84%	29917	2.33	No	5	882	92.18%	96.26%	-4.09%
CO	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	-1.2	Yes	100.00%	155	98.81%	8012	-1.35	Yes	2	576	98.78%	98.93%	-0.15%
CO	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	4.15	N/A	32.46%	536	29.43%	53750	1.53	N/A	0				
CO	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	-0.13	Yes	99.21%	126	83.33%	6	-1.02	Yes	0				
CO	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	-3.58	Yes	96.53%	202	86.21%	29	-1.51	Yes	0				
CO	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	.	N/A	4.64	126	4.5	6	0.15	Yes	1	432	4.31	3.85	0.46
CO	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	-4.11	Yes	5.52	204	9.3	30	-1.42	Yes	0				
CO	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	-2.34	Yes	89.66%	319	44.74%	38	-5.26	Yes	0				
CO	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	-1.26	N/A	91.22%	319	68.42%	38	-2.86	N/A	0				
CO	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P		N/A	2	1	1	1	.	N/A	0				
CO	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P		N/A	2.25	4	31.67	3	-18.5	Yes	0				
CO	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P		N/A						N/A	0				
CO	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P		N/A	9.67	3	34	2	.	N/A	0				
CO	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	0.85	N/A	144.7	20	140.43	14	-0.09	N/A	0				
CO	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	0.29	N/A	4		1		0.94	N/A	0				
CO	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	-0.83	Yes	97.73%	44	100.00%	10	0.09	Yes	0				
CO	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	-2.03	Yes	100.00%	215	97.96%	49	-0.91	Yes	0				
CO	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	.	Yes	100.00%	122	100.00%	22	.	Yes	0				
CO	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	-0.7	Yes	100.00%	254	100.00%	55	.	Yes	0				
CO	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	-2.88	Yes	2:24:00	122	1:56:00	22	0.56	Yes	0				
CO	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	-1.52	Yes	5:41:00	254	6:31:00	55	-0.79	Yes	0				
CO	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	0.2	Yes	14.75%	122	22.73%	22	-0.82	Yes	0				
CO	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	0.42	Yes	14.94%	261	9.09%	55	1.13	Yes	0				
CO	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	-0.05	N/A	15.71%	70	23.08%	13	-0.58	N/A	0				
CO	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	0.47	N/A	13.52%	244	10.87%	46	0.44	N/A	0				
CO	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	8.58	No	1.13%	34041	0.41%	18836	12.36	No	5	153,379	0.94%	0.41%	0.53%

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	
CO	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P	
CO	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
CO	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
CO	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
CO	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
CO	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
CO	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
CO	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
CO	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
CO	02–01	PO-10	LSR Accountability, Product Aggr%		99.00%	
CO	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
CO	02–01	PO-16	Timely Release Notifs, %		92.50%	
CO	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS	
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS	
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	
CO	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	
CO	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS	
CO	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	
CO	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
CO	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
CO	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
CO	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
CO	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
CO	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
CO	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
CO	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
CO	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
CO	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
CO	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
CO	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
CO	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
CO	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
CO	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
CO	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
CO	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
CO	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
CO	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	
CO	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
CO	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
CO	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
CO	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
CO	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
CO	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
CO	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
CO	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
CO	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
CO	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
CO	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
CO	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
CO	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
CO	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
CO	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
CO	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	
CO	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
CO	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
CO	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
CO	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
CO	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
CO	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
CO	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
CO	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
CO	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
CO	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
CO	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.63%	29117	0.32%	18922	5.72	N/A	0.84%	30703	0.39%	19008	7.79	N/A	0.84%	33389	0.39%	18843
CO	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	31.46%	302	31.34%	67	0	N/A	34.59%	318	22.73%	110	2.34	N/A	35.15%	478	25.81%	124	1.99	N/A	32.53%	495	28.46%	123
CO	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	6	95.51%	178	-0.52	Yes	100.00%	10	96.00%	150	-0.63	Yes	100.00%	12	97.78%	135	-0.5	Yes	100.00%	20	96.93%	228
CO	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100.00%	8	95.04%	343	-0.64	Yes	100.00%	7	93.68%	285	-0.68	Yes	100.00%	4	91.53%	307	-0.6	Yes	92.86%	14	92.62%	325
CO	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	5	1	4.36	119	1.35	Yes	3	1	5.15	115	-0.34	Yes			2.84	104		N/A			8.32	176
CO	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	6.5	8	7.19	347	-0.27	Yes	6.5	8	7	288	-0.2	Yes	10.5	4	6.14	308	1.2	Yes	4.5	14	6.31	327
CO	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	87.50%	16	96.89%	482	1.63	Yes	94.12%	17	86.17%	441	-0.93	Yes	60.00%	25	65.73%	499	0.59	Yes	76.67%	30	74.12%	622
CO	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	94.12%	17	87.30%	441	-0.83	N/A	60.00%	25	73.15%	499	1.39	N/A	90.00%	30	79.42%	622
CO	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			5	8		N/A			4	6		N/A			3.67	3		N/A			3	7
CO	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			5.88	16		N/A	9	1	6.83	12	1.02	Yes			5.22	18		N/A	1	1	5.5	18
CO	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A				
CO	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			13	3		N/A			9	7		N/A			14	8		N/A			9.6	5
CO	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			131.56	59		N/A			142.71	52		N/A			134.66	67		N/A	12	1	127.41	69
CO	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			6			N/A			4			N/A			7			N/A	-		8	
CO	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100.00%	1	100.00%	128	.	Yes	100.00%	2	98.02%	101	-0.2	Yes	100.00%	7	100.00%	155	.	Yes	100.00%	10	99.24%	131
CO	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	6	97.07%	376	-0.42	Yes	100.00%	8	95.97%	471	-0.58	Yes	100.00%	23	95.78%	569	-0.99	Yes	91.30%	23	92.85%	615
CO	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	3	99.62%	260	-0.11	Yes	100.00%	6	100.00%	232	.	Yes	100.00%	13	100.00%	325	.	Yes	100.00%	21	99.66%	297
CO	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	9	98.68%	454	-0.34	Yes	100.00%	10	98.54%	547	-0.38	Yes	100.00%	27	98.82%	677	-0.56	Yes	96.77%	31	96.64%	745
CO	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	5:21:00	3	2:29:00	260	1.14	Yes	0:40:00	6	2:58:00	232	-1.02	Yes	3:18:00	13	2:47:00	325	0.53	Yes	2:19:00	21	3:14:00	297
CO	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	10:38:00	9	7:58:00	454	0.85	Yes	2:58:00	10	9:03:00	547	-1.51	Yes	3:42:00	27	8:28:00	677	-2.1	Yes	7:44:00	31	11:03:00	745
CO	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.00%	3	11.92%	260	-0.63	Yes	0.00%	6	13.36%	232	-0.95	Yes	7.69%	13	14.15%	325	-0.66	Yes	28.57%	21	12.12%	297
CO	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0.00%	9	10.61%	462	-1.02	Yes	0.00%	11	10.34%	551	-1.12	Yes	11.11%	27	12.41%	693	-0.2	Yes	41.94%	31	12.29%	773
CO	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	0.00%	2	13.79%	116	-0.56	N/A	0.00%	7	16.38%	177	-1.15	N/A	16.67%	6	13.37%	172
CO	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0.00%	11	10.31%	514	-1.11	N/A	7.69%	26	11.88%	623	-0.65	N/A	46.43%	28	12.34%	713
CO	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.33%	3666	0.52%	139205	-1.59	Yes	0.46%	3697	0.56%	139984	-0.8	Yes	1.02%	3914	0.72%	140523	2.17	No	1.24%	4200	0.76%	140662
CO	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.35%	3697	0.45%	139984	-0.88	N/A	0.84%	3914	0.57%	140523	2.25	N/A	0.81%	4200	0.63%	140662
CO	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	29.41%	17	32.33%	1067	-0.26	N/A	45.16%	31	29.90%	1117	1.77	N/A	34.43%	61	31.63%	1489	0.47	N/A	34.18%	79	29.74%	1523
CO	02–05	OP-3	Install Commit Met, EELs%		90.00%	90.00%	210				Yes	88.14%	236				No	87.11%	256				No	88.82%	152		
CO	02–05	OP-4	Install Interv, EELs, Avg Days		NS	6.99	183				N/A	6.66	224				N/A	6.26	232				N/A	6.69	134		
CO	02–05	OP-5	New Service Install Quality, EELs%		NS	95.18%	228				N/A	97.22%	252				N/A	90.52%	211				N/A	80.65%	186		
CO	02–05	OP-5*	New Service Install Quality, EELs%		NS						N/A	97.62%	252				N/A	94.79%	211				N/A	84.41%	186		
CO	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	8.58	12				N/A	4.7	10				N/A	12	8				N/A	8.15	13		
CO	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	8	10				N/A	10	18				N/A	6.69	26				N/A	7.2	5		
CO	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	13.3	23				N/A	6.77	13				N/A	11.5	6				N/A	9.63	8		
CO	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	18					N/A	10					N/A	6					N/A	7			
CO	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	74.55%	55				N/A	89.47%	57				N/A	86.25%	80				N/A	80.23%	86		
CO	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	3:34:00	55				N/A	2:07:00	57				N/A	2:18:00	80				N/A	2:41:00	86		
CO	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS	14.55%	55				N/A	21.05%	57				N/A	41.25%	80				N/A	46.51%	86		
CO	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	21.95%	41				N/A	43.14%	51				N/A	46.38%	69		
CO	02–05	MR-8	Trouble Rate, EELs%		NS	3.56%	1547				N/A	4.14%	1376				N/A	6.68%	1198				N/A	8.84%	973		
CO	02–05	MR-8*	Trouble Rate, EELs%		NS						N/A	2.98%	1376				N/A	4.26%	1198				N/A	7.09%	973		
CO	04–01	OP-3	Install Commit Met, UBL Analog%	ND	90.00%						N/A						N/A						N/A				
CO	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%						N/A						N/A						N/A				
CO	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	99.00%	7177	97.19%	16062	-7.69	Yes	99.43%	5044	96.62%	16132	-9.63	Yes	99.05%	3681	96.74%	19336	-7.24	Yes	98.52%	2703	95.74%	17728
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A				
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A				
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.18	2756	5.86	16201	-5.61	Yes	5.07	1815	5.83	16271	-5.01	Yes	5.29	1790	5.64	19427	-2.13	Yes	4.93	1614	5.67	17809
CO	04–01	OP-5	New Service Install Quality, UBL Analog%		P	97.27%	6114	93.97%	16238	-9.23	Yes	95.74%	4367	72.49%	17853	-30.84	Yes	95.72%	3199	63.24%	18620	-35.2	Yes	96.27%	3864	63.59%	19641
CO	04–01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	97.53%	4367	75.54%	17853	-30.3	N/A	97.09%	3199	69.23%	18620	-31.54	N/A	97.72%	3864	69.07%	19641
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	4.02	58	6.38	362	-1.83	Yes	2.23	22	5.98	440	-2.17	Yes	5.1	21	6.45	427	-0.37	Yes	5.6	43	5.03	499
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						N/A						N/A				
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P						N/A						N/A						N/A				
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	6	14	9	202	-0.99	Yes	5.6	10	9.74	221	-1.12	Yes	11.8	15	11.27	276	0.42	Yes	10	3	12.59	323
CO	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	6.22	32	126.79	471	-4.93	N/A	2.83	18	111.83	567	-3.69	N/A	19.9	10	109.39	668	-2.38	N/A	4.14	21	109.43	770
CO	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	15		176		1.06	N/A	5		209		-0.79	N/A	9		229		3.53	N/A	19		261	
CO	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	476	96.73%	15425	-3.95	Yes	99.83%	605	95.42%	18022	-5.11	Yes	100.00%	611	95.34%	22421	-5.39	Yes	99.85%	647	92.51%	25471
CO	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	567	99.30%	20815	-1.97	Yes	100.00%	698	98.94%	24424	-2.7	Yes	100.00%	692	99.12%	30847	-2.45	Yes	100.00%	739	98.12%	34382
CO	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:24:00	567	9:43:00	20815	-14.83	Yes	2:37:00	698	10:31:00	24424	-16.58	Yes	2:35:00	692	11:00:00	30847	-18.85	Yes	3:19:00	739	13:12:00	34382
CO	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	13.58%	567	10.87%	21234	2.04	No	12.03%	698	12.07%	25045	-0.03	Yes	13.73%	692	14.16%	31675	-0.32	Yes	11.64%	739	14.44%	35374
CO	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	11.21%	446	11.86%	21028	-0.42	N/A	12.20%	451	14.15%	26311	-1.18	N/A	10.45%	488	14.40%	29751
CO	04–01	MR-8	Trouble Rate, UBL Analog%		P	0.90%	63045	0.98%	2159553	-2.1	Yes	1.21%	57524	1.15%	2168527	1.3	Yes	1.27%	54406	1.45%	2180068	-3.49	Yes	1.39%	53020	1.61%	2191706
CO	04–01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.78%	57524	0.97%	2168527	-4.7	N/A	0.83%	54406	1.21%	2180068	-7.97	N/A	0.92%	53020	1.36%	2191706
CO	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	20.25%	711	32.08%	31262	-6.68	N/A	15.60%	827	31.43%	36524	-9.7	N/A	15.71%	821	30.11%	45319	-8.91	N/A	17.80%	899	29.06%	49868
CO	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	100.00%	255	87.76%	384	-4.62	Yes	99.22%	256	94.02%	401	-2.74	Yes	100.00%	172	95.21%	585	-2.58	Yes	99.52%	207	89.44%	549
CO	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.4	224	11.95	370	-10.47	Yes	3.37	240	12.72	383	-12.29	Yes	3.24	165	14.23	565	-9.91	Yes	3.33	196	12.82	545
CO	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	97.70%	261	97.22%	396	-0.37	Yes	99.10%	222	95.60%	500	-2.12	Yes	95.94%	197	89.06%	585	-2.68	Yes	95.29%	191	92.02%	451
CO	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	99.55%	222	98.60%	500	-1	N/A	97.46%	197	94.36%	585	-1.63	N/A	96.34%	191	96.90%	451
CO	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			5.47	19		N/A	1	1	9.2	15	-0.64	Yes			18.48	21		N/A	2	1	15.17	60
CO	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			15.64	28		N/A	5	1	16.55	11	-0.54	Yes			18.64	11		N/A			11.71	7
CO	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	9.53	15	148.77	61	-2.55	N/A	14	9	148.15	60	-2.09	N/A	17.25	12	201.12	77	-3.02	N/A	11.33	15	197.57	84

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P	7.93	N/A	0.92%	34041	0.31%	18836	12.01	N/A	0				
CO	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	0.86	N/A	30.87%	554	35.83%	120	-1.03	N/A	0				
CO	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	-0.76	Yes	100.00%	16	99.36%	312	-0.31	Yes	0				
CO	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	-0.03	Yes	87.50%	8	86.93%	375	-0.05	Yes	0				
CO	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P		N/A	3	3	3.75	176	-0.75	Yes	0				
CO	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	-1	Yes	6.56	9	7.4	376	-0.27	Yes	0				
CO	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	-0.31	Yes	99.38%	160	69.39%	588	-7.3	Yes	0				
CO	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	-1.4	N/A	99.38%	160	75.00%	588	-6.31	N/A	0				
CO	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P		N/A			8.5	2		N/A	0				
CO	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	-0.83	Yes	2.5	2	3.71	34	-0.41	Yes	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		N/A			11.07	15		N/A	0				
CO	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	-0.99	N/A			124.33	73		N/A	0				
CO	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS	-0.36	N/A			11			N/A	0				
CO	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	-0.27	Yes	100.00%	6	98.16%	163	-0.33	Yes	0				
CO	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	0.33	Yes	100.00%	11	95.22%	607	-0.74	Yes	0				
CO	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	-0.26	Yes	100.00%	19	100.00%	367	.	Yes	0				
CO	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	-0.04	Yes	100.00%	18	98.27%	751	-0.56	Yes	0				
CO	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	-0.65	Yes	4:54:00	19	3:30:00	367	1	Yes	0				
CO	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	-1.16	Yes	6:02:00	18	9:54:00	751	-1.39	Yes	0				
CO	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	1.94	No	10.53%	19	14.17%	367	-0.44	Yes	1	62	14.52%	13.23%	1.28%
CO	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	4.01	No	5.26%	19	14.79%	764	-1.16	Yes	1	97	17.53%	12.33%	5.19%
CO	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.25	N/A	0.00%	10	14.07%	199	-1.25	N/A	0				
CO	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	4.3	N/A	5.88%	17	14.78%	697	-1.02	N/A	0				
CO	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	3.51	No	0.90%	4246	0.80%	141287	0.68	Yes	2	19,723	0.81%	0.67%	0.14%
CO	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	1.46	N/A	0.64%	4246	0.63%	141287	0.01	N/A	0				
CO	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	0.84	N/A	33.33%	57	30.36%	1624	0.49	N/A	0				
CO	02–05	OP-3	Install Commit Met, EELs%		90.00%		No	82.90%	193				No	4	1,047	87.39%		
CO	02–05	OP-4	Install Interv, EELs, Avg Days		NS		N/A	7.48	188				N/A	0				
CO	02–05	OP-5	New Service Install Quality, EELs%		NS		N/A	87.19%	203				N/A	0				
CO	02–05	OP-5*	New Service Install Quality, EELs%		NS		N/A	90.64%	203				N/A	0				
CO	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS		N/A	5.52	33				N/A	0				
CO	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS		N/A	6.86	7				N/A	0				
CO	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS		N/A	13.13	16				N/A	0				
CO	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS		N/A	15					N/A	0				
CO	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS		N/A	87.95%	83				N/A	0				
CO	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS		N/A	2:17:00	83				N/A	0				
CO	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS		N/A	48.19%	83				N/A	0				
CO	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS		N/A	49.21%	63				N/A	0				
CO	02–05	MR-8	Trouble Rate, EELs%		NS		N/A	9.95%	834				N/A	0				
CO	02–05	MR-8*	Trouble Rate, EELs%		NS		N/A	7.55%	834				N/A	0				
CO	04–01	OP-3	Install Commit Met, UBL Analog%	ND	90.00%		N/A						N/A	0				
CO	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%		N/A						N/A	0				
CO	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	-6.67	Yes	99.04%	5008	96.02%	21432	-9.86	Yes	0				
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6		N/A						N/A	0				
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		N/A						N/A	0				
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	-4.33	Yes	4.79	2317	5.89	21473	-7.64	Yes	0				
CO	04–01	OP-5	New Service Install Quality, UBL Analog%		P	-38.6	Yes	95.94%	4488	58.99%	20600	-45.61	Yes	0				
CO	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	-35.23	N/A	97.55%	4488	65.18%	20600	-41.24	N/A	0				
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	0.62	Yes	8.44	48	4.61	413	1.94	No	1	192	5.39	5.66	(0.26)
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P		N/A						N/A	0				
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P		N/A						N/A	0				
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	-0.19	Yes			11.8	457		N/A	0				
CO	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	-4.17	N/A	4.82	22	102.38	792	-4.1	N/A	0				
CO	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	5.29	N/A	8		307		-0.23	N/A	0				
CO	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	-7	Yes	100.00%	681	94.42%	27521	-6.27	Yes	0				
CO	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	-3.72	Yes	100.00%	728	98.93%	36942	-2.78	Yes	0				
CO	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	-12.25	Yes	2:22:00	728	12:15:00	36942	-22.15	Yes	0				
CO	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	-2.15	Yes	9.75%	728	14.00%	37929	-3.27	Yes	1	3,424	12.06%	13.38%	-1.32%
CO	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	-2.47	N/A	9.32%	472	13.77%	31654	-2.78	N/A	0				
CO	04–01	MR-8	Trouble Rate, UBL Analog%		P	-3.98	Yes	1.40%	52039	1.72%	2202383	-5.6	Yes	0				
CO	04–01	MR-8*	Trouble Rate, UBL Analog%		P	-8.59	N/A	0.91%	52039	1.44%	2202383	-10.04	N/A	0				
CO	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	-7.37	N/A	21.04%	922	29.43%	53750	-5.54	N/A	0				
CO	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	-4.02	Yes	99.35%	154	90.82%	316	-3.01	Yes	0				
CO	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	-7.64	Yes	3.75	150	9.56	307	-7.93	Yes	0				
CO	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	-1.4	Yes	98.18%	165	89.97%	369	-2.92	Yes	0				
CO	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	0.37	N/A	100.00%	165	94.58%	369	-2.56	N/A	0				
CO	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	-0.42	Yes	1	1	11.37	30	-1.02	Yes	0				
CO	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P		N/A			6.2	5		N/A	0				
CO	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	-3.72	N/A	13.83	6	192.45	103	-2.69	N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
CO	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
CO	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
CO	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
CO	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
CO	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
CO	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
CO	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
CO	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
CO	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
CO	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
CO	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
CO	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
CO	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS	
CO	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
CO	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
CO	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
CO	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
CO	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
CO	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
CO	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
CO	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
CO	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
CO	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
CO	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
CO	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
CO	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
CO	02–05	OP-3	Install Commit Met, EELs%		90.00%	
CO	02–05	OP-4	Install Interv, EELs, Avg Days		NS	
CO	02–05	OP-5	New Service Install Quality, EELs%		NS	
CO	02–05	OP-5*	New Service Install Quality, EELs%		NS	
CO	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	
CO	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	
CO	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
CO	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	
CO	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	
CO	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	
CO	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS	
CO	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS	
CO	02–05	MR-8	Trouble Rate, EELs%		NS	
CO	02–05	MR-8*	Trouble Rate, EELs%		NS	
CO	04–01	OP-3	Install Commit Met, UBL Analog%	ND	90.00%	
CO	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%	
CO	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
CO	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	
CO	04–01	OP-5	New Service Install Quality, UBL Analog%		P	
CO	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P	
CO	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P	
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
CO	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
CO	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
CO	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	
CO	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
CO	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
CO	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
CO	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
CO	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
CO	04–01	MR-8	Trouble Rate, UBL Analog%		P	
CO	04–01	MR-8*	Trouble Rate, UBL Analog%		P	
CO	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
CO	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	
CO	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
CO	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
CO	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
CO	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
CO	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
CO	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	13		25		3.24	N/A	7		22		2.27	N/A	10		16		4.16	N/A	11		17	
CO	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	19	99.63%	269	-0.26	Yes	100.00%	24	100.00%	353	.	Yes	100.00%	45	99.82%	544	-0.28	Yes	100.00%	40	99.24%	527
CO	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	31	100.00%	271	.	Yes	100.00%	34	100.00%	354	.	Yes	100.00%	57	100.00%	554	.	Yes	100.00%	46	100.00%	541
CO	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:46:00	31	2:09:00	271	1.09	Yes	2:42:00	34	2:00:00	354	1.09	Yes	2:17:00	57	2:14:00	554	0.2	Yes	2:38:00	46	2:56:00	541
CO	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	22.58%	31	11.44%	271	1.66	No	5.88%	34	12.43%	354	-1.11	Yes	24.56%	57	18.77%	554	1.04	Yes	6.52%	46	23.29%	541
CO	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	3.85%	26	9.32%	161	-0.89	N/A	24.39%	41	17.13%	286	1.11	N/A	8.82%	34	28.87%	291
CO	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.57%	5455	0.79%	34150	-1.74	Yes	0.62%	5486	1.03%	34333	-2.8	Yes	1.03%	5508	1.59%	34904	-3.05	Yes	0.82%	5619	1.52%	35683
CO	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.47%	5486	0.47%	34333	0.05	N/A	0.74%	5508	0.82%	34904	-0.57	N/A	0.61%	5619	0.82%	35683
CO	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	11.43%	35	32.92%	404	-2.6	N/A	2.86%	35	29.76%	504	-3.37	N/A	10.94%	64	24.01%	729	-2.35	N/A	8.00%	50	26.59%	737
CO	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P	100.00%	1	91.84%	968	-0.3	Yes			90.72%	1002		N/A	100.00%	5	88.85%	1552	-0.79	Yes	100.00%	2	91.73%	1270
CO	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	5	1	12.17	1013	-0.78	Yes			12.81	1039		N/A	3.8	5	13.63	1623	-1.74	Yes	4	2	11.52	1339
CO	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P	100.00%	1	94.65%	1046	-0.24	Yes	100.00%	3	94.42%	1362	-0.42	Yes	50.00%	4	86.48%	1516	1.66	No	92.86%	14	88.68%	1351
CO	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	100.00%	3	96.18%	1362	-0.34	N/A	75.00%	4	91.69%	1516	0.97	N/A	100.00%	14	92.97%	1351
CO	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			25.94	35		N/A			14.98	47		N/A			21.54	109		N/A			14.5	116
CO	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			14.84	58		N/A			13.35	63		N/A			14.88	112		N/A			15.33	15
CO	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			91.24	144		N/A			106.69	121		N/A			90.9	135		N/A			72.42	186
CO	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			61			N/A			59			N/A			67			N/A			96	
CO	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			87.45%	916		N/A			83.72%	1192		N/A	50.00%	2	87.65%	1441	1.16	Yes	100.00%	3	83.19%	1374
CO	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:17:00	916		N/A			2:32:00	1192		N/A	2:35:00	2	2:02:00	1441	0.6	Yes	1:37:00	3	2:34:00	1374
CO	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			14.63%	916		N/A			14.77%	1192		N/A	0.00%	2	27.13%	1441	-0.86	Yes	0.00%	3	26.06%	1374
CO	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			14.51%	813		N/A	0.00%	1	27.51%	905	-0.62	N/A	0.00%	1	27.18%	916
CO	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	0.00%	77	1.70%	53826	-1.15	Yes	0.00%	77	2.21%	53828	-1.32	Yes	2.63%	76	2.67%	53918	-0.02	Yes	3.85%	78	2.56%	53688
CO	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0.00%	77	1.51%	53828	-1.09	N/A	1.32%	76	1.68%	53918	-0.25	N/A	1.28%	78	1.71%	53688
CO	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			17.18%	1106		N/A	100.00%	1	14.12%	1388	1.48	N/A	33.33%	3	15.04%	1696	0.76	N/A	0.00%	3	14.71%	1611
CO	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	96.64%	119	91.84%	968	-1.8	Yes	97.06%	68	90.72%	1002	-1.74	Yes	92.47%	93	88.85%	1552	-1.08	Yes	96.97%	99	91.73%	1270
CO	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8.18	105	12.17	1013	-4.24	Yes	8.47	91	12.81	1039	-3.67	Yes	8.29	109	13.63	1623	-4.28	Yes	8.15	121	11.52	1339
CO	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	87.50%	120	94.65%	1046	2.79	No	87.96%	108	94.42%	1362	2.45	No	93.50%	123	86.48%	1516	-2.19	Yes	87.02%	131	88.68%	1351
CO	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	95.37%	108	96.18%	1362	0.46	N/A	95.94%	123	91.69%	1516	-1.64	N/A	93.89%	131	92.97%	1351
CO	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	7	1	25.94	35	-0.69	Yes	10.5	4	14.98	47	-0.33	Yes	9	1	21.54	109	-0.54	Yes	12.33	3	14.5	116
CO	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	5.33	3	14.84	58	-0.91	Yes	4.5	2	13.35	63	-0.87	Yes	5	6	14.88	112	-1.29	Yes	4	1	15.33	15
CO	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	7	7	91.24	144	-1.62	N/A	11.5	4	106.69	121	-1.34	N/A	11	11	90.9	135	-1.96	N/A	17	2	72.42	186
CO	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	6		61		2.21	N/A	3		59		0.94	N/A	11		67		3.51	N/A	2		96	
CO	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	90.32%	62	87.45%	916	-0.66	Yes	86.79%	53	83.72%	1192	-0.59	Yes	88.89%	63	87.65%	1441	-0.29	Yes	75.41%	61	83.19%	1374
CO	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:25:00	62	2:17:00	916	0.48	Yes	2:11:00	53	2:32:00	1192	-0.73	Yes	2:06:00	63	2:02:00	1441	0.26	Yes	3:03:00	61	2:34:00	1374
CO	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	20.97%	62	14.63%	916	1.32	Yes	20.75%	53	14.77%	1192	1.17	Yes	38.10%	63	27.13%	1441	1.86	No	42.62%	61	26.06%	1374
CO	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	19.44%	36	14.51%	813	0.82	N/A	36.96%	46	27.51%	905	1.37	N/A	39.13%	46	27.18%	916
CO	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	4.53%	1369	1.70%	53826	7.99	No	4.14%	1280	2.21%	53828	4.63	No	5.22%	1207	2.67%	53918	5.43	No	5.48%	1113	2.56%	53688
CO	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	2.81%	1280	1.51%	53828	3.78	N/A	3.81%	1207	1.68%	53918	5.7	N/A	4.13%	1113	1.71%	53688
CO	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	18.42%	76	17.18%	1106	0.3	N/A	15.87%	63	14.12%	1388	0.42	N/A	14.86%	74	15.04%	1696	-0.04	N/A	16.44%	73	14.71%	1611
CO	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	95.69%	116	87.76%	384	-2.28	Yes	94.79%	96	94.02%	401	-0.29	Yes	98.03%	152	95.21%	585	-1.45	Yes	96.75%	123	89.44%	549
CO	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.04	106	11.95	370	-7.45	Yes	4	92	12.72	383	-8.13	Yes	3.95	150	14.23	565	-8.93	Yes	4.03	121	12.82	545
CO	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	91.89%	111	97.22%	396	2.32	No	94.66%	131	95.60%	500	0.47	Yes	92.57%	148	89.06%	585	-1.22	Yes	93.02%	129	92.02%	451
CO	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	96.95%	131	98.60%	500	1.21	N/A	93.92%	148	94.36%	585	0.22	N/A	96.12%	129	96.90%	451
CO	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	7	3	5.47	19	0.54	Yes	3	1	9.2	15	-0.48	Yes	2.5	2	18.48	21	-0.9	Yes	4	4	15.17	60
CO	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	8.75	4	15.64	28	-0.64	Yes	6	4	16.55	11	-0.88	Yes	5	1	18.64	11	-0.57	Yes	8	1	11.71	7
CO	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	7.17	6	148.77	61	-1.75	N/A	6.88	8	148.15	60	-2.09	N/A	0.5	2	201.12	77	-1.43	N/A	14	2	197.57	84
CO	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	4		25		1.14	N/A	5		22		1.33	N/A	2		16		2.04	N/A	2		17	
CO	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	30	99.63%	269	-0.32	Yes	100.00%	24	100.00%	353	.	Yes	100.00%	37	99.82%	544	-0.25	Yes	100.00%	45	99.24%	527
CO	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	44	100.00%	271	.	Yes	100.00%	40	100.00%	354	.	Yes	100.00%	61	100.00%	554	.	Yes	100.00%	55	100.00%	541
CO	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:01:00	44	2:09:00	271	-0.28	Yes	2:39:00	40	2:00:00	354	1.13	Yes	3:01:00	61	2:14:00	554	1.53	Yes	2:40:00	55	2:56:00	541
CO	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	15.91%	44	11.44%	271	0.84	Yes	10.00%	40	12.43%	354	-0.44	Yes	26.23%	61	18.77%	554	1.36	Yes	14.55%	55	23.29%	541
CO	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	3.33%	30	9.32%	161	-1.04	N/A	25.00%	52	17.13%	286	1.31	N/A	9.76%	41	28.87%	291
CO	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.33%	3316	0.79%	34150	3.3	No	1.20%	3325	1.03%	34333	0.94	Yes	1.82%	3345	1.59%	34904	1.05	Yes	1.64%	3356	1.52%	35683
CO	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.90%	3325	0.47%	34333	3.49	N/A	1.55%	3345	0.82%	34904	4.51	N/A	1.22%	3356	0.82%	35683
CO	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	4.35%	46	32.92%	404	-3.91	N/A	2.44%	41	29.76%	504	-3.68	N/A	11.59%	69	24.01%	729	-2.31	N/A	8.33%	60	26.59%	737
CO	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%			98.19%	1434		N/A			97.45%	1293		N/A			96.66%	1377		N/A			95.70%	1466
CO	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.55	1440		N/A			5.28	1294		N/A			5.34	1381		N/A			5.28	1466
CO	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			99.71%	1367		N/A			99.63%	1338		N/A			98.46%	1424		N/A			99.15%	1649
CO	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			99.63%	1338		N/A			98.74%	1424		N/A			99.27%	1649
CO	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			3.9	30		N/A			4.77	30		N/A			4.36	47		N/A			3.51	55
CO	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A			7	1		N/A			2	1		N/A			9	1
CO	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			94.00%	467		N/A			94.31%	510		N/A			88.74%	533		N/A			87.93%	613
CO	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			97.22%	468		N/A			98.04%	511		N/A			95.33%	535		N/A			95.61%	615
CO	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			7:25:00	468		N/A			7:07:00	511		N/A			12:00:00	535		N/A			9:33:00	615
CO	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			18.80%	468		N/A			17.61%	511		N/A			38.13%	535		N/A			40.00%	615
CO	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			16.36%	269		N/A			40.32%	253		N/A			40.67%	300
CO	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.94%	24126		N/A			2.06%	24810		N/A			2.09%	25581		N/A			2.32%	26467
CO	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.08%	24810		N/A			0.99%	25581		N/A			1.13%	26467
CO	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			56.10%	1066		N/A			56.44%	1173		N/A			49.81%	1066		N/A			50.64%	1246
CO	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			78.85%	52		N/A			82.22%	45		N/A			81.36%	59		N/A			81.71%	82
CO	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			16.57	60		N/A			17.88	49		N/A			18.43	69		N/A			19.19	96
CO	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			96.43%	56		N/A			95.00%	60		N/A			92.86%	84		N/A			100.00%	98

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	3.93	N/A	5		16		3.42	N/A	0				
CO	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	-0.53	Yes	100.00%	29	98.84%	601	-0.57	Yes	0				
CO	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	.	Yes	100.00%	33	100.00%	608	.	Yes	0				
CO	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	-0.46	Yes	1:56:00	33	3:01:00	608	-1.39	Yes	0				
CO	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	-2.58	Yes	6.06%	33	25.99%	608	-2.54	Yes	1	201	13.93%	19.89%	-5.96%
CO	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	-2.44	N/A	8.00%	25	28.14%	334	-2.16	N/A	0				
CO	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	-3.98	Yes	0.58%	5669	1.69%	35903	-6.03	Yes	0				
CO	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	-1.63	N/A	0.44%	5669	0.93%	35903	-3.57	N/A	0				
CO	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	-2.88	N/A	29.79%	47	25.67%	818	0.63	N/A	0				
CO	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P	-0.42	Yes	100.00%	26	86.11%	1195	-2.03	Yes	0				
CO	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	-1.15	Yes	3.67	12	13.97	1301	-2.93	Yes	0				
CO	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P	-0.49	Yes	85.71%	14	89.49%	1323	0.49	Yes	1	36	86.11%	90.47%	-4.36%
CO	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	-1.02	N/A	92.86%	14	92.97%	1323	0.1	N/A	0				
CO	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			16.11	179		N/A	0				
CO	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			15.67	21		N/A	0				
CO	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		N/A	8	1	73.55	179	-0.58	N/A	0				
CO	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS		N/A	-		88		-0.98	N/A	0				
CO	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	-0.78	Yes	100.00%	3	89.68%	1511	-0.59	Yes	0				
CO	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	-0.47	Yes	1:34:00	3	2:04:00	1511	-0.37	Yes	0				
CO	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	-1.03	Yes	0.00%	3	28.86%	1511	-1.1	Yes	0				
CO	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	-0.61	N/A	0.00%	2	29.06%	998	-0.9	N/A	0				
CO	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	0.74	Yes	3.85%	78	2.84%	53139	0.58	Yes	0				
CO	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P	-0.29	N/A	2.56%	78	1.88%	53139	0.5	N/A	0				
CO	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	-0.72	N/A	25.00%	4	15.26%	1783	0.52	N/A	0				
CO	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	-1.82	Yes	96.81%	94	86.11%	1195	-2.89	Yes	0				
CO	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	-3.86	Yes	8.47	131	13.97	1301	-4.95	Yes	0				
CO	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	0.58	Yes	84.38%	128	89.49%	1323	1.71	No	3	610	88.03%	90.47%	-2.43%
CO	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	-0.4	N/A	89.84%	128	92.97%	1323	1.27	N/A	0				
CO	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	-0.19	Yes	8.75	4	16.11	179	-0.7	Yes	0				
CO	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	-0.94	Yes	1	1	15.67	21	-0.78	Yes	0				
CO	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	-0.68	N/A	4	1	73.55	179	-0.62	N/A	0				
CO	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	1.13	N/A	1		88		0.68	N/A	0				
CO	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	1.53	Yes	91.43%	70	89.68%	1511	-0.47	Yes	0				
CO	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	1.02	Yes	2:21:00	70	2:04:00	1511	1	Yes	0				
CO	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	2.74	No	24.29%	70	28.86%	1511	-0.82	Yes	2	309	29.45%	23.24%	6.21%
CO	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	1.72	N/A	21.28%	47	29.06%	998	-1.15	N/A	0				
CO	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	6.11	No	6.74%	1038	2.84%	53139	7.49	No	5	6,007	5.14%	2.39%	2.75%
CO	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	6.19	N/A	4.53%	1038	1.88%	53139	6.23	N/A	0				
CO	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0.43	N/A	14.63%	82	15.26%	1783	-0.15	N/A	0				
CO	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	-2.38	Yes	94.69%	113	90.82%	316	-1.22	Yes	0				
CO	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	-5.86	Yes	4.2	110	9.56	307	-6.55	Yes	0				
CO	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	-0.37	Yes	92.54%	134	89.97%	369	-0.85	Yes	1	653	92.96%	92.61%	0.34%
CO	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	0.45	N/A	95.52%	134	94.58%	369	-0.41	N/A	0				
CO	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	-0.69	Yes	3	6	11.37	30	-1.87	Yes	0				
CO	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	-0.23	Yes	4.5	2	6.2	5	-0.44	Yes	0				
CO	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	-1.44	N/A			192.45	103		N/A	0				
CO	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	2.06	N/A			16			N/A	0				
CO	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	-0.56	Yes	98.39%	62	98.84%	601	0.33	Yes	0				
CO	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	.	Yes	100.00%	75	100.00%	608	.	Yes	0				
CO	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	-0.46	Yes	3:54:00	75	3:01:00	608	1.45	Yes	0				
CO	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	-1.46	Yes	24.00%	75	25.99%	608	-0.37	Yes	0				
CO	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	-2.53	N/A	20.69%	58	28.14%	334	-1.17	N/A	0				
CO	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.56	Yes	2.26%	3312	1.69%	35903	2.44	No	2	16,654	1.65%	1.33%	0.32%
CO	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	2.5	N/A	1.75%	3312	0.93%	35903	4.71	N/A	0				
CO	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	-3.08	N/A	2.60%	77	25.67%	818	-4.43	N/A	0				
CO	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%		N/A			96.39%	1828		N/A	0				
CO	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		N/A			5.29	1832		N/A	0				
CO	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P		N/A	100.00%	9	99.37%	2060	-0.24	Yes	0				
CO	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P		N/A	100.00%	9	99.61%	2060	-0.19	N/A	0				
CO	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P		N/A			4.77	65		N/A	0				
CO	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P		N/A			5	2		N/A	0				
CO	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P		N/A			94.10%	915		N/A	0				
CO	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		N/A			98.58%	917		N/A	0				
CO	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		N/A			6:43:00	917		N/A	0				
CO	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		N/A			39.69%	917		N/A	0				
CO	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		N/A			41.30%	494		N/A	0				
CO	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P		N/A			3.36%	27319		N/A	0				
CO	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P		N/A			1.81%	27319		N/A	0				
CO	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		N/A			46.50%	1714		N/A	0				
CO	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		N/A			77.03%	74		N/A	0				
CO	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		N/A			23.81	98		N/A	0				
CO	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		N/A			92.22%	90		N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY
CO, NM, OR, SD; AUG-DEC 2002

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	
CO	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
CO	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
CO	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
CO	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
CO	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
CO	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	
CO	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
CO	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
CO	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P	
CO	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
CO	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
CO	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
CO	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
CO	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
CO	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
CO	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS	
CO	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
CO	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
CO	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
CO	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
CO	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	
CO	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
CO	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
CO	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
CO	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
CO	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
CO	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
CO	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
CO	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
CO	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
CO	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	
CO	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
CO	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
CO	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
CO	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
CO	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
CO	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
CO	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
CO	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
CO	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
CO	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
CO	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
CO	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
CO	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
CO	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
CO	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	
CO	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
CO	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
CO	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
CO	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
CO	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
CO	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
CO	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
CO	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
CO	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	
CO	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
CO	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
CO	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
CO	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
CO	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
CO	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
CO	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
CO	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
CO	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
CO	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
CO	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
CO	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
CO	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
CO	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
CO	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
CO	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			98.33%	60		N/A			96.43%	84		N/A			100.00%	98
CO	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			15.13	8		N/A			16	2		N/A			18.56	9		N/A			22.1	21
CO	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			32.4	5		N/A			37.57	7		N/A			31.75	8		N/A				
CO	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			37.15	26		N/A			35.36	28		N/A			40.09	23		N/A			57.04	24
CO	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS			19			N/A			13			N/A			16			N/A			13	
CO	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			86.36%	22		N/A			80.65%	31		N/A			90.48%	42		N/A			88.46%	26
CO	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			3:05:00	22		N/A			3:22:00	31		N/A			6:46:00	42		N/A			2:53:00	26
CO	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			9.09%	22		N/A			9.68%	31		N/A			28.57%	42		N/A			19.23%	26
CO	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			18.75%	16		N/A			29.17%	24		N/A			23.53%	17
CO	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.54%	4097		N/A			0.76%	4075		N/A			1.03%	4071		N/A			0.64%	4043
CO	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.39%	4075		N/A			0.59%	4071		N/A			0.42%	4043
CO	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			15.38%	26		N/A			22.50%	40		N/A			25.00%	56		N/A			29.73%	37
CO	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00:00	0:04:00	2887				Yes	0:03:00	1286				Yes	0:03:00	1081				Yes	0:03:00	947		
CO	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00:00						N/A						N/A						N/A				
CO	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	99.50%	804				Yes	98.99%	395				Yes	99.74%	387				Yes	99.50%	397		
CO	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	100.00%	88				Yes	100.00%	96				Yes	100.00%	94				Yes	97.62%	126		
CO	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.12%	804				N/A	0.51%	395				N/A	0.00%	387				N/A	0.00%	397		
CO	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	88				N/A	0.00%	96				N/A	0.00%	94				N/A	1.59%	126		
CO	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	82.54%	63				No	84.93%	73				No	94.80%	346				Yes	60.48%	291		
CO	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	7.93	55				Yes	6.54	68				Yes	8.13	335				Yes	8.3	286		
CO	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	99.85%	684	99.60%	22747	-1.04	Yes	99.08%	650	99.38%	24086	0.96	Yes	98.86%	528	99.54%	28491	2.26	Yes	96.97%	297	99.42%	27464
CO	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%			97.19%	16062		N/A			96.62%	16132		N/A			96.74%	19336		N/A			95.74%	17728
CO	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	2.99	660	3.55	16836	-7.55	Yes	3	627	3.65	18118	-7.78	Yes	3.03	502	3.72	22184	-7	Yes	3.23	277	3.78	21784
CO	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.86	16201		N/A			5.83	16271		N/A			5.64	19427		N/A			5.67	17809
CO	04–10	OP-5	New Service Install Quality, Line Sharing%		P	94.77%	726	97.53%	39670	4.76	No	88.15%	785	88.88%	44163	0.64	Yes	88.78%	713	85.32%	46625	-2.59	Yes	92.35%	549	86.19%	51784
CO	04–10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	92.36%	785	90.11%	44163	-2.09	N/A	92.85%	713	87.71%	46625	-4.14	N/A	95.99%	549	88.27%	51784
CO	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	6.33	3	5.29	91	0.75	N/A	1.33	3	4.05	155	-0.86	N/A	4	4	8.52	134	-0.26	N/A	9.5	2	9.48	171
CO	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			6.38	362		N/A			5.98	440		N/A			6.45	427		N/A			5.03	499
CO	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	4.57	7	14	4	-1	N/A	4.64	11	4.14	7	0.18	N/A	6.27	22	26.55	11	-1.22	N/A	7.57	113	7	8
CO	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			9	202		N/A	10	1	9.74	221	0.48	N/A			11.27	276		N/A	8.4	5	12.59	323
CO	04–10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	3.09	23				N/A	3.38	13				N/A	9.4	10				N/A	4.13	95		
CO	04–10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	22					N/A	13					N/A	9					N/A	93			
CO	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	91.01%	89	98.61%	2439	3.97	No	87.38%	103	98.23%	2649	5.22	No	92.00%	100	98.91%	3393	4.19	No	84.00%	50	96.42%	3738
CO	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	91.18%	34	96.38%	12986	1.42	Yes	78.57%	42	94.94%	15373	3.68	No	79.55%	44	94.71%	19028	3.49	No	71.43%	28	91.84%	21733
CO	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	100.00%	90	99.83%	4674	-0.39	Yes	93.20%	103	99.85%	5165	5.9	No	99.01%	101	99.85%	6668	1.41	Yes	90.20%	51	99.55%	6869
CO	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	94.12%	34	99.15%	16141	2.1	No	100.00%	42	98.70%	19259	-0.74	Yes	97.73%	44	98.92%	24179	0.73	Yes	92.86%	28	97.76%	27513
CO	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	7:24:00	90	4:30:00	4674	2.88	No	11:46:00	103	4:02:00	5165	11.68	No	6:52:00	101	4:43:00	6668	3.05	No	15:21:00	51	6:22:00	6869
CO	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	19:17:00	34	11:14:00	16141	2.46	No	15:39:00	42	12:15:00	19259	1.62	Yes	15:08:00	44	12:43:00	24179	1.44	Yes	18:55:00	28	14:54:00	27513
CO	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	P	30.00%	100	17.17%	367	2.74	No	35.24%	105	15.64%	390	4.23	No	23.76%	101	37.73%	379	-2.57	Yes	27.45%	51	39.48%	461
CO	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	P	38.64%	44	24.75%	101	1.66	No	34.09%	44	23.97%	121	1.27	Yes	34.78%	46	39.10%	156	-0.53	Yes	35.48%	31	41.56%	154
CO	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	31.67%	60	13.64%	220	3.06	N/A	18.97%	58	41.24%	177	-2.99	N/A	28.00%	25	38.20%	233
CO	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	36.11%	36	28.57%	49	0.72	N/A	34.29%	35	38.16%	76	-0.39	N/A	38.46%	26	49.25%	67
CO	04–10	MR-8	Trouble Rate, Line Sharing%		P	2.09%	6890	0.98%	2159553	9.3	No	2.31%	6442	1.15%	2168527	8.69	No	2.49%	5895	1.45%	2180068	6.67	No	1.50%	5456	1.61%	2191706
CO	04–10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	1.49%	6442	0.97%	2168527	4.26	N/A	1.58%	5895	1.21%	2180068	2.6	N/A	0.93%	5456	1.36%	2191706
CO	04–11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	90.00%						N/A						N/A						N/A				
CO	04–11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	90.00%						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				
CO	04–11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	D	NS						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				
CO	04–11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS						N/A						N/A						N/A				
CO	04–11	OP-6A	Delayed Days for Non-Facility Reasons, Sub-Loop Unbundling, Avg Days	D	NS						N/A						N/A						N/A				
CO	04–11	OP-15A	Interv for Pending Orders Delayed, Sub-Loop Unbundling, Avg Days		NS						N/A						N/A						N/A				
CO	04–11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loop Unbundling		NS						N/A						N/A						N/A				
CO	04–12	OP-3	Install Commit Met, Dark Fiber - Loop%		NS						N/A	0.00%	1				N/A						N/A				
CO	04–12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	100.00%	1				N/A	100.00%	1				N/A						N/A				
CO	04–12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS						N/A	100.00%	1				N/A						N/A				
CO	04–12	OP-6A	Delayed Days for Non-Facility Reasons, Dark Fiber - Loop, Avg Days		NS						N/A	9	1				N/A						N/A				
CO	04–12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	0.00%	4				N/A	0.00%	4				N/A	0.00%	4				N/A	0.00%	3		
CO	04–12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0.00%	4				N/A	0.00%	4				N/A	0.00%	3		
CO	05–01	OP-3	Install Commit Met, UDIT DS1%		P	100.00%	2	91.84%	968	-0.42	Yes			90.72%	1002		N/A	5.13%	39	88.85%	1552	7.94	No	100.00%	3	91.73%	1270
CO	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P	8.5	4	12.17	1013	-0.8	Yes			12.81	1039		N/A	19.63	40	13.63	1623	2.37	No	8	3	11.52	1339
CO	05–01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	2	94.65%	1046	-0.34	Yes	100.00%	20	94.42%	1362	-1.08	Yes	95.45%	22	86.48%	1516	-1.22	Yes	100.00%	4	88.68%	1351
CO	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	20	96.18%	1362	-0.88	N/A	95.45%	22	91.69%	1516	-0.64	N/A	100.00%	4	92.97%	1351
CO	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			25.94	35		N/A			14.98	47		N/A	24	1	21.54	109	0.32	Yes			14.5	116
CO	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			14.84	58		N/A			13.35	63		N/A	13.81	36	14.88	112	-0.3	Yes			15.33	15
CO	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	407	1	91.24	144	1.84	N/A	386	1	106.69	121	1.61	N/A	366	1	90.9	135	1.64	N/A	343	1	72.42	186
CO	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	-		61		-0.85	N/A	-		59		-0.97	N/A	-		67		-0.99	N/A	-		96	
CO	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			87.45%	916		N/A	100.00%	2	83.72%	1192	-0.62	Yes	100.00%	2	87.65%	1441	-0.53	Yes	100.00%	3	83.19%	1374
CO	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:17:00	916		N/A	0:43:00	2	2:32:00	1192	-0.75	Yes	1:41:00	2	2:02:00	1441	-0.22	Yes	1:01:00	3	2:34:00	1374
CO	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			14.63%	916		N/A	0.00%	2	14.77%	1192	-0.59	Yes	0.00%	2	27.13%	1441	-0.86	Yes	0.00%	3	26.06%	1374
CO	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A	0.00%	1	14.51%	813	-0.41	N/A	0.00%	2	27.51%	905	-0.87	N/A	0.00%	1	27.18%	916
CO	05–01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	118	1.70%	53826	-1.43	Yes	1.75%	114	2.21%	53828	-0.33	Yes	1.75%	114	2.67%	53918	-0.61	Yes	2.86%	105	2.56%	53688

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		N/A			97.78%	90		N/A	0				
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A			27.26	27		N/A	0				
CO	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A						N/A	0				
CO	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS		N/A			59.62	26		N/A	0				
CO	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS		N/A			16			N/A	0				
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		N/A			95.35%	43		N/A	0				
CO	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		N/A			1:31:00	43		N/A	0				
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			23.26%	43		N/A	0				
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			28.57%	28		N/A	0				
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		N/A			1.07%	4022		N/A	0				
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		N/A			0.70%	4022		N/A	0				
CO	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		N/A			23.21%	56		N/A	0				
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00:00		Yes	0:03:00	1132				Yes	0				
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00:00		N/A	0:05:00	1				Yes	0				
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%		Yes	98.83%	426				Yes	0				
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%		Yes	97.40%	231				Yes	0				
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS		N/A	0.47%	426				N/A	0				
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS		N/A	0.00%	231				N/A	0				
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%		No	95.06%	243				Yes	3	1,016	83.56%		
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15		Yes	7.68	238				Yes	0				
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	3.94	Yes	99.03%	310	99.61%	36778	1.43	Yes	0				
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.00%		N/A			96.02%	21432		N/A	0				
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	-2.34	Yes	3.01	302	3.53	27085	-5.43	Yes	0				
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		N/A			5.89	21473		N/A	0				
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	-4.16	Yes	95.09%	530	84.40%	54159	-6.75	Yes	1	3,303	91.55%	88.01%	3.54%
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	-5.59	N/A	96.42%	530	86.76%	54159	-6.53	N/A	0				
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	1.08	N/A	2	1	4.78	138	-0.27	N/A	0				
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		N/A			4.61	413		N/A	0				
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	0.42	N/A	5.22	9	4	10	0.85	N/A	0				
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	-0.4	N/A	5	3	11.8	457	-0.72	N/A	0				
CO	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS		N/A	3.57	63				N/A	0				
CO	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS		N/A	61					N/A	0				
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	3.51	No	96.43%	28	97.99%	4232	0.6	Yes	4	370	89.73%	97.95%	-8.22%
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	3.16	No	90.48%	21	93.77%	23289	0.64	Yes	3	169	81.66%	94.07%	-12.41%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	4.61	No	96.43%	28	99.80%	8011	1.91	No	3	373	96.25%	99.77%	-3.52%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	1.43	Yes	100.00%	21	98.69%	28931	-0.53	Yes	1	169	97.04%	98.58%	-1.54%
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	3.72	No	8:24:00	28	6:07:00	8011	1.44	Yes	4	373	9:37:24	5:17:25	4:19:59
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	1.51	Yes	11:43:00	21	13:57:00	28931	-0.83	Yes	1	169	16:17:56	13:15:29	3:02:27
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	P	-1.67	Yes	32.14%	28	36.82%	698	-0.5	Yes	2	385	29.61%	30.76%	-1.15%
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	P	-0.63	Yes	19.05%	21	48.86%	219	-2.61	Yes	1	186	33.87%	38.08%	-4.21%
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	-1	N/A	33.33%	15	38.18%	385	-0.38	N/A	0				
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	-0.93	N/A	19.05%	21	52.29%	109	-2.79	N/A	0				
CO	04--10	MR-8	Trouble Rate, Line Sharing%		P	-0.65	Yes	0.95%	5138	1.72%	2202383	-4.23	Yes	3	29,821	1.91%	1.38%	0.53%
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P	-2.69	N/A	0.70%	5138	1.44%	2202383	-4.43	N/A	0				
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	90.00%		N/A						N/A	0				
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	90.00%		N/A						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						N/A	0				
CO	04--11	OP-5	New Service Install Quality, Sub-Loop Unbundling%		NS		N/A						N/A	0				
CO	04--11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS		N/A						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						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	OP-3	Install Commit Met, Dark Fiber - Loop%		NS		N/A						N/A	0				
CO	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS		N/A						N/A	0				
CO	04--12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS		N/A						N/A	0				
CO	04--12	OP-6A	Delayed Days for Non-Facility Reasons, Dark Fiber - Loop, Avg Days		NS		N/A						N/A	0				
CO	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS		N/A	0.00%	3				N/A	0				
CO	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS		N/A	0.00%	3				N/A	0				
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P	-0.52	Yes	100.00%	4	86.11%	1195	-0.8	Yes	1	48	22.92%	89.71%	-66.79%
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	-0.66	Yes	8	5	13.97	1301	-1.1	Yes	1	52	16.98	12.88	4.10
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	-0.71	Yes	100.00%	4	89.49%	1323	-0.68	Yes	0				
CO	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	-0.55	N/A	100.00%	4	92.97%	1323	-0.55	N/A	0				
CO	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		N/A			16.11	179		N/A	0				
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		N/A			15.67	21		N/A	0				
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	1.74	N/A	323	1	73.55	179	1.87	N/A	0				
CO	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	-1.03	N/A	-		88		-0.98	N/A	0				
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	-0.78	Yes			89.68%	1511		N/A	0				
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	-0.77	Yes			2:04:00	1511		N/A	0				
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	-1.03	Yes			28.86%	1511		N/A	0				
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	-0.61	N/A			29.06%	998		N/A	0				
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.27	Yes	0.00%	102	2.84%	53139	-1.73	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
CO	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
CO	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
CO	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
CO	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS	
CO	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
CO	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
CO	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
CO	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
CO	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
CO	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
CO	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
CO	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00:00	
CO	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00:00	
CO	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	
CO	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	
CO	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
CO	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
CO	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	
CO	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		1.5	
CO	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	
CO	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%	
CO	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
CO	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
CO	04–10	OP-5	New Service Install Quality, Line Sharing%		P	
CO	04–10	OP-5*	New Service Install Quality, Line Sharing%		P	
CO	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
CO	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
CO	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
CO	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
CO	04–10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
CO	04–10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	
CO	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
CO	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
CO	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
CO	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
CO	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
CO	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
CO	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	P	
CO	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	P	
CO	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
CO	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
CO	04–10	MR-8	Trouble Rate, Line Sharing%		P	
CO	04–10	MR-8*	Trouble Rate, Line Sharing%		P	
CO	04–11	OP-3	Install Commit Met, Sub-Loop Unbundling%	ND	90.00%	
CO	04–11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	90.00%	
CO	04–11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	ND	NS	
CO	04–11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	D	NS	
CO	04–11	OP-5	New Service Install Quality, Sub-Loop Unbundling%		NS	
CO	04–11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS	
CO	04–11	OP-6A	Delayed Days for Non-Facility Reasons, Sub-Loop Unbundling, Avg Days	D	NS	
CO	04–11	OP-15A	Interv for Pending Orders Delayed, Sub-Loop Unbundling, Avg Days		NS	
CO	04–11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loop Unbundling		NS	
CO	04–12	OP-3	Install Commit Met, Dark Fiber - Loop%		NS	
CO	04–12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	
CO	04–12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS	
CO	04–12	OP-6A	Delayed Days for Non-Facility Reasons, Dark Fiber - Loop, Avg Days		NS	
CO	04–12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	
CO	04–12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	
CO	05–01	OP-3	Install Commit Met, UDIT DS1%		P	
CO	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
CO	05–01	OP-5	New Service Install Quality, UDIT DS1%		P	
CO	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P	
CO	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
CO	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
CO	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
CO	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	
CO	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
CO	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
CO	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
CO	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
CO	05–01	MR-8	Trouble Rate, UDIT DS1%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	05–01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.88%	114	1.51%	53828	-0.55	N/A	1.75%	114	1.68%	53918	0.16	N/A	0.95%	105	1.71%	53688
CO	05–01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			17.18%	1106		N/A	0.00%	2	14.12%	1388	-0.57	N/A	0.00%	2	15.04%	1696	-0.59	N/A	50.00%	6	14.71%	1611
CO	05–02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100.00%	3	78.85%	52	-0.87	Yes			82.22%	45		N/A	55.56%	9	81.36%	59	1.59	Yes	100.00%	5	81.71%	82
CO	05–02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	14.56	9	16.57	60	-0.35	Yes	8	4	17.88	49	-0.96	Yes	12	13	18.43	69	-1.05	Yes	11.6	5	19.19	96
CO	05–02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	7	96.43%	56	-0.48	Yes	88.89%	9	95.00%	60	0.62	Yes	100.00%	9	92.86%	84	-0.79	Yes	66.67%	3	100.00%	98
CO	05–02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	88.89%	9	98.33%	60	1.15	N/A	100.00%	9	96.43%	84	-0.55	N/A	66.67%	3	100.00%	98
CO	05–02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	26	2	15.13	8	1.17	Yes			16	2		N/A			18.56	9		N/A			22.1	21
CO	05–02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			32.4	5		N/A			37.57	7		N/A	13.75	4	31.75	8	-0.9	Yes				
CO	05–02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			37.15	26		N/A	2	1	35.36	28	-0.58	N/A	28	1	40.09	23	-0.21	N/A	5	1	57.04	24
CO	05–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			19			N/A	-		13		-0.91	N/A	1		16		0.33	N/A	-		13	
CO	05–02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100.00%	3	86.36%	22	-0.65	Yes	100.00%	6	80.65%	31	-1.1	Yes	100.00%	4	90.48%	42	-0.62	Yes	100.00%	2	88.46%	26
CO	05–02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	1:16:00	3	3:05:00	22	-0.55	Yes	1:29:00	6	3:22:00	31	-0.76	Yes	1:23:00	4	6:46:00	42	-0.43	Yes	0:50:00	2	2:53:00	26
CO	05–02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	33.33%	3	9.09%	22	0.92	Yes	0.00%	6	9.68%	31	-0.73	Yes	50.00%	4	28.57%	42	0.79	Yes	0.00%	2	19.23%	26
CO	05–02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	0.00%	4	18.75%	16	-0.86	N/A	50.00%	2	29.17%	24	0.46	N/A	0.00%	1	23.53%	17
CO	05–02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	1.25%	240	0.54%	4097	1.29	Yes	2.63%	228	0.76%	4075	2.46	No	1.78%	225	1.03%	4071	1.03	Yes	0.92%	217	0.64%	4043
CO	05–02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	1.75%	228	0.39%	4075	2.33	N/A	0.89%	225	0.59%	4071	0.59	N/A	0.46%	217	0.42%	4043
CO	05–02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	0.00%	3	15.38%	26	-0.7	N/A	0.00%	6	22.50%	40	-1.23	N/A	20.00%	5	25.00%	56	-0.25	N/A	0.00%	2	29.73%	37
CO	07–01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	2:00:00	135443				N/A	1:40:00	168696				N/A	1:58:00	214124				N/A	1:52:00	157025		
CO	07–01	OP-3	Install Commit Met, E911%		P			100.00%	8		N/A			33.33%	6		N/A						N/A			100.00%	1
CO	07–01	OP-4	Install Interv, E911, Avg Days		P	33.25	8	14.1	10	2.29	No			181.13	8		N/A	24	1	91	1	.	N/A	22	4	24	2
CO	07–01	OP-5	New Service Install Quality, E911%		P	100.00%	4	100.00%	9	.	Yes	100.00%	1	100.00%	5	.	Yes	100.00%	3	100.00%	2	.	Yes	100.00%	3	100.00%	2
CO	07–01	OP-5*	New Service Install Quality, E911%		P						N/A	100.00%	1	100.00%	5	.	Yes	100.00%	3	100.00%	2	.	Yes	100.00%	3	100.00%	2
CO	07–01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A			323.25	4		N/A						N/A				
CO	07–01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A			44	2		N/A			223.5	6		N/A			200.5	6
CO	07–01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911		NS						N/A			-			N/A			-			N/A			-	
CO	07–01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A			100.00%	1		N/A			100.00%	6
CO	07–01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A			3:05:00	1		N/A			1:44:00	6
CO	07–01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A			0.00%	1		N/A			33.33%	6
CO	07–01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A			0.00%	1		N/A			0.00%	4
CO	07–01	MR-8	Trouble Rate, E911%		P	0.00%	692	0.00%	1903	.	Yes	0.00%	674	0.00%	1876	.	Yes	0.00%	674	0.05%	1839	-0.52	Yes	0.00%	672	0.33%	1829
CO	07–01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	674	0.00%	1876	.	Yes	0.00%	674	0.05%	1839	-0.52	N/A	0.00%	672	0.22%	1829
CO	07–01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A	100.00%	1				N/A			66.67%	3		N/A			0.00%	6
CO	07–02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.01	1		N/A			8.45	1		N/A			8.66	1		N/A			8.68	1
CO	07–02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.88	1		N/A			8.33	1		N/A			8.52	1		N/A			8.69	1
CO	08–01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.16	325059				N/A	0.15	370691				N/A	0.16	371838				N/A	0.11	164964		
CO	08–01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	97.98%	321991				N/A	98.45%	368097				N/A	98.07%	366324				N/A	92.04%	163172		
CO	09–01	NP-1A	NXX Code Activation, All%		P	100.00%	2				N/A	100.00%	2				N/A			100.00%	1		N/A	100.00%	1		
CO	09–01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0.00%	2				N/A	0.00%	2				N/A			0.00%	1		N/A	0.00%	1		
CO	10–01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700				N/A	1.27	6131698		
CO	11–01	OP-8B	LNP Timeliness, LNP%		95.00%	99.86%	2793				Yes	99.76%	1243				Yes	99.80%	990				Yes	98.47%	916		
CO	11–01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	99.85%	8149				Yes	99.44%	9661				Yes	99.67%	10398				Yes	99.49%	7867		
CO	11–01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.99%	11142				Yes	99.91%	11079				Yes	100.00%	11611				Yes	100.00%	8913		
CO	11–01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	11142				N/A	100.00%	11079				N/A	100.00%	11611				N/A	100.00%	8913		
CO	11–01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			60.35%	2439		N/A			67.38%	2649		N/A			62.30%	3393		N/A			52.97%	3738
CO	11–01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	1	3	1	4674	0.07	Yes			1	5165		N/A			1	6668		N/A	1	2	1	6869
CO	13–01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	100.00%	158611.8				Yes	100.00%	163122.9				Yes	100.00%	152482.01				Yes	100.00%	159930.02		
CO	13–01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	100.00%	158611.8				Yes	100.00%	163122.9				Yes	100.00%	152482.01				Yes	100.00%	159930.02		
CO	14–01	OP-3	Install Commit Met, Residence%	ND	P	99.83%	598	99.64%	21931	-0.76	Yes	100.00%	973	99.43%	23244	-2.32	Yes	100.00%	1193	99.61%	27297	-2.11	Yes	99.81%	1620	99.47%	26606
CO	14–01	OP-3	Install Commit Met, Residence%	D	P	98.45%	258	97.59%	12609	-0.89	Yes	98.32%	179	97.10%	12741	-0.97	Yes	98.67%	226	97.11%	15136	-1.39	Yes	98.28%	466	96.39%	13927
CO	14–01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.47	365	3.56	16396	-11.08	Yes	2.01	559	3.66	17625	-19.51	Yes	1.5	298	3.73	21489	-17.93	Yes	1.76	1060	3.76	21228
CO	14–01	OP-4	Install Interv, Residence, Avg Days	D	P	3.37	259	5.67	12697	-7	Yes	3.22	180	5.74	12844	-5.9	Yes	3.3	228	5.53	15197	-5.48	Yes	3	466	5.6	13981
CO	14–01	OP-5	New Service Install Quality, Residence%		P	98.31%	1005	97.64%	35374	-1.37	Yes	96.35%	1287	88.74%	39313	-8.5	Yes	96.58%	1754	85.43%	41565	-12.97	Yes	94.56%	2428	86.24%	46906
CO	14–01	OP-5*	New Service Install Quality, Residence%		P						N/A	96.66%	1287	89.91%	39313	-7.91	N/A	97.15%	1754	87.73%	41565	-11.77	N/A	95.18%	2428	88.31%	46906
CO	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	1	1	5.54	79	-0.38	Yes			3.75	138		N/A			8.08	110		N/A	1	3	4.82	152
CO	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	3.5	4	4.99	231	-0.48	Yes	5	2	5.35	289	-0.07	Yes	3.67	3	6.11	273	-0.23	Yes	3	7	4.16	297
CO	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			18.33	3		N/A			4.67	6		N/A			16.56	9		N/A			7	8
CO	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	9	1	8.09	146	0.63	Yes	2.5	2	9.71	170	-0.9	Yes	5.5	2	10.76	215	-0.34	Yes	12	1	10.92	248
CO	14–01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	240.4	10	136.91	712	1.7	N/A	252	9	126.04	890	1.96	N/A	260.13	8	116.21	1101	2.29	N/A	117.36	22	117.42	1130
CO	14–01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	1		174		-1.06	N/A	1		238		-1.05	N/A	-		279		-1.64	N/A	1		278	
CO	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	24	98.44%	2122	-0.61	Yes	100.00%	25	98.17%	2296	-0.68	Yes	100.00%	31	98.82%	2883	-0.6	Yes	100.00%	42	96.27%	3245
CO	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	100.00%	85	96.33%	11299	-1.79	Yes	96.27%	134	94.85%	13385	-0.74	Yes	98.55%	207	94.47%	16553	-2.55	Yes	98.93%	280	91.61%	19187
CO	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	49	99.85%	3961	-0.27	Yes	100.00%	43	99.84%	4383	-0.26	Yes	100.00%	65	99.88%	5604	-0.28	Yes	100.00%	85	99.52%	5830
CO	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	99.00%	100	99.24%	14143	0.35	Yes	100.00%	156	98.71%	16905	-1.42	Yes	100.00%	235	98.91%	21216	-1.6	Yes	99.37%	318	97.71%	24495
CO	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	2:18:00	49	4:48:00	3961	-2.44	Yes	2:37:00	43	4:15:00	4383	-1.57	Yes	1:53:00	65	5:01:00	5604	-3.57	Yes	3:10:00	85	6:49:00	5830
CO	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	6:26:00	100	11:29:00	14143	-4.2	Yes	6:02:00	156	12:34:00	16905	-6.39	Yes	6:09:00	235	13:10:00	21216	-8.94	Yes	7:50:00	318	15:17:00	24495
CO	14–01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	6.12%	49	10.50%	3962	-0.99	Yes	4.65%	43	13.46%	4385	-1.68	Yes	13.85%	65	13.89%	5607	-0.01	Yes	16.47%	85	14.08%	5830
CO	14–01	MR-7	Repair Repeat Report Rate, Residence%	D	P	5.83%	103	10.87%	14519	-1.64	Yes	8.86%	158	11.78%	17466	-1.13	Yes	10.37%	241	14.58%	21982	-1.84	Yes	12.19%	320	14.64%	25398
CO	14–01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	3.57%	28	15.16%	2065	-1.7	N/A	14.81%	27	14.70%	2531	0.07	N/A	8.57%	35	15.54%	2684
CO	14–01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	9.21%	152	11.45%	16327	-0.86	N/A	10.92%	229	14.31%	20424	-1.46	N/A	12.14%	313	14.36%	23666
CO	14–01	MR-8	Trouble Rate, Residence%		P	0.59%	25889	1.09%	1692234	-7.76	Yes	0.74%	27325	1.29%	1698944	-8.01	Yes	1.06%	28783	1.61%	1708650	-7.36	Yes	1.37%	29475	1.82%	1719127
CO	14–01	MR-8*	Trouble Rate, Residence%		P						N/A	0.66%	27325	1.08%	1698944	-6.72	N/A	0.89%	28783	1.34%	1708650	-6.64	N/A	1.18%	29475	1.53%	1719127
CO	14–01	MR-9	Repair Appoint Met, Residence%	ND	P	97.96%	49	99.14%	3962	0.8	Yes	100.00%	43	99.22%	4385	-0.58	Yes	100.00%	65	99.52%	5607	-0.56	Yes	97.65%	85	98.73%	5830

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	-0.6	N/A	0.00%	102	1.88%	53139	-1.4	N/A	0				
CO	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	1.97	N/A			15.26%	1783		N/A	0				
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	-1.03	Yes	100.00%	1	77.03%	74	-0.54	Yes	0				
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	-1.08	Yes	12	1	23.81	98	-0.52	Yes	0				
CO	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	2.28	No	100.00%	2	92.22%	90	-0.41	Yes	1	30	93.33%	95.36%	-2.03%
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	2.28	N/A	100.00%	2	97.78%	90	-0.21	N/A	0				
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A			27.26	27		N/A	0				
CO	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A						N/A	0				
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	-0.78	N/A			59.62	26		N/A	0				
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS	-1.07	N/A			16			N/A	0				
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	-0.49	Yes	100.00%	1	95.35%	43	-0.22	Yes	0				
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	-0.54	Yes	2:35:00	1	1:31:00	43	0.92	Yes	0				
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	-0.66	Yes	0.00%	1	23.26%	43	-0.54	Yes	0				
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	-0.54	N/A	0.00%	1	28.57%	28	-0.62	N/A	0				
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.53	Yes	0.45%	223	1.07%	4022	-0.88	Yes	1	1,133	1.41%	0.81%	0.61%
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	0.16	N/A	0.45%	223	0.70%	4022	-0.43	N/A	0				
CO	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	-0.9	N/A	0.00%	1	23.21%	56	-0.54	N/A	0				
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD		N/A	2:45:00	197154				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	-0.13	Yes						N/A	1	13	29.08	82.34	(53.26)
CO	07--01	OP-5	New Service Install Quality, E911%		P	.	Yes	100.00%	1	100.00%	3	.	Yes	0				
CO	07--01	OP-5*	New Service Install Quality, E911%		P	.	Yes	100.00%	1	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		N/A			40.00%	5		N/A	0				
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P		N/A			3:50:00	5		N/A	0				
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P		N/A			0.00%	5		N/A	0				
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P		N/A			0.00%	3		N/A	0				
CO	07--01	MR-8	Trouble Rate, E911%		P	-1.27	Yes	0.00%	665	0.27%	1821	-1.16	Yes	0				
CO	07--01	MR-8*	Trouble Rate, E911%		P	-1.04	N/A	0.00%	665	0.16%	1821	-0.9	N/A	0				
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS		N/A			16.67%	6		N/A	0				
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		N/A			8.36	.		N/A	0				
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		N/A			8.92	.		N/A	0				
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD		N/A	0.09	197043				N/A	0				
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD		N/A	94.19%	195172				N/A	0				
CO	09--01	NP-1A	NXX Code Activation, All%		P		N/A						N/A	0				
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS		N/A						N/A	0				
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD		N/A	1.26	7637235				N/A	0				
CO	11--01	OP-8B	LNP Timeliness, LNP%		95.00%		Yes	99.32%	1031				Yes	0				
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%		Yes	99.61%	10700				Yes	0				
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%		Yes	100.00%	12036				Yes	0				
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS		N/A	100.00%	12036				N/A	0				
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		N/A			52.39%	4232		N/A	0				
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	-0.1	Yes	1	1	1	8011	0.04	Yes	0				
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%		Yes	100.00%	162112.37				Yes	0				
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%		Yes	100.00%	162112.37				Yes	0				
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	-1.86	Yes	99.87%	2289	99.65%	35869	-1.7	Yes	0				
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	-2.16	Yes	98.54%	480	96.31%	17293	-2.56	Yes	0				
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	-35.89	Yes	1.7	1776	3.53	26487	-48.01	Yes	0				
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	-9.69	Yes	2.88	480	5.92	17318	-10.49	Yes	0				
CO	14--01	OP-5	New Service Install Quality, Residence%		P	-11.61	Yes	92.50%	2600	84.54%	49183	-10.94	Yes	0				
CO	14--01	OP-5*	New Service Install Quality, Residence%		P	-10.28	N/A	93.19%	2600	86.80%	49183	-9.39	N/A	0				
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	-0.77	Yes	21.67	3	4.28	120	1.84	No	1	7	9.86	5.16	4.70
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	-0.55	Yes	2.33	3	3.8	257	-0.47	Yes	0				
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		N/A			3.89	9		N/A	0				
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	0.57	Yes	5	4	11.52	391	-0.86	Yes	0				
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	0	N/A	90.17	24	126.89	1170	-1.08	N/A	0				
CO	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	-2.16	N/A	2		354		-2.31	N/A	0				
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	-1.27	Yes	100.00%	41	98.09%	3718	-0.89	Yes	0				
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	-4.38	Yes	99.10%	332	93.59%	20714	-4.06	Yes	0				
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	-0.64	Yes	100.00%	92	99.78%	6911	-0.44	Yes	0				
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	-1.96	Yes	100.00%	380	98.68%	25798	-2.24	Yes	0				
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	-3.61	Yes	2:30:00	92	6:29:00	6911	-4.64	Yes	0				
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	-9.65	Yes	8:59:00	380	14:24:00	25798	-8.5	Yes	0				
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	0.64	Yes	13.04%	92	14.53%	6912	-0.4	Yes	0				
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	-1.23	Yes	9.90%	384	13.94%	26703	-2.27	Yes	0				
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	-1.13	N/A	12.00%	50	15.27%	3136	-0.64	N/A	0				
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	-1.11	N/A	9.51%	368	13.66%	24985	-2.3	N/A	0				
CO	14--01	MR-8	Trouble Rate, Residence%		P	-5.64	Yes	1.68%	28378	1.95%	1728046	-3.24	Yes	0				
CO	14--01	MR-8*	Trouble Rate, Residence%		P	-4.88	N/A	1.47%	28378	1.63%	1728046	-2.04	N/A	0				
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	0.86	Yes	100.00%	92	98.94%	6912	-0.98	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
CO	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
CO	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
CO	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS	
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
CO	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
CO	07--01	OP-3	Install Commit Met, E911%		P	
CO	07--01	OP-4	Install Interv, E911, Avg Days		P	
CO	07--01	OP-5	New Service Install Quality, E911%		P	
CO	07--01	OP-5*	New Service Install Quality, E911%		P	
CO	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
CO	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	
CO	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911		NS	
CO	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
CO	07--01	MR-8	Trouble Rate, E911%		P	
CO	07--01	MR-8*	Trouble Rate, E911%		P	
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
CO	09--01	NP-1A	NXX Code Activation, All%		P	
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
CO	11--01	OP-8B	LNP Timeliness, LNP%		95.00%	
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
CO	14--01	OP-5	New Service Install Quality, Residence%		P	
CO	14--01	OP-5*	New Service Install Quality, Residence%		P	
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
CO	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
CO	14--01	MR-8	Trouble Rate, Residence%		P	
CO	14--01	MR-8*	Trouble Rate, Residence%		P	
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	14–01	MR-9	Repair Appoint Met, Residence%	D	P	100.00%	103	97.71%	14519	-1.55	Yes	99.37%	158	97.75%	17466	-1.36	Yes	99.17%	241	97.36%	21982	-1.75	Yes	99.69%	320	95.55%	25398
CO	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	32.44%	225	31.75%	27080	0.23	N/A	35.16%	310	31.02%	31679	1.56	N/A	33.62%	461	29.70%	39243	1.82	N/A	31.59%	592	28.75%	43831
CO	14–02	OP-3	Install Commit Met, Business%	ND	P	100.00%	20	98.41%	816	-0.56	Yes	97.50%	40	97.98%	842	0.26	Yes	95.65%	23	97.82%	1194	0.67	Yes	100.00%	40	98.02%	858
CO	14–02	OP-3	Install Commit Met, Business%	D	P	91.67%	12	95.74%	3453	0.67	Yes	100.00%	11	94.81%	3391	-0.77	Yes	100.00%	7	95.38%	4200	-0.58	Yes	100.00%	16	93.34%	3801
CO	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	1.63	8	3.1	440	-2.02	Yes	2.19	21	3.42	493	-1.38	Yes	1.93	15	3.35	695	-1.73	Yes	1.82	34	4.75	556
CO	14–02	OP-4	Install Interv, Business, Avg Days	D	P	4.17	12	6.53	3504	-1.07	Yes	2.73	11	6.14	3427	-1.53	Yes	3.14	7	6	4230	-0.96	Yes	4.25	16	5.94	3828
CO	14–02	OP-5	New Service Install Quality, Business%		P	100.00%	42	96.62%	4296	-1.21	Yes	85.37%	41	89.98%	4850	0.97	Yes	90.70%	43	84.45%	5060	-1.13	Yes	93.44%	61	85.67%	4878
CO	14–02	OP-5*	New Service Install Quality, Business%		P						N/A	87.80%	41	91.71%	4850	0.9	N/A	93.02%	43	87.53%	5060	-1.09	N/A	93.44%	61	87.90%	4878
CO	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			3.58	12		N/A	11	1	6.53	17	0.99	Yes	18	1	10.54	24	0.53	Yes			46.74	19
CO	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			8.85	131		N/A			7.18	151		N/A			7.05	154		N/A			6.29	202
CO	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			1	1		N/A			1	1		N/A			71.5	2		N/A				
CO	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	7	1	11.36	56	-0.32	Yes			9.86	51		N/A			13.07	61		N/A			18.12	75
CO	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	10	1	118.57	351	-0.7	N/A			112.53	352		N/A			107.79	428		N/A			110.81	518
CO	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	-		100		-0.63	N/A			101			N/A			119			N/A			140	
CO	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	3	99.68%	317	-0.1	Yes	100.00%	4	98.58%	353	-0.24	Yes	100.00%	2	99.41%	510	-0.11	Yes	100.00%	6	97.36%	493
CO	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	12	96.74%	1687	-0.63	Yes	93.75%	16	95.57%	1988	0.41	Yes	100.00%	26	96.28%	2475	-1	Yes	100.00%	18	93.52%	2546
CO	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	7	99.72%	713	-0.14	Yes	100.00%	16	99.87%	782	-0.14	Yes	100.00%	6	99.72%	1064	-0.13	Yes	100.00%	9	99.71%	1039
CO	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	12	98.50%	1998	-0.43	Yes	100.00%	17	98.60%	2354	-0.49	Yes	100.00%	30	98.99%	2963	-0.55	Yes	100.00%	24	98.18%	3018
CO	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	4:24:00	7	2:48:00	713	0.99	Yes	1:50:00	16	2:51:00	782	-0.73	Yes	1:05:00	6	3:10:00	1064	-0.78	Yes	2:31:00	9	3:49:00	1039
CO	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	6:56:00	12	9:27:00	1998	-0.65	Yes	10:33:00	17	9:59:00	2354	0.45	Yes	5:32:00	30	9:34:00	2963	-1.83	Yes	5:18:00	24	11:49:00	3018
CO	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	7	11.78%	713	-0.96	Yes	12.50%	16	11.76%	782	0.15	Yes	0.00%	6	11.84%	1064	-0.9	Yes	11.11%	9	12.90%	1039
CO	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	13	11.32%	2040	-1.28	Yes	11.76%	17	11.77%	2412	0	Yes	0.00%	30	12.41%	3022	-2.05	Yes	16.67%	24	14.00%	3107
CO	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	12.50%	8	12.67%	442	-0.01	N/A	0.00%	3	15.03%	559	-0.73	N/A	0.00%	4	12.32%	544
CO	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	13	11.67%	2194	-1.31	N/A	0.00%	30	12.33%	2797	-2.04	N/A	13.04%	23	14.07%	2857
CO	14–02	MR-8	Trouble Rate, Business%		P	0.42%	4713	0.59%	467319	-1.47	Yes	0.69%	4770	0.68%	469583	0.1	Yes	0.73%	4912	0.87%	471418	-1.01	Yes	0.65%	5060	0.88%	472579
CO	14–02	MR-8*	Trouble Rate, Business%		P						N/A	0.44%	4770	0.56%	469583	-1.11	N/A	0.67%	4912	0.71%	471418	-0.33	N/A	0.53%	5060	0.72%	472579
CO	14–02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	7	98.32%	713	-0.34	Yes	100.00%	16	98.08%	782	-0.55	Yes	100.00%	6	97.74%	1064	-0.37	Yes	100.00%	9	97.98%	1039
CO	14–02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	13	93.68%	2040	-0.93	Yes	88.24%	17	93.08%	2412	0.77	Yes	96.67%	30	93.45%	3022	-0.71	Yes	100.00%	24	90.18%	3107
CO	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	23.08%	26	34.17%	4182	-1.19	N/A	35.29%	51	34.08%	4845	0.19	N/A	35.71%	56	32.75%	6076	0.48	N/A	44.07%	59	31.32%	6037
CO	14–03	OP-3	Install Commit Met, Centrex%	ND	P			100.00%	14		N/A			100.00%	5		N/A			70.00%	10		N/A			100.00%	1
CO	14–03	OP-3	Install Commit Met, Centrex%	D	P			75.00%	8		N/A			63.64%	11		N/A			89.58%	48		N/A			67.57%	37
CO	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P			2.38	13		N/A			4	5		N/A			5.78	9		N/A			1	1
CO	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P			5.13	8		N/A			8.77	13		N/A			5.35	48		N/A			17.05	37
CO	14–03	OP-5	New Service Install Quality, Centrex%		P			100.00%	20		N/A			86.84%	38		N/A			91.67%	48		N/A			70.27%	37
CO	14–03	OP-5*	New Service Install Quality, Centrex%		P						N/A			89.47%	38		N/A			100.00%	48		N/A			81.08%	37
CO	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A			11	3		N/A				
CO	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			2	1		N/A			10.67	3		N/A			8.67	3		N/A			20.58	12
CO	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			7	1		N/A			15.5	2		N/A			24	2		N/A				
CO	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			22.57	7		N/A			77.2	5		N/A			221.4	5		N/A			127.53	15
CO	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS			-			N/A			-			N/A			-			N/A			2	
CO	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100.00%	9		N/A	100.00%	4	100.00%	19	.	Yes			100.00%	23		N/A			95.24%	21
CO	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	100.00%	2	88.00%	25	-0.5	Yes	75.00%	4	89.58%	48	0.73	Yes	100.00%	7	94.00%	50	-0.63	Yes	50.00%	2	88.10%	42
CO	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100.00%	17		N/A	100.00%	6	100.00%	25	.	Yes	100.00%	2	100.00%	35	.	Yes			100.00%	33
CO	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100.00%	2	89.29%	28	-0.47	Yes	100.00%	5	98.28%	58	-0.28	Yes	100.00%	10	96.43%	56	-0.56	Yes	100.00%	2	98.08%	52
CO	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			3:12:00	17		N/A	5:51:00	6	3:12:00	25	1	Yes	4:59:00	2	2:40:00	35	0.98	Yes			6:42:00	33
CO	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	11:50:00	2	19:35:00	28	-0.29	Yes	15:32:00	5	9:45:00	58	1.02	Yes	6:47:00	10	11:19:00	56	-0.69	Yes	14:15:00	2	8:49:00	52
CO	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			11.76%	17		N/A	16.67%	6	16.00%	25	0.01	Yes	0.00%	2	20.00%	35	-0.69	Yes			12.12%	33
CO	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	0.00%	2	10.34%	29	-0.46	Yes	40.00%	5	10.00%	60	1.6	Yes	20.00%	10	10.53%	57	0.79	Yes	0.00%	2	14.55%	55
CO	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A	33.33%	3	0.00%	7	1.06	N/A	0.00%	2	13.64%	22	-0.54	N/A			16.00%	25
CO	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	40.00%	5	9.26%	54	1.65	N/A	22.22%	9	11.54%	52	0.81	N/A	0.00%	2	14.29%	49
CO	14–03	MR-8	Trouble Rate, Centrex%		P	0.17%	1170	0.25%	18588	-0.51	Yes	0.93%	1184	0.45%	18922	2.4	No	0.99%	1209	0.48%	19008	2.47	No	0.51%	391	0.47%	18843
CO	14–03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.68%	1184	0.32%	18922	2.08	N/A	0.91%	1209	0.39%	19008	2.82	N/A	0.51%	391	0.39%	18843
CO	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P			93.33%	15		N/A	100.00%	6	100.00%	19	.	Yes	100.00%	2	96.55%	29	-0.26	Yes			80.00%	25
CO	14–03	MR-9	Repair Appoint Met, Centrex%	D	P	100.00%	2	78.57%	28	-0.71	Yes	100.00%	5	79.25%	53	-1.09	Yes	100.00%	10	72.92%	48	-1.75	Yes	50.00%	2	84.00%	50
CO	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	66.67%	6	31.34%	67	1.62	N/A	35.29%	17	22.73%	110	1.08	N/A	29.41%	17	25.81%	124	0.32	N/A	0.00%	2	28.46%	123
CO	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P			95.51%	178		N/A			96.00%	150		N/A			97.78%	135		N/A	100.00%	2	96.93%	228
CO	14–04	OP-3	Install Commit Met, Centrex 21%	D	P	100.00%	1	95.04%	343	-0.23	Yes	100.00%	1	93.68%	285	-0.26	Yes			91.53%	307		N/A	100.00%	3	92.62%	325
CO	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			4.36	119		N/A			5.15	115		N/A			2.84	104		N/A			8.32	176
CO	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	2	1	7.19	347	-0.73	Yes	7	1	7	288	0.61	Yes			6.14	308		N/A	3	3	6.31	327
CO	14–04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	1	96.89%	482	-0.18	Yes	100.00%	1	86.17%	441	-0.4	Yes	66.67%	3	65.73%	499	-0.03	Yes	90.91%	22	74.12%	622
CO	14–04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	1	87.30%	441	-0.38	N/A	66.67%	3	73.15%	499	0.25	N/A	95.45%	22	79.42%	622
CO	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			5	8		N/A			4	6		N/A			3.67	3		N/A			3	7
CO	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			5.88	16		N/A			6.83	12		N/A			5.22	18		N/A			5.5	18
CO	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A				
CO	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			13	3		N/A			9	7		N/A			14	8		N/A			9.6	5
CO	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			131.56	59		N/A			142.71	52		N/A			134.66	67		N/A			127.41	69
CO	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			6			N/A			4			N/A			7			N/A			8	
CO	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100.00%	128		N/A			98.02%	101		N/A			100.00%	155		N/A	100.00%	3	99.24%	131
CO	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	2	97.07%	376	-0.24	Yes	100.00%	4	95.97%	471	-0.41	Yes	100.00%	3	95.78%	569	-0.36	Yes	100.00%	4	92.85%	615
CO	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			99.62%	260		N/A	100.00%	1	100.00%	232	.	Yes	100.00%	1	100.00%	325	.	Yes	100.00%	6	99.66%	297
CO	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	2	98.68%	454	-0.16	Yes	100.00%	4	98.54%	547	-0.24	Yes	100.00%	4	98.82%	677	-0.22	Yes	100.00%	6	96.64%	745
CO	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			2:29:00	260		N/A	1:19:00	1	2:58:00	232	-0.3	Yes	0:41:00	1	2:47:00	325	-0.47	Yes	1:16:00	6	3:14:00	297

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	14–01	MR-9	Repair Appoint Met, Residence%	D	P	-3.57	Yes	99.74%	384	96.24%	26703	-3.58	Yes	0				
CO	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	1.51	N/A	33.80%	719	29.14%	47441	2.73	N/A	0				
CO	14–02	OP-3	Install Commit Met, Business%	ND	P	-0.88	Yes	100.00%	48	97.91%	909	-0.99	Yes	0				
CO	14–02	OP-3	Install Commit Met, Business%	D	P	-1.07	Yes	94.12%	17	94.78%	4139	0.21	Yes	0				
CO	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	-0.76	Yes	1.76	38	3.67	598	-2.92	Yes	0				
CO	14–02	OP-4	Install Interv, Business, Avg Days	D	P	-0.74	Yes	3.41	17	5.74	4155	-1.23	Yes	0				
CO	14–02	OP-5	New Service Install Quality, Business%		P	-1.72	Yes	89.04%	73	83.00%	4976	-1.36	Yes	0				
CO	14–02	OP-5*	New Service Install Quality, Business%		P	-1.32	N/A	90.41%	73	86.37%	4976	-1	N/A	0				
CO	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P		N/A			8.17	18		N/A	0				
CO	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		N/A	6	1	5.94	156	0.86	Yes	0				
CO	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P		N/A			5	1		N/A	0				
CO	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		N/A			13.47	66		N/A	0				
CO	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS		N/A			112.18	555		N/A	0				
CO	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS		N/A			180			N/A	0				
CO	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	-0.4	Yes			97.28%	514		N/A	0				
CO	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	-1.11	Yes	100.00%	23	95.18%	2575	-1.07	Yes	0				
CO	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	-0.16	Yes	100.00%	7	99.91%	1100	-0.08	Yes	0				
CO	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	-0.66	Yes	100.00%	27	98.72%	3133	-0.59	Yes	0				
CO	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	-0.53	Yes	0:45:00	7	3:45:00	1100	-1.21	Yes	0				
CO	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	-0.54	Yes	6:50:00	27	10:16:00	3133	-1.62	Yes	0				
CO	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	-0.16	Yes	28.57%	7	14.09%	1100	1	Yes	0				
CO	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.41	Yes	7.14%	28	13.38%	3214	-0.97	Yes	0				
CO	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	-0.75	N/A	0.00%	2	14.71%	612	-0.59	N/A	0				
CO	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P	-0.14	N/A	7.41%	27	12.87%	2921	-0.84	N/A	0				
CO	14–02	MR-8	Trouble Rate, Business%		P	-1.71	Yes	0.67%	5230	0.91%	474337	-1.82	Yes	0				
CO	14–02	MR-8*	Trouble Rate, Business%		P	-1.56	N/A	0.55%	5230	0.74%	474337	-1.59	N/A	0				
CO	14–02	MR-9	Repair Appoint Met, Business%	ND	P	-0.43	Yes	100.00%	7	98.00%	1100	-0.38	Yes	0				
CO	14–02	MR-9	Repair Appoint Met, Business%	D	P	-1.61	Yes	96.43%	28	92.50%	3214	-0.79	Yes	0				
CO	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	2.05	N/A	28.57%	49	31.62%	6309	-0.46	N/A	0				
CO	14–03	OP-3	Install Commit Met, Centrex%	ND	P		N/A			83.33%	6		N/A	0				
CO	14–03	OP-3	Install Commit Met, Centrex%	D	P		N/A			86.21%	29		N/A	0				
CO	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P		N/A			4.5	6		N/A	0				
CO	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P		N/A			9.3	30		N/A	0				
CO	14–03	OP-5	New Service Install Quality, Centrex%		P		N/A			44.74%	38		N/A	0				
CO	14–03	OP-5*	New Service Install Quality, Centrex%		P		N/A			68.42%	38		N/A	0				
CO	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P		N/A			1	1		N/A	0				
CO	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		N/A			31.67	3		N/A	0				
CO	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		N/A			34	2		N/A	0				
CO	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		N/A			140.43	14		N/A	0				
CO	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS		N/A			1			N/A	0				
CO	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		N/A			100.00%	10		N/A	0				
CO	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	1.12	Yes	100.00%	1	97.96%	49	-0.14	Yes	0				
CO	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		N/A			100.00%	22		N/A	0				
CO	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	-0.19	Yes	100.00%	2	100.00%	55	.	Yes	0				
CO	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		N/A			1:56:00	22		N/A	0				
CO	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	1	Yes	2:58:00	2	6:31:00	55	-0.69	Yes	0				
CO	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		N/A			22.73%	22		N/A	0				
CO	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	-0.57	Yes	0.00%	2	9.09%	55	-0.44	Yes	0				
CO	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		N/A			23.08%	13		N/A	0				
CO	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	-0.57	N/A	0.00%	2	10.87%	46	-0.48	N/A	0				
CO	14–03	MR-8	Trouble Rate, Centrex%		P	0.21	Yes	0.50%	397	0.41%	18836	0.36	Yes	2	4,351	0.67%	0.41%	0.25%
CO	14–03	MR-8*	Trouble Rate, Centrex%		P	0.43	N/A	0.50%	397	0.31%	18836	0.69	N/A	0				
CO	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P		N/A			94.44%	18		N/A	0				
CO	14–03	MR-9	Repair Appoint Met, Centrex%	D	P	0.95	Yes	100.00%	2	81.63%	49	-0.66	Yes	0				
CO	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	-0.88	N/A	0.00%	2	35.83%	120	-1.05	N/A	0				
CO	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P	-0.25	Yes	100.00%	35	99.36%	312	-0.45	Yes	0				
CO	14–04	OP-3	Install Commit Met, Centrex 21%	D	P	-0.49	Yes	100.00%	3	86.93%	375	-0.67	Yes	0				
CO	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P		N/A	2.4	5	3.75	176	-1.73	Yes	0				
CO	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	-0.86	Yes	6	3	7.4	376	-0.26	Yes	0				
CO	14–04	OP-5	New Service Install Quality, Centrex 21%		P	-1.77	Yes	83.33%	24	69.39%	588	-1.45	Yes	0				
CO	14–04	OP-5*	New Service Install Quality, Centrex 21%		P	-1.83	N/A	83.33%	24	75.00%	588	-0.92	N/A	0				
CO	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P		N/A			8.5	2		N/A	0				
CO	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		N/A			3.71	34		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		N/A			11.07	15		N/A	0				
CO	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		N/A			124.33	73		N/A	0				
CO	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS		N/A			11			N/A	0				
CO	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	-0.15	Yes	100.00%	2	98.16%	163	-0.19	Yes	0				
CO	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	-0.55	Yes			95.22%	607		N/A	0				
CO	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	-0.14	Yes	100.00%	6	100.00%	367	.	Yes	0				
CO	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	-0.45	Yes	100.00%	2	98.27%	751	-0.19	Yes	0				
CO	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	-0.78	Yes	6:35:00	6	3:30:00	367	1.17	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	14–01	MR-9	Repair Appoint Met, Residence%	D	P	
CO	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
CO	14–02	OP-3	Install Commit Met, Business%	ND	P	
CO	14–02	OP-3	Install Commit Met, Business%	D	P	
CO	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	
CO	14–02	OP-4	Install Interv, Business, Avg Days	D	P	
CO	14–02	OP-5	New Service Install Quality, Business%		P	
CO	14–02	OP-5*	New Service Install Quality, Business%		P	
CO	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
CO	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
CO	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
CO	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
CO	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
CO	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	
CO	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
CO	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
CO	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
CO	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
CO	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
CO	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
CO	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
CO	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	
CO	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
CO	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
CO	14–02	MR-8	Trouble Rate, Business%		P	
CO	14–02	MR-8*	Trouble Rate, Business%		P	
CO	14–02	MR-9	Repair Appoint Met, Business%	ND	P	
CO	14–02	MR-9	Repair Appoint Met, Business%	D	P	
CO	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
CO	14–03	OP-3	Install Commit Met, Centrex%	ND	P	
CO	14–03	OP-3	Install Commit Met, Centrex%	D	P	
CO	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
CO	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P	
CO	14–03	OP-5	New Service Install Quality, Centrex%		P	
CO	14–03	OP-5*	New Service Install Quality, Centrex%		P	
CO	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
CO	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
CO	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
CO	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
CO	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	
CO	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
CO	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
CO	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
CO	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
CO	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
CO	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
CO	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
CO	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
CO	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
CO	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
CO	14–03	MR-8	Trouble Rate, Centrex%		P	
CO	14–03	MR-8*	Trouble Rate, Centrex%		P	
CO	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P	
CO	14–03	MR-9	Repair Appoint Met, Centrex%	D	P	
CO	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
CO	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P	
CO	14–04	OP-3	Install Commit Met, Centrex 21%	D	P	
CO	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
CO	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
CO	14–04	OP-5	New Service Install Quality, Centrex 21%		P	
CO	14–04	OP-5*	New Service Install Quality, Centrex 21%		P	
CO	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
CO	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
CO	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	ND	P	
CO	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
CO	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
CO	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS	
CO	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
CO	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
CO	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
CO	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
CO	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	10:11:00	2	7:58:00	454	0.46	Yes	8:05:00	4	9:03:00	547	-0.15	Yes	6:12:00	4	8:28:00	677	-0.39	Yes	6:17:00	6	11:03:00	745
CO	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			11.92%	260		N/A	0.00%	1	13.36%	232	-0.39	Yes	0.00%	1	14.15%	325	-0.41	Yes	33.33%	6	12.12%	297
CO	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	2	10.61%	462	-0.49	Yes	0.00%	4	10.34%	551	-0.68	Yes	0.00%	5	12.41%	693	-0.84	Yes	50.00%	6	12.29%	773
CO	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	0.00%	1	13.79%	116	-0.4	N/A	0.00%	1	16.38%	177	-0.44	N/A			13.37%	172
CO	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	4	10.31%	514	-0.68	N/A	0.00%	5	11.88%	623	-0.82	N/A	50.00%	6	12.34%	713
CO	14–04	MR-8	Trouble Rate, Centrex 21%		P	0.30%	666	0.52%	139205	-0.78	Yes	0.72%	698	0.56%	139984	0.55	Yes	0.82%	732	0.72%	140523	0.3	Yes	1.25%	962	0.76%	140662
CO	14–04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.72%	698	0.45%	139984	1.05	N/A	0.82%	732	0.57%	140523	0.9	N/A	0.62%	962	0.63%	140662
CO	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			97.31%	260		N/A	100.00%	1	96.98%	232	-0.18	Yes	100.00%	1	97.23%	325	-0.17	Yes	100.00%	6	94.95%	297
CO	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	2	91.56%	462	-0.43	Yes	100.00%	4	90.56%	551	-0.64	Yes	100.00%	5	87.88%	693	-0.83	Yes	100.00%	6	86.03%	773
CO	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	71.43%	7	32.33%	1067	2.02	N/A	44.44%	9	29.90%	1117	0.91	N/A	40.00%	10	31.63%	1489	0.56	N/A	33.33%	18	29.74%	1523
CO	14–05	OP-3	Install Commit Met, PBX%	ND	P			100.00%	8		N/A			85.71%	7		N/A	100.00%	1	91.67%	12	-0.29	Yes	100.00%	1	100.00%	9
CO	14–05	OP-3	Install Commit Met, PBX%	D	P			91.67%	24		N/A			77.27%	22		N/A			95.83%	24		N/A			96.67%	30
CO	14–05	OP-3	Install Commit Met, PBX%		P	100.00%	1	71.70%	53	-0.62	Yes	100.00%	2	71.01%	69	-0.89	Yes			67.35%	49		N/A			74.36%	39
CO	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P			4.2	5		N/A			8.17	6		N/A			2.1	10		N/A			1.75	8
CO	14–05	OP-4	Install Interv, PBX, Avg Days	D	P			11.63	24		N/A			9.95	22		N/A			6.21	24		N/A			5.2	30
CO	14–05	OP-4	Install Interv, PBX, Avg Days		P			14.17	63		N/A			15.35	68		N/A			14.83	70		N/A			18.31	65
CO	14–05	OP-5	New Service Install Quality, PBX%		P	100.00%	2	100.00%	104	.	Yes	100.00%	2	97.25%	109	-0.24	Yes	0.00%	1	80.70%	114	1.3	Yes	50.00%	2	80.00%	140
CO	14–05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	2	98.17%	109	-0.19	N/A	0.00%	1	83.33%	114	1.38	N/A	50.00%	2	87.14%	140
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A			20	1		N/A			3	1		N/A				
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			1	2		N/A			2	5		N/A			2	1		N/A			1	1
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			12.75	20		N/A			19.45	22		N/A			15.43	21		N/A			29.97	32
CO	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A				
CO	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			6	3		N/A			3.5	2		N/A			2.6	5		N/A			37	1
CO	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			143.43	23		N/A			141	22		N/A			132.86	22		N/A			111.5	26
CO	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS			5			N/A			4			N/A			4			N/A			6	
CO	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	1	100.00%	125	.	Yes	100.00%	4	100.00%	134	.	Yes	100.00%	7	100.00%	184	.	Yes	100.00%	3	99.43%	176
CO	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			100.00%	57		N/A			93.51%	77		N/A			100.00%	121		N/A	100.00%	2	97.83%	92
CO	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	1	100.00%	130	.	Yes	100.00%	4	100.00%	147	.	Yes	100.00%	8	100.00%	206	.	Yes	100.00%	3	99.48%	191
CO	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100.00%	59		N/A			97.62%	84		N/A			100.00%	130		N/A	100.00%	2	99.00%	100
CO	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:27:00	1	1:34:00	130	-0.37	Yes	0:49:00	4	1:18:00	147	-0.37	Yes	0:44:00	8	1:33:00	206	-0.89	Yes	1:20:00	3	2:04:00	191
CO	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			5:54:00	59		N/A			8:59:00	84		N/A			6:39:00	130		N/A	8:15:00	2	6:25:00	100
CO	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.00%	1	16.15%	130	-0.44	Yes	0.00%	4	13.61%	147	-0.78	Yes	25.00%	8	12.62%	206	0.94	Yes	33.33%	3	13.61%	191
CO	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P			3.33%	60		N/A			10.59%	85		N/A			8.27%	133		N/A	0.00%	2	9.71%	103
CO	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	1	11.11%	81	-0.35	N/A	25.00%	4	12.61%	111	0.64	N/A	0.00%	2	14.41%	111
CO	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			11.94%	67		N/A			9.26%	108		N/A	0.00%	1	10.47%	86
CO	14–05	MR-8	Trouble Rate, PBX%		P	0.03%	3431	0.16%	118365	-1.89	Yes	0.11%	3617	0.19%	120165	-1.11	Yes	0.22%	3689	0.28%	121395	-0.71	Yes	0.13%	3739	0.24%	122437
CO	14–05	MR-8*	Trouble Rate, PBX%		P						N/A	0.03%	3617	0.12%	120165	-1.61	N/A	0.11%	3689	0.18%	121395	-1.01	N/A	0.08%	3739	0.16%	122437
CO	14–05	MR-9	Repair Appoint Met, PBX%	ND	P			100.00%	15		N/A			96.00%	25		N/A	100.00%	1	100.00%	34	.	Yes			100.00%	39
CO	14–05	MR-9	Repair Appoint Met, PBX%	D	P			86.67%	30		N/A			87.04%	54		N/A			88.41%	69		N/A	100.00%	1	84.21%	57
CO	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	50.00%	2	31.65%	278	0.46	N/A	50.00%	8	32.36%	343	1	N/A	11.11%	9	32.20%	500	-1.34	N/A	28.57%	7	25.94%	397
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P			60.00%	5		N/A	100.00%	1	100.00%	2	.	Yes			100.00%	1		N/A				
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100.00%	5		N/A			85.71%	7		N/A			88.89%	9		N/A			80.00%	10
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P			87.97%	374		N/A	100.00%	1	94.13%	392	-0.25	Yes	100.00%	3	95.30%	575	-0.38	Yes	100.00%	2	89.61%	539
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P			3.67	3		N/A	2	1	3	1	.	N/A			0	1		N/A				
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			3	5		N/A			3.14	7		N/A			3.33	9		N/A			3.3	10
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			12.14	362		N/A	2	1	12.93	375	-1.18	Yes	12.67	3	14.43	555	-0.24	Yes	3.5	2	13	535
CO	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	100.00%	1	100.00%	396	.	Yes	100.00%	3	100.00%	500	.	Yes	66.67%	3	89.06%	585	0.98	Yes	100.00%	5	92.02%	451
CO	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100.00%	3	100.00%	500	.	Yes	100.00%	3	94.36%	585	-0.42	N/A	100.00%	5	96.90%	451
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P			5.5	2		N/A						N/A						N/A				
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A			1	1		N/A			1	1		N/A			2	2
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			5.47	17		N/A			9.79	14		N/A			19.35	20		N/A			15.62	58
CO	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			15.64	28		N/A			16.55	11		N/A			18.64	11		N/A			11.71	7
CO	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			148.77	61		N/A			148.15	60		N/A			201.12	77		N/A			197.57	84
CO	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			25			N/A			22			N/A			16			N/A			17	
CO	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100.00%	157		N/A			100.00%	242		N/A	100.00%	1	100.00%	334	.	Yes			99.32%	293
CO	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	100.00%	2	99.11%	112	-0.13	Yes			100.00%	111		N/A			99.52%	210		N/A			99.15%	234
CO	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100.00%	159		N/A			100.00%	243		N/A	100.00%	1	100.00%	343	.	Yes			100.00%	305
CO	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	100.00%	2	100.00%	112	.	Yes			100.00%	111		N/A			100.00%	211		N/A			100.00%	236
CO	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:56:00	159		N/A			1:10:00	243		N/A	2:58:00	1	1:18:00	343	1.43	Yes			1:51:00	305
CO	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	1:59:00	2	3:52:00	112	-0.75	Yes			3:50:00	111		N/A			3:45:00	211		N/A			4:19:00	236
CO	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			12.58%	159		N/A			13.58%	243		N/A	0.00%	1	19.53%	343	-0.49	Yes			21.97%	305
CO	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	50.00%	2	9.82%	112	1.27	Yes			9.91%	111		N/A			17.54%	211		N/A			25.00%	236
CO	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			10.77%	65		N/A			18.92%	111		N/A			31.13%	106
CO	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			8.33%	96		N/A			16.00%	175		N/A			27.57%	185
CO	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	3.51%	57	0.79%	34150	1.73	No	0.00%	60	1.03%	34333	-0.79	Yes	1.67%	60	1.59%	34904	0.16	Yes	0.00%	81	1.52%	35683
CO	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	60	0.47%	34333	-0.53	N/A	0.00%	60	0.82%	34904	-0.7	N/A	0.00%	81	0.82%	35683
CO	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100.00%	3		N/A			100.00%	3		N/A			100.00%	10		N/A			100.00%	14
CO	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			66.67%	3		N/A			100.00%	6		N/A			66.67%	3		N/A			80.00%	5
CO	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	33.33%	3	32.92%	404	0.03	N/A			29.76%	504		N/A	50.00%	2	24.01%	729	0.7	N/A			26.59%	737
CO	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P	100.00%	2	98.32%	1425	-0.18	Yes	100.00%	2	97.44%	1291	-0.23	Yes	0.00%	1	96.78%	1365	2.15	No	100.00%	3	95.76%	1463
CO	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100.00%	23	99.53%	4038	-0.33	Yes	100.00%	18	99.48%	3475	-0.31	Yes	100.00%	18	99.33%	4355	-0.35	Yes	96.77%	31	98.95%	5240
CO	14–07	OP-3	Install Commit Met, Qwest DSL%		P			86.49%	37		N/A			96.55%	29		N/A			93.62%	47		N/A	100.00%	1	92.00%	25

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	-0.75	Yes	3:14:00	2	9:54:00	751	-0.81	Yes	0				
CO	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	1.33	Yes	50.00%	6	14.17%	367	2.02	No	1	14	35.71%	13.23%	22.48%
CO	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	2.18	No	0.00%	2	14.79%	764	-0.59	Yes	1	19	15.79%	12.33%	3.46%
CO	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		N/A	50.00%	6	14.07%	199	2.01	N/A	0				
CO	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	2.18	N/A	0.00%	2	14.78%	697	-0.59	N/A	0				
CO	14–04	MR-8	Trouble Rate, Centrex 21%		P	1.73	No	1.04%	766	0.80%	141287	0.76	Yes	1	3,824	0.86%	0.67%	0.19%
CO	14–04	MR-8*	Trouble Rate, Centrex 21%		P	-0.02	N/A	1.04%	766	0.63%	141287	1.43	N/A	0				
CO	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	-0.56	Yes	83.33%	6	95.91%	367	1.15	Yes	0				
CO	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P	-0.98	Yes	100.00%	2	88.87%	764	-0.5	Yes	0				
CO	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0.35	N/A	20.00%	10	30.36%	1624	-0.71	N/A	0				
CO	14–05	OP-3	Install Commit Met, PBX%	ND	P	.	Yes			100.00%	7		N/A	0				
CO	14–05	OP-3	Install Commit Met, PBX%	D	P		N/A			75.86%	29		N/A	0				
CO	14–05	OP-3	Install Commit Met, PBX%		P		N/A	100.00%	1	78.33%	60	-0.52	Yes	0				
CO	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P		N/A			1.86	7		N/A	0				
CO	14–05	OP-4	Install Interv, PBX, Avg Days	D	P		N/A			9.73	30		N/A	0				
CO	14–05	OP-4	Install Interv, PBX, Avg Days		P		N/A	11.67	3	14.64	107	-0.44	Yes	0				
CO	14–05	OP-5	New Service Install Quality, PBX%		P	0.83	Yes	100.00%	2	88.41%	138	-0.51	Yes	0				
CO	14–05	OP-5*	New Service Install Quality, PBX%		P	1.12	N/A	100.00%	2	90.58%	138	-0.45	N/A	0				
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P		N/A						N/A	0				
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P		N/A			3.2	5		N/A	0				
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		N/A	10	1	15.78	32	-0.39	Yes	0				
CO	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P		N/A			8	2		N/A	0				
CO	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P		N/A						N/A	0				
CO	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS		N/A			90.59	29		N/A	0				
CO	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS		N/A			9			N/A	0				
CO	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	-0.13	Yes	100.00%	5	99.04%	208	-0.22	Yes	0				
CO	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	-0.21	Yes			95.74%	94		N/A	0				
CO	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	-0.12	Yes	100.00%	7	99.56%	225	-0.17	Yes	0				
CO	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	-0.14	Yes			98.08%	104		N/A	0				
CO	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	-0.27	Yes	1:36:00	7	2:07:00	225	-0.18	Yes	0				
CO	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	0.36	Yes			9:39:00	104		N/A	0				
CO	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.81	Yes	14.29%	7	17.33%	225	-0.21	Yes	0				
CO	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P	-0.46	Yes			16.19%	105		N/A	0				
CO	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	-0.58	N/A	16.67%	6	18.64%	118	-0.12	N/A	0				
CO	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	-0.34	N/A			18.07%	83		N/A	0				
CO	14–05	MR-8	Trouble Rate, PBX%		P	-1.31	Yes	0.19%	3768	0.26%	125894	-0.9	Yes	0				
CO	14–05	MR-8*	Trouble Rate, PBX%		P	-1.21	N/A	0.16%	3768	0.16%	125894	-0.01	N/A	0				
CO	14–05	MR-9	Repair Appoint Met, PBX%	ND	P		N/A	100.00%	4	93.94%	33	-0.48	Yes	0				
CO	14–05	MR-9	Repair Appoint Met, PBX%	D	P	-0.43	Yes			87.88%	66		N/A	0				
CO	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0.18	N/A	0.00%	7	28.88%	464	-1.67	N/A	0				
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		N/A	100.00%	7	100.00%	1	.	Yes	0				
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		N/A			81.82%	11		N/A	0				
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P	-0.48	Yes			91.12%	304		N/A	0				
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P		N/A	3.43	7	1	1	.	N/A	0				
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		N/A			3.45	11		N/A	0				
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	-0.89	Yes			9.82	295		N/A	0				
CO	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	-0.65	Yes	100.00%	4	89.97%	369	-0.66	Yes	0				
CO	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	-0.4	N/A	100.00%	4	94.58%	369	-0.48	N/A	0				
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P		N/A						N/A	0				
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P		N/A			2.5	2		N/A	0				
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A			12	28		N/A	0				
CO	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A			6.2	5		N/A	0				
CO	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS		N/A			192.45	103		N/A	0				
CO	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS		N/A			16			N/A	0				
CO	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		N/A			99.70%	336		N/A	0				
CO	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		N/A			97.74%	265		N/A	0				
CO	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		N/A			100.00%	343		N/A	0				
CO	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		N/A			100.00%	265		N/A	0				
CO	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		N/A			1:41:00	343		N/A	0				
CO	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		N/A			4:46:00	265		N/A	0				
CO	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		N/A			23.62%	343		N/A	0				
CO	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			29.06%	265		N/A	0				
CO	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		N/A			27.27%	121		N/A	0				
CO	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			28.64%	213		N/A	0				
CO	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	-1.12	Yes	0.00%	78	1.69%	35903	-1.16	Yes	1	336	0.89%	1.33%	-0.44%
CO	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	-0.82	N/A	0.00%	78	0.93%	35903	-0.85	N/A	0				
CO	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		N/A			100.00%	6		N/A	0				
CO	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P		N/A			100.00%	4		N/A	0				
CO	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		N/A			25.67%	818		N/A	0				
CO	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P	-0.36	Yes	100.00%	1	96.38%	1824	-0.19	Yes	1	9	88.89%	96.89%	-8.00%
CO	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P	0.99	Yes	100.00%	52	99.64%	5323	-0.43	Yes	0				
CO	14–07	OP-3	Install Commit Met, Qwest DSL%		P	-0.29	Yes			92.59%	27		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
CO	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
CO	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
CO	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
CO	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
CO	14–04	MR-8	Trouble Rate, Centrex 21%		P	
CO	14–04	MR-8*	Trouble Rate, Centrex 21%		P	
CO	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
CO	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
CO	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
CO	14–05	OP-3	Install Commit Met, PBX%	ND	P	
CO	14–05	OP-3	Install Commit Met, PBX%	D	P	
CO	14–05	OP-3	Install Commit Met, PBX%		P	
CO	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P	
CO	14–05	OP-4	Install Interv, PBX, Avg Days	D	P	
CO	14–05	OP-4	Install Interv, PBX, Avg Days		P	
CO	14–05	OP-5	New Service Install Quality, PBX%		P	
CO	14–05	OP-5*	New Service Install Quality, PBX%		P	
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
CO	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
CO	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
CO	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	
CO	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
CO	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS	
CO	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
CO	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
CO	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
CO	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
CO	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
CO	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
CO	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
CO	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
CO	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
CO	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
CO	14–05	MR-8	Trouble Rate, PBX%		P	
CO	14–05	MR-8*	Trouble Rate, PBX%		P	
CO	14–05	MR-9	Repair Appoint Met, PBX%	ND	P	
CO	14–05	MR-9	Repair Appoint Met, PBX%	D	P	
CO	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
CO	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
CO	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
CO	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
CO	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
CO	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
CO	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
CO	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
CO	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS	
CO	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
CO	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
CO	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
CO	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
CO	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
CO	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
CO	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
CO	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
CO	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
CO	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
CO	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
CO	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
CO	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
CO	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	
CO	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
CO	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P	
CO	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
CO	14–07	OP-3	Install Commit Met, Qwest DSL%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	5.68	19	4.86	2613	3.72	No	4.88	16	4.93	2634	-0.17	Yes	5	13	4.88	3372	1.22	Yes	5.25	24	4.85	4015
CO	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	4.5	2	5.56	1431	-0.58	Yes	3	2	5.28	1292	-1.31	Yes	7	1	5.34	1369	1.54	Yes	5.67	3	5.28	1463
CO	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.49	37		N/A			5.59	27		N/A			4.66	44		N/A	3	1	5.25	24
CO	14–07	OP-5	New Service Install Quality, Qwest DSL%		P	100.00%	23	99.92%	5152	-0.13	Yes	100.00%	20	99.91%	5284	-0.14	Yes	100.00%	27	99.65%	6254	-0.31	Yes	100.00%	44	99.80%	6958
CO	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	20	99.91%	5284	-0.14	N/A	100.00%	27	99.71%	6254	-0.28	N/A	100.00%	44	99.83%	6958
CO	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			7.22	18		N/A			8.38	16		N/A			5.79	29		N/A	2	1	8.53	32
CO	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4.11	28		N/A			4.77	30		N/A	2	1	4.47	45	-0.25	Yes			3.48	54
CO	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			2.4	5		N/A			1	1		N/A			2.33	3		N/A			5	2
CO	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A				
CO	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A			7	1		N/A			2	1		N/A			9	1
CO	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			94.00%	467		N/A			94.31%	510		N/A			88.74%	533		N/A			87.93%	613
CO	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			97.22%	468		N/A			98.04%	511		N/A			95.33%	535		N/A			95.61%	615
CO	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			7:25:00	468		N/A			7:07:00	511		N/A			12:00:00	535		N/A			9:33:00	615
CO	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			18.80%	468		N/A			17.61%	511		N/A			38.13%	535		N/A			40.00%	615
CO	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			16.36%	269		N/A			40.32%	253		N/A			40.67%	300
CO	14–07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	19	1.94%	24126	-0.61	Yes	0.00%	19	2.06%	24810	-0.63	Yes	0.00%	19	2.09%	25581	-0.64	Yes	0.00%	19	2.32%	26467
CO	14–07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	19	1.08%	24810	-0.46	N/A	0.00%	19	0.99%	25581	-0.44	N/A	0.00%	19	1.13%	26467
CO	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			56.10%	1066		N/A			56.44%	1173		N/A			49.81%	1066		N/A			50.64%	1246
CO	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100.00%	1		N/A						N/A			100.00%	1		N/A			100.00%	1
CO	14–08	OP-3	Install Commit Met, ISDN Primary%	D	P			100.00%	1		N/A						N/A						N/A			0.00%	1
CO	14–08	OP-3	Install Commit Met, ISDN Primary%		P			75.08%	309		N/A	100.00%	1	49.31%	144	-1.01	Yes			82.24%	259		N/A			63.54%	96
CO	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			2	1		N/A						N/A			5	1		N/A			0	1
CO	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P			5	1		N/A						N/A						N/A			5	1
CO	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P			16.5	325		N/A	6	1	17.91	186	-0.65	Yes			15.06	304		N/A			24.16	179
CO	14–08	OP-5	New Service Install Quality, ISDN Primary%		P	100.00%	1	93.99%	283	-0.25	Yes	100.00%	1	98.88%	267	-0.11	Yes			96.54%	260		N/A	100.00%	1	96.63%	267
CO	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100.00%	1	99.63%	267	-0.06	N/A			98.08%	260		N/A	100.00%	1	98.13%	267
CO	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						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						N/A						N/A			2	1
CO	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			15.36	87		N/A			14.62	89		N/A			16.84	69		N/A			36.96	73
CO	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A				
CO	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			19.67	12		N/A			6.83	6		N/A			8.33	9		N/A			35.5	2
CO	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			37.64	39		N/A			29.75	52		N/A			52.59	27		N/A			61.95	22
CO	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS			14			N/A			11			N/A			6			N/A			8	
CO	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100.00%	3	97.96%	49	-0.24	Yes	100.00%	1	90.32%	62	-0.32	Yes			96.05%	76		N/A	75.00%	4	92.59%	81
CO	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:29:00	3	1:10:00	49	-0.7	Yes	0:33:00	1	2:05:00	62	-0.42	Yes			1:26:00	76		N/A	11:02:00	4	1:44:00	81
CO	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	33.33%	3	8.16%	49	1.08	Yes	0.00%	1	8.06%	62	-0.29	Yes			13.16%	76		N/A	50.00%	4	20.99%	81
CO	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A	0.00%	1	7.50%	40	-0.28	N/A			16.22%	37		N/A	50.00%	4	31.91%	47
CO	14–08	MR-8	Trouble Rate, ISDN Primary%		P	0.36%	829	0.04%	125192	4.68	No	0.12%	829	0.05%	122442	0.89	Yes	0.00%	771	0.06%	122012	-0.69	Yes	0.53%	758	0.07%	121969
CO	14–08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.12%	829	0.03%	122442	1.4	N/A	0.00%	771	0.03%	122012	-0.48	N/A	0.53%	758	0.04%	121969
CO	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0.00%	3	42.35%	85	-1.46	N/A	0.00%	1	21.52%	79	-0.52	N/A			30.91%	110		N/A	20.00%	5	32.50%	120
CO	14–09	OP-3	Install Commit Met, DS0%	ND	P			100.00%	1		N/A	100.00%	1	0.00%	1	.	N/A			100.00%	1		N/A				
CO	14–09	OP-3	Install Commit Met, DS0%	D	P			100.00%	1		N/A						N/A						N/A				
CO	14–09	OP-3	Install Commit Met, DS0%		P	85.71%	28	79.49%	78	-0.7	Yes	100.00%	11	93.83%	81	-0.8	Yes	96.43%	28	77.27%	66	-2.03	Yes	88.10%	42	81.40%	43
CO	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P			0	1		N/A	1	1	262	1	.	N/A			0	1		N/A				
CO	14–09	OP-4	Install Interv, DS0, Avg Days	D	P			0	1		N/A						N/A						N/A				
CO	14–09	OP-4	Install Interv, DS0, Avg Days		P	6.83	24	8.79	84	-0.68	Yes	4.8	5	6.16	92	-0.51	Yes	5	13	9.04	69	-1.31	Yes	5.08	25	8.96	47
CO	14–09	OP-5	New Service Install Quality, DS0%		P	95.24%	21	93.41%	91	-0.3	Yes	100.00%	21	84.71%	85	-1.74	Yes	88.57%	35	0.00%	62	.	N/A	67.57%	37	41.07%	56
CO	14–09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	21	89.41%	85	-1.41	N/A	97.14%	35	11.29%	62	-12.83	N/A	86.49%	37	55.36%	56
CO	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A			255	1		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				
CO	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	14	3	11.06	17	0.74	Yes			14.2	5		N/A			27.73	15		N/A	1.25	4	9	9
CO	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	1	1	8.33	3	-1	Yes			17	2		N/A	12	1	3.67	3	1.05	Yes	6	1	1	2
CO	14–09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			145.06	17		N/A			243.28	18		N/A			246.06	16		N/A	8	1	282.41	37
CO	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			11			N/A			7			N/A			5			N/A	-		6	
CO	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	93.75%	16	85.63%	536	-0.91	Yes	100.00%	8	78.27%	750	-1.48	Yes	78.95%	19	84.54%	867	0.68	Yes	90.91%	33	73.69%	878
CO	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:35:00	16	2:22:00	536	-1.13	Yes	1:35:00	8	3:37:00	750	-0.97	Yes	2:57:00	19	2:19:00	867	1.02	Yes	1:47:00	33	3:42:00	878
CO	14–09	MR-7	Repair Repeat Report Rate, DS0%		P	12.50%	16	15.30%	536	-0.31	Yes	12.50%	8	16.13%	750	-0.28	Yes	15.79%	19	20.99%	867	-0.55	Yes	15.15%	33	20.39%	878
CO	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	0.00%	3	15.70%	567	-0.75	N/A	8.33%	12	17.57%	575	-0.83	N/A	25.00%	16	18.78%	623
CO	14–09	MR-8	Trouble Rate, DS0%		P	0.96%	1665	0.47%	114273	2.92	No	0.48%	1671	0.70%	107724	-1.06	Yes	1.12%	1702	0.83%	103958	1.27	Yes	1.92%	1720	0.85%	102876
CO	14–09	MR-8*	Trouble Rate, DS0%		P						N/A	0.18%	1671	0.53%	107724	-1.94	N/A	0.71%	1702	0.55%	103958	0.84	N/A	0.93%	1720	0.61%	102876
CO	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	5.88%	17	31.46%	782	-2.25	N/A	27.27%	11	26.54%	1021	0.09	N/A	17.39%	23	23.95%	1140	-0.73	N/A	17.50%	40	25.78%	1183
CO	14–10	OP-3	Install Commit Met, DS1%		P	100.00%	1	91.84%	968	-0.3	Yes	50.00%	2	90.72%	1002	1.33	Yes	66.67%	3	88.85%	1552	0.97	Yes			91.73%	1270
CO	14–10	OP-4	Install Interv, DS1, Avg Days		P	9	1	12.17	1013	-0.35	Yes	10	1	12.81	1039	-0.26	Yes	10.67	3	13.63	1623	-0.41	Yes			11.52	1339
CO	14–10	OP-5	New Service Install Quality, DS1%		P	100.00%	2	94.65%	1046	-0.34	Yes	66.67%	3	94.42%	1362	1.38	Yes	0.00%	2	86.48%	1516	2.38	No	100.00%	1	88.68%	1351
CO	14–10	OP-5*	New Service Install Quality, DS1%		P						N/A	66.67%	3	96.18%	1362	1.58	N/A	0.00%	2	91.69%	1516	2.72	N/A	100.00%	1	92.97%	1351
CO	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			25.94	35		N/A			14.98	47		N/A	3	1	21.54	109	-0.79	Yes			14.5	116
CO	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			14.84	58		N/A	1	1	13.35	63	-0.87	Yes			14.88	112		N/A			15.33	15
CO	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	0	1	91.24	144	-0.68	N/A			106.69	121		N/A			90.9	135		N/A			72.42	186
CO	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	-		61		-0.85	N/A			59			N/A			67			N/A			96	
CO	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	92.86%	14	87.45%	916	-0.61	Yes	92.86%	14	83.72%	1192	-0.92	Yes	100.00%	10	87.65%	1441	-1.18	Yes	83.33%	6	83.19%	1374
CO	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:45:00	14	2:17:00	916	-0.72	Yes	0:59:00	14	2:32:00	1192	-1.68	Yes	1:23:00	10	2:02:00	1441	-0.91	Yes	1:38:00	6	2:34:00	1374
CO	14–10	MR-7	Repair Repeat Report Rate, DS1%		P	7.14%	14	14.63%	916	-0.79	Yes	14.29%	14	14.77%	1192	-0.05	Yes	20.00%	10	27.13%	1441	-0.51	Yes	50.00%	6	26.06%	1374

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	2.23	No	4.89	46	4.89	4188	0.19	Yes	2	118	5.10	4.88	0.22
CO	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	1.08	Yes	8	1	5.29	1828	1.94	No	1	9	5.22	5.35	(0.12)
CO	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P	-0.44	Yes			5.28	25		N/A	0				
CO	14–07	OP-5	New Service Install Quality, Qwest DSL%		P	-0.3	Yes	100.00%	55	99.84%	7971	-0.3	Yes	0				
CO	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P	-0.27	N/A	100.00%	55	99.90%	7971	-0.23	N/A	0				
CO	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	-0.32	Yes			5.45	20		N/A	0				
CO	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P		N/A			4.77	65		N/A	0				
CO	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		N/A			1.5	2		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		N/A			5	2		N/A	0				
CO	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		N/A			94.10%	915		N/A	0				
CO	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		N/A			98.58%	917		N/A	0				
CO	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		N/A			6:43:00	917		N/A	0				
CO	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		N/A			39.69%	917		N/A	0				
CO	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		N/A			41.30%	494		N/A	0				
CO	14–07	MR-8	Trouble Rate, Qwest DSL%		P	-0.67	Yes	0.00%	19	3.36%	27319	-0.81	Yes	0				
CO	14–07	MR-8*	Trouble Rate, Qwest DSL%		P	-0.47	N/A	0.00%	19	1.81%	27319	-0.59	N/A	0				
CO	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		N/A			46.50%	1714		N/A	0				
CO	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P		N/A			100.00%	5		N/A	0				
CO	14–08	OP-3	Install Commit Met, ISDN Primary%	D	P		N/A			100.00%	1		N/A	0				
CO	14–08	OP-3	Install Commit Met, ISDN Primary%		P		N/A	100.00%	1	65.29%	170	-0.73	Yes	0				
CO	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		N/A			3.4	5		N/A	0				
CO	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P		N/A			7	1		N/A	0				
CO	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P		N/A	6	1	33.61	268	-0.5	Yes	0				
CO	14–08	OP-5	New Service Install Quality, ISDN Primary%		P	-0.19	Yes	100.00%	1	97.80%	318	-0.15	Yes	0				
CO	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P	-0.14	N/A	100.00%	1	99.37%	318	-0.08	N/A	0				
CO	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P		N/A						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		N/A			57.28	102		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			38.44	9		N/A	0				
CO	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS		N/A			213.2	147		N/A	0				
CO	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS		N/A			14			N/A	0				
CO	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	0.98	Yes	100.00%	1	80.25%	81	-0.49	Yes	0				
CO	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	2.75	No	0:46:00	1	2:29:00	81	-0.51	Yes	1	9	5:12:40	1:49:29	3:23:11
CO	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	1.19	Yes	0.00%	1	19.75%	81	-0.49	Yes	0				
CO	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	0.66	N/A	0.00%	1	22.22%	45	-0.53	N/A	0				
CO	14–08	MR-8	Trouble Rate, ISDN Primary%		P	4.91	No	0.13%	783	0.07%	120927	0.65	Yes	2	3,970	0.23%	0.06%	0.17%
CO	14–08	MR-8*	Trouble Rate, ISDN Primary%		P	6.84	N/A	0.13%	783	0.04%	120927	1.31	N/A	0				
CO	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	-0.58	N/A	0.00%	1	22.86%	105	-0.54	N/A	0				
CO	14–09	OP-3	Install Commit Met, DS0%	ND	P		N/A						N/A	0				
CO	14–09	OP-3	Install Commit Met, DS0%	D	P		N/A						N/A	0				
CO	14–09	OP-3	Install Commit Met, DS0%		P	-0.79	Yes	96.55%	29	92.16%	51	-0.7	Yes	0				
CO	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P		N/A						N/A	0				
CO	14–09	OP-4	Install Interv, DS0, Avg Days	D	P		N/A						N/A	0				
CO	14–09	OP-4	Install Interv, DS0, Avg Days		P	-1.9	Yes	5.47	15	6.53	60	-0.92	Yes	0				
CO	14–09	OP-5	New Service Install Quality, DS0%		P	-2.54	Yes	81.48%	27	46.84%	79	-3.11	Yes	0				
CO	14–09	OP-5*	New Service Install Quality, DS0%		P	-2.96	N/A	92.59%	27	65.82%	79	-2.53	N/A	0				
CO	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P		N/A						N/A	0				
CO	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		N/A						N/A	0				
CO	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	-2.47	Yes	12	1	13.25	8	-0.12	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	-1.56	N/A			249.32	44		N/A	0				
CO	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS	-0.43	N/A			14			N/A	0				
CO	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	-2.21	Yes	85.71%	28	84.83%	870	-0.13	Yes	0				
CO	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	-2	Yes	1:55:00	28	2:39:00	870	-0.76	Yes	0				
CO	14–09	MR-7	Repair Repeat Report Rate, DS0%		P	-0.73	Yes	14.29%	28	22.53%	870	-1.03	Yes	0				
CO	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P	0.64	N/A	6.67%	15	21.28%	578	-1.37	N/A	0				
CO	14–09	MR-8	Trouble Rate, DS0%		P	4.76	No	1.64%	1705	0.84%	103056	3.57	No	3	8,463	1.23%	0.73%	0.50%
CO	14–09	MR-8*	Trouble Rate, DS0%		P	1.72	N/A	0.88%	1705	0.56%	103056	1.75	N/A	0				
CO	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	-1.18	N/A	6.67%	30	30.40%	1250	-2.79	N/A	0				
CO	14–10	OP-3	Install Commit Met, DS1%		P		N/A			86.11%	1195		N/A	0				
CO	14–10	OP-4	Install Interv, DS1, Avg Days		P		N/A	24	1	13.97	1301	1.3	Yes	0				
CO	14–10	OP-5	New Service Install Quality, DS1%		P	-0.36	Yes	0.00%	2	89.49%	1323	2.56	No	2	10	50.00%	90.47%	-40.47%
CO	14–10	OP-5*	New Service Install Quality, DS1%		P	-0.27	N/A	0.00%	2	92.97%	1323	2.83	N/A	0				
CO	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		N/A			16.11	179		N/A	0				
CO	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		N/A			15.67	21		N/A	0				
CO	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		N/A			73.55	179		N/A	0				
CO	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS		N/A			88			N/A	0				
CO	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	-0.01	Yes	83.33%	12	89.68%	1511	0.71	Yes	0				
CO	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	-0.66	Yes	2:56:00	12	2:04:00	1511	1.3	Yes	0				
CO	14–10	MR-7	Repair Repeat Report Rate, DS1%		P	1.21	Yes	33.33%	12	28.86%	1511	0.36	Yes	0				

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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
CO	14–10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	40.00%	5	14.51%	813	1.35	N/A	0.00%	3	27.51%	905	-1.07	N/A	33.33%	3	27.18%	916
CO	14–10	MR-8	Trouble Rate, DS1%		P	4.18%	335	1.70%	53826	2.99	No	4.43%	316	2.21%	53828	2.39	No	3.30%	303	2.67%	53918	0.7	Yes	2.01%	299	2.56%	53688
CO	14–10	MR-8*	Trouble Rate, DS1%		P						N/A	1.58%	316	1.51%	53828	0.17	N/A	0.99%	303	1.68%	53918	-0.93	N/A	1.00%	299	1.71%	53688
CO	14–10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	17.65%	17	17.18%	1106	0.1	N/A	12.50%	16	14.12%	1388	-0.19	N/A	9.09%	11	15.04%	1696	-0.55	N/A	14.29%	7	14.71%	1611
CO	14–11	OP-3	Install Commit Met, DS3%		P			78.85%	52		N/A			82.22%	45		N/A			81.36%	59		N/A			81.71%	82
CO	14–11	OP-4	Install Interv, DS3, Avg Days		P			16.57	60		N/A			17.88	49		N/A			18.43	69		N/A			19.19	96
CO	14–11	OP-5	New Service Install Quality, DS3%		P			96.43%	56		N/A			95.00%	60		N/A			92.86%	84		N/A			100.00%	98
CO	14–11	OP-5*	New Service Install Quality, DS3%		P						N/A			98.33%	60		N/A			96.43%	84		N/A			100.00%	98
CO	14–11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			15.13	8		N/A			16	2		N/A			18.56	9		N/A			22.1	21
CO	14–11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			32.4	5		N/A			37.57	7		N/A			31.75	8		N/A				
CO	14–11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			37.15	26		N/A			35.36	28		N/A			40.09	23		N/A			57.04	24
CO	14–11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			19			N/A			13			N/A			16			N/A			13	
CO	14–11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			86.36%	22		N/A			80.65%	31		N/A			90.48%	42		N/A			88.46%	26
CO	14–11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			3:05:00	22		N/A			3:22:00	31		N/A			6:46:00	42		N/A			2:53:00	26
CO	14–11	MR-7	Repair Repeat Report Rate, DS3%		P			9.09%	22		N/A			9.68%	31		N/A			28.57%	42		N/A			19.23%	26
CO	14–11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			18.75%	16		N/A			29.17%	24		N/A			23.53%	17
CO	14–11	MR-8	Trouble Rate, DS3%		P	0.00%	4	0.54%	4097	-0.15	Yes	0.00%	3	0.76%	4075	-0.15	Yes	0.00%	3	1.03%	4071	-0.18	Yes	0.00%	3	0.64%	4043
CO	14–11	MR-8*	Trouble Rate, DS3%		P						N/A	0.00%	3	0.39%	4075	-0.11	N/A	0.00%	3	0.59%	4071	-0.13	N/A	0.00%	3	0.42%	4043
CO	14–11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			15.38%	26		N/A			22.50%	40		N/A			25.00%	56		N/A			29.73%	37
CO	14–12	OP-3	Install Commit Met, Frame Relay%		P			81.56%	179		N/A			87.13%	171		N/A			87.88%	165		N/A	100.00%	1	72.26%	155
CO	14–12	OP-4	Install Interv, Frame Relay, Avg Days		P			11.33	3		N/A			19	3		N/A			12	4		N/A			13.33	3
CO	14–12	OP-5	New Service Install Quality, Frame Relay%		P			92.43%	185		N/A			96.17%	183		N/A	100.00%	1	87.93%	174	-0.37	Yes	0.00%	1	92.82%	195
CO	14–12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			98.91%	183		N/A	100.00%	1	91.95%	174	-0.29	N/A	0.00%	1	94.87%	195
CO	14–12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			11.72	18		N/A			13.88	17		N/A			23.86	14		N/A			17.22	45
CO	14–12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			13.13	16		N/A			12.63	8		N/A			22.1	10		N/A			26	2
CO	14–12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			101.68	37		N/A			81.09	47		N/A			93.69	35		N/A			91.06	33
CO	14–12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			23			N/A			27			N/A			19			N/A			22	
CO	14–12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			86.19%	210		N/A			80.17%	232		N/A			87.12%	264		N/A	100.00%	1	82.66%	323
CO	14–12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:21:00	210		N/A			3:00:00	232		N/A			2:17:00	264		N/A	1:01:00	1	2:38:00	323
CO	14–12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			13.33%	210		N/A			15.95%	232		N/A			26.14%	264		N/A	0.00%	1	22.91%	323
CO	14–12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			14.89%	141		N/A			23.84%	172		N/A	0.00%	1	20.81%	197
CO	14–12	MR-8	Trouble Rate, Frame Relay%		P	0.00%	2	1.71%	12268	-0.19	Yes	0.00%	2	1.88%	12345	-0.2	Yes	0.00%	2	2.13%	12387	-0.21	Yes	33.33%	3	2.58%	12509
CO	14–12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	0.00%	2	1.14%	12345	-0.15	N/A	0.00%	2	1.39%	12387	-0.17	N/A	33.33%	3	1.57%	12509
CO	14–12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			14.29%	245		N/A			15.02%	273		N/A			17.76%	321		N/A	0.00%	1	12.47%	369
NM	01–01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	24	95.83%	24	-0.72	Yes	100.00%	20	100.00%	46	.	Yes	100.00%	10	77.78%	9	-1.16	Yes	100.00%	6	90.00%	10
NM	01–01	OP-4	Install Interv, LIS Trunk, Avg Days		P	15.42	24	18.8	30	-2.55	Yes	16.78	23	25.91	46	-6.42	Yes	15.2	10	30.58	12	-0.94	Yes	13.38	8	16.5	12
NM	01–01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	24	100.00%	38	.	Yes	100.00%	17	100.00%	29	.	Yes	100.00%	9	91.67%	12	-0.68	Yes	88.89%	18	100.00%	9
NM	01–01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	17	100.00%	29	.	Yes	100.00%	9	91.67%	12	-0.68	N/A	88.89%	18	100.00%	9
NM	01–01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			7	1		N/A						N/A			73.5	2		N/A			18	1
NM	01–01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A						N/A				
NM	01–01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A						N/A				
NM	01–01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS						N/A						N/A						N/A				
NM	01–01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	1	100.00%	9	.	Yes	100.00%	4	100.00%	4	.	Yes	100.00%	2	85.71%	7	-0.51	Yes	100.00%	7	100.00%	5
NM	01–01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:30:00	1	0:55:00	9	0.57	Yes	1:34:00	4	1:24:00	4	-0.04	Yes	0:41:00	2	2:30:00	7	-0.99	Yes	1:04:00	7	1:12:00	5
NM	01–01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0.00%	1	0.00%	9	.	Yes	0.00%	4	0.00%	4	.	Yes	50.00%	2	0.00%	7	1.29	Yes	14.29%	7	20.00%	5
NM	01–01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						Yes	0.00%	1	0.00%	3	.	Yes			0.00%	6		N/A	14.29%	7	0.00%	3
NM	01–01	MR-8	Trouble Rate, LIS Trunk%		P	0.00%	29532	0.02%	37783	-1.7	Yes	0.01%	27636	0.01%	37879	0.48	Yes	0.01%	25764	0.02%	38407	-0.96	Yes	0.03%	24012	0.01%	38217
NM	01–01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	27636	0.01%	37879	-0.61	N/A	0.00%	25764	0.02%	38407	-1.55	N/A	0.03%	24012	0.01%	38217
NM	01–01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	75.00%	4	18.18%	11	1.85	N/A	0.00%	4	33.33%	6	-1.1	N/A	50.00%	4	30.00%	10	0.58	N/A	0.00%	7	37.50%	8
NM	01–01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	0.00%	3720	0.00%	3910	.	Yes	0.02%	3768	0.00%	3910	.	Yes	0.00%	3768	0.00%	3910	.	Yes	0.07%	3720	0.00%	3910
NM	01–01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	0.00%	1560	0.00%	17149	.	Yes	0.00%	1440	0.00%	7128	.	Yes	0.00%	1176	0.00%	7128	.	Yes	0.00%	1968	0.00%	7128
NM	01–01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.00%	3720	0.00%	3910	.	N/A	0.02%	3768	0.00%	3910	.	N/A	0.00%	3768	0.00%	3910	.	N/A	0.07%	3720	0.00%	3910
NM	01–01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	1560	0.00%	17149	.	N/A	0.00%	1440	0.00%	7128	.	N/A	2.30%	1608	0.00%	7128	.	N/A	0.00%	1968	0.00%	7128
NM	01–02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A						N/A						N/A				
NM	01–02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	91	1				Yes						N/A	76	1				Yes				
NM	01–02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	100.00%	1				Yes						N/A	100.00%	1				Yes				
NM	01–02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	100.00%	1				Yes						N/A						N/A				
NM	01–02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	7	1				Yes	3.75	4				Yes	7.67	3				Yes	10	1		
NM	01–02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	100.00%	3				Yes	100.00%	5				Yes	100.00%	4				Yes	100.00%	1		
NM	02–01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.28	1303545	2.85	5997488	-214.33	Yes	1.27	1274824	3.1	5769565	-252.88	Yes	1.41	1526388	3.27	6667805	-262.78	Yes	1.79	1379627	3.53	6354030
NM	02–01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	97.88%	1215070				Yes	100.00%	1077137				Yes	99.98%	1145226				Yes	100.00%	1149621		
NM	02–01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.28	1239705	2.85	5997488	-208.92	N/A	1.28	1215372	3.1	5769565	-247.09	N/A	1.41	1460025	3.27	6667805	-257.67	N/A	1.8	1317942	3.53	6354030
NM	02–01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.13	63840	2.85	5997488	-56.96	N/A	1.14	59452	3.1	5769565	-64.32	N/A	1.35	66363	3.27	6667805	-62.38	N/A	1.37	61685	3.53	6354030
NM	02–01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	6229				N/A	100.00%	6401				N/A	100.00%	6449				N/A	100.00%	6447		
NM	02–01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	96.89%	503986.7	99.55%	36933755	280.25	No	99.78%	477904.2	99.47%	37280188.5	-29.71	Yes	99.92%	468210.24	99.52%	38358658.5	-39.35	Yes	99.97%	445932.9	99.48%	37889553.5
NM	02–01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.00%	1402	99.15%	104385	0.58	Yes	97.58%	1490	99.16%	116940	6.62	No	96.39%	1690	99.24%	123381	13.34	No	97.65%	1359	99.29%	130269
NM	02–01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	100.00%	238				Yes	99.60%	252				Yes	99.64%	279				Yes	99.70%	331		
NM	02–01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	100.00%	227				Yes	100.00%	155				Yes	100.00%	252				Yes	100.00%	164		
NM	02–01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880				Yes	100.00%	28080		
NM	02–01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880				Yes	100.00%	28080		
NM	02–01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520				Yes	100.00%	112320		
NM	02–01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880				Yes	99.95%	28080		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	0.25	N/A	37.50%	8	29.06%	998	0.52	N/A	0				
CO	14--10	MR-8	Trouble Rate, DS1%		P	-0.6	Yes	4.07%	295	2.84%	53139	1.23	Yes	2	1,548	3.62%	2.39%	1.22%
CO	14--10	MR-8*	Trouble Rate, DS1%		P	-0.94	N/A	2.71%	295	1.88%	53139	1.04	N/A	0				
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	-0.03	N/A	20.00%	15	15.26%	1783	0.53	N/A	0				
CO	14--11	OP-3	Install Commit Met, DS3%		P		N/A			77.03%	74		N/A	0				
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P		N/A			23.81	98		N/A	0				
CO	14--11	OP-5	New Service Install Quality, DS3%		P		N/A			92.22%	90		N/A	0				
CO	14--11	OP-5*	New Service Install Quality, DS3%		P		N/A			97.78%	90		N/A	0				
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		N/A			27.26	27		N/A	0				
CO	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P		N/A						N/A	0				
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS		N/A			59.62	26		N/A	0				
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS		N/A			16			N/A	0				
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		N/A			95.35%	43		N/A	0				
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		N/A			1:31:00	43		N/A	0				
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		N/A			23.26%	43		N/A	0				
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		N/A			28.57%	28		N/A	0				
CO	14--11	MR-8	Trouble Rate, DS3%		P	-0.14	Yes	0.00%	3	1.07%	4022	-0.18	Yes	0				
CO	14--11	MR-8*	Trouble Rate, DS3%		P	-0.11	N/A	0.00%	3	0.70%	4022	-0.14	N/A	0				
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		N/A			23.21%	56		N/A	0				
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P	-0.62	Yes			71.64%	201		N/A	0				
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		N/A			21	4		N/A	0				
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P	1.8	No			93.56%	233		N/A	1	2	50.00%	92.68%	-42.68%
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	1.94	N/A			94.85%	233		N/A	0				
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		N/A			16.41	63		N/A	0				
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		N/A			8.5	6		N/A	0				
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		N/A			60.25	52		N/A	0				
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS		N/A			27			N/A	0				
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	-0.46	Yes			89.02%	328		N/A	0				
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	-0.44	Yes			2:09:00	328		N/A	0				
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	-0.54	Yes			27.44%	328		N/A	0				
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	-0.51	N/A			28.04%	214		N/A	0				
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	1.77	No	0.00%	2	2.62%	12523	-0.23	Yes	1	11	9.09%	2.19%	6.90%
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P	1.99	N/A	0.00%	2	1.71%	12523	-0.19	N/A	0				
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	-0.38	N/A			15.25%	387		N/A	0				
NM	01--01	OP-3	Install Commit Met, LIS Trunk%		P	-0.65	Yes	91.30%	23	100.00%	4	0.31	Yes	0				
NM	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	-1.1	Yes	19	28	15.33	6	1.27	Yes	0				
NM	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	0.81	Yes	100.00%	16	100.00%	14	.	Yes	0				
NM	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	0.81	N/A	100.00%	16	100.00%	14	.	Yes	0				
NM	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P		N/A	6	2	2	1	.	N/A	0				
NM	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P		N/A						N/A	0				
NM	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS		N/A						N/A	0				
NM	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS		N/A						N/A	0				
NM	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	.	Yes	100.00%	2	100.00%	2	.	Yes	0				
NM	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	-0.17	Yes	1:14:00	2	0:38:00	2	1.06	Yes	0				
NM	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	-0.24	Yes	0.00%	2	0.00%	2	.	Yes	0				
NM	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	0.3	N/A	0.00%	1	0.00%	1	.	Yes	0				
NM	01--01	MR-8	Trouble Rate, LIS Trunk%		P	1.71	No	0.01%	25090	0.01%	38479	0.47	Yes	1	132,034	0.01%	0.01%	0.00%
NM	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	2.92	N/A	0.00%	25090	0.00%	38479	0.34	Yes	0				
NM	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	-1.5	N/A	33.33%	3	50.00%	4	-0.44	N/A	0				
NM	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	.	Yes	0.04%	3720	0.00%	3910	.	Yes	0				
NM	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	.	Yes	0.00%	1872	0.00%	7128	.	Yes	0				
NM	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	.	N/A	0.04%	3720	0.00%	3910	.	N/A	0				
NM	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	.	N/A	0.00%	1872	0.00%	7128	.	N/A	0				
NM	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90		N/A						N/A	0				
NM	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120		N/A	104	1				Yes	0				
NM	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%		N/A	100.00%	1				Yes	0				
NM	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%		N/A	100.00%	1				Yes	0				
NM	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10		Yes						N/A	0				
NM	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%		Yes	100.00%	1				Yes	0				
NM	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	-179.4	Yes	2.18	1581976	4.57	7071530	-200.02	Yes	0				
NM	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%		Yes	96.52%	1186455				Yes	0				
NM	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	-174	N/A	2.16	1518414	4.57	7071530	-198.28	N/A	0				
NM	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	-51.67	N/A	2.65	63562	4.57	7071530	-35.55	N/A	0				
NM	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD		N/A	100.00%	6323				N/A	0				
NM	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	-45.03	Yes	99.84%	463207.55	98.61%	35932715.1	-71.23	Yes	1	2,359,242	99.24%	99.33%	-0.09%
NM	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	7.18	No	97.81%	1642	99.37%	128158	7.91	No	4	7,583	97.64%	99.25%	-1.61%
NM	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%		Yes	100.00%	233				Yes	0				
NM	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%		Yes	96.38%	221				Yes	0				
NM	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%		Yes	98.75%	29340				No	1	144,720	99.43%		
NM	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%		Yes	100.00%	29700				Yes	0				
NM	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%		Yes	99.96%	118800				Yes	0				
NM	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%		Yes	100.00%	29700				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	
CO	14--10	MR-8	Trouble Rate, DS1%		P	
CO	14--10	MR-8*	Trouble Rate, DS1%		P	
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
CO	14--11	OP-3	Install Commit Met, DS3%		P	
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P	
CO	14--11	OP-5	New Service Install Quality, DS3%		P	
CO	14--11	OP-5*	New Service Install Quality, DS3%		P	
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
CO	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
CO	14--11	MR-8	Trouble Rate, DS3%		P	
CO	14--11	MR-8*	Trouble Rate, DS3%		P	
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P	
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS	
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
NM	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
NM	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
NM	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
NM	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
NM	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
NM	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	
NM	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
NM	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	
NM	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
NM	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
NM	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
NM	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
NM	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
NM	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
NM	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
NM	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	
NM	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	
NM	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
NM	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
NM	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
NM	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
NM	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	
NM	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	
NM	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
NM	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	
NM	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
NM	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	
NM	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
NM	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
NM	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
NM	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
NM	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
NM	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	
NM	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	
NM	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
NM	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
NM	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
NM	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880				Yes	99.80%	28080		
NM	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240				Yes	99.94%	41040		
NM	02–01	GA-4	System Avail - EXACT, %		99.25%	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860				Yes	100.00%	21060		
NM	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670				Yes	100.00%	37185		
NM	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%						N/A						N/A						N/A				
NM	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161
NM	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264
NM	02–01	OA-1	Order Accuracy, %		NS	99.16%	836				N/A	99.88%	821				N/A	99.62%	797				N/A	99.86%	711		
NM	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.3	2385				N/A	0.44	2067				N/A	0.6	2020				N/A	0.56	2137		
NM	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.43	2385				N/A	1.47	2067				N/A	1.68	2020				N/A	1.77	2137		
NM	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.29	614				N/A	0.36	539				N/A	0.43	564				N/A	0.47	340		
NM	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.91	614				N/A	4.96	539				N/A	5.19	564				N/A	4.87	340		
NM	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.2	614				N/A	5.32	539				N/A	5.62	564				N/A	5.34	340		
NM	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.73	2385				Yes	1.91	2067				Yes	2.28	2020				Yes	2.33	2137		
NM	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.37	4271				N/A	0.41	3762				N/A	0.52	3887				N/A	0.5	3447		
NM	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.49	4271				N/A	7.25	3762				N/A	6.87	3887				N/A	6.75	3447		
NM	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.86	4271				Yes	7.66	3762				Yes	7.4	3887				Yes	7.25	3447		
NM	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.41	857				N/A	0.55	727				N/A	0.74	651				N/A	0.7	572		
NM	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	6.89	857				N/A	7.33	727				N/A	7.16	651				N/A	7.48	572		
NM	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.3	857				Yes	7.88	727				Yes	7.9	651				Yes	8.18	572		
NM	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.81	9793				N/A	1.09	8442				N/A	1.32	8471				N/A	1.31	7185		
NM	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.82	9793				N/A	4.37	8442				N/A	4.75	8471				N/A	5.1	7185		
NM	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.64	9793				Yes	5.47	8442				Yes	6.07	8471				Yes	6.41	7185		
NM	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.67	1134				N/A	0.61	1069				N/A	0.7	1049				N/A	0.7	856		
NM	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.22	1134				N/A	5.71	1069				N/A	5.74	1049				N/A	5.59	856		
NM	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.89	1134				Yes	6.32	1069				Yes	6.44	1049				Yes	6.28	856		
NM	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.29	1370				N/A	0.61	1266				N/A	0.82	1274				N/A	0.79	1300		
NM	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	5.05	1370				N/A	4.83	1266				N/A	4.45	1274				N/A	4.5	1300		
NM	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1370				N/A	0.66	1266				N/A	0.62	1274				N/A	0.66	1300		
NM	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	6.06	1370				Yes	6.11	1266				Yes	5.9	1274				Yes	5.94	1300		
NM	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.74	3777				N/A	0.94	3255				N/A	1.1	3271				N/A	1.05	1794		
NM	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.88	3777				Yes	6.74	3255				Yes	6.82	3271				Yes	5.75	1794		
NM	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.62	3777				N/A	7.68	3255				N/A	7.92	3271				N/A	6.8	1794		
NM	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.8	487				N/A	0.72	390				N/A	0.92	426				N/A	0.91	363		
NM	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.94	487				Yes	8.14	390				Yes	6.14	426				Yes	5.63	363		
NM	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.74	487				N/A	8.86	390				N/A	7.06	426				N/A	6.54	363		
NM	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	1007				N/A	0.36	898				N/A	0.54	845				N/A	0.44	1018		
NM	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.79	1007				N/A	8.89	898				N/A	8.13	845				N/A	8.25	1018		
NM	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	9.06	1007				N/A	9.25	898				N/A	8.67	845				N/A	8.69	1018		
NM	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.36	5665				Yes	3.34	5263				Yes	3.54	4718				Yes	3.55	4994		
NM	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.28	965				N/A	5.54	879				N/A	5.45	811				N/A	5.41	429		
NM	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.9	5372				Yes	7.2	4986				Yes	7.07	4527				Yes	6.61	4823		
NM	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.37	479				Yes	6.65	443				Yes	6.96	377				Yes	7.33	380		
NM	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.54	9145				Yes	2.57	8470				Yes	2.69	7646				Yes	2.88	8391		
NM	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.14	2329				Yes	3.05	2192				Yes	3.1	1616				Yes	2.66	908		
NM	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.46	2865				Yes	5.41	2622				Yes	5.21	2404				Yes	5.18	2634		
NM	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	6.84	3007				Yes	7.09	2739				Yes	7.28	2555				Yes	7.24	2809		
NM	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.79	972				Yes	6.51	894				Yes	6.88	819				Yes	5.74	917		
NM	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.4	929				N/A	8.51	849				N/A	8.48	730				N/A	8.03	830		
NM	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535				Yes	0.04%	19020		
NM	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240				Yes	0.24%	27180		
NM	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.32	8973				N/A	1.33	8533				N/A	1.36	7724				N/A	1.34	7776		
NM	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.87	8417				N/A	1.88	7767				N/A	1.94	7075				N/A	1.84	7939		
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	51.38%	109				N/A	57.50%	40				N/A	20.00%	65				N/A	42.62%	61		
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	17.65%	34				N/A	3.70%	27				N/A	7.14%	14				N/A	0.00%	7		
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	75.63%	357				N/A	77.63%	219				N/A	81.13%	371				N/A	83.67%	251		
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	58.62%	29				N/A	58.00%	50				N/A	86.96%	115				N/A	76.79%	56		
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	48.73%	275				N/A	54.84%	310				N/A	54.18%	251				N/A	47.71%	262		
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	0.00%	5				N/A	0.00%	6				N/A	0.00%	25				N/A	33.33%	3		
NM	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	4.76%	21				N/A	0.00%	20				N/A	0.00%	6		
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	57.79%	244				N/A	54.90%	255				N/A	57.58%	297				N/A	60.47%	129		
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%	60.00%	10				No	50.00%	2				No	33.33%	3				No				
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%	98.54%	274				Yes	91.40%	186				No	96.17%	313				Yes	98.13%	214		
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%	96.55%	58				Yes	82.14%	28				Yes	61.90%	21				No	96.30%	27		
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%	100.00%	17				Yes	93.55%	31				Yes	98.04%	102				Yes	95.56%	45		
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%	100.00%	1				Yes	100.00%	1				Yes	0.00%	1				No				
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%	88.74%	151				Yes	88.54%	192				Yes	88.31%	154				Yes	79.62%	157		
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95.00%						N/A						N/A	0.00%	2				No	50.00%	2		
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%	96.58%	146				Yes	88.61%	158				No	85.93%	199				No	97.50%	80		
NM	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	2:40:00	24				Yes	4:20:00	27				Yes	2:15:00	17				Yes	3:24:00	16		
NM	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	24373				Yes	0:03:00	26497				Yes	0:03:00	27642				Yes	0:03:00	28557		
NM	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	4:42:00	33				Yes	3:41:00	27				Yes	4:03:00	35				Yes	3:32:00	33		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%		Yes	98.26%	29340				No	1	144,720	99.34%		
NM	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%		Yes	99.31%	43020				Yes	0				
NM	02–01	GA-4	System Avail - EXACT, %		99.25%		Yes	100.00%	22500				Yes	0				
NM	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%		Yes	99.92%	38955				Yes	0				
NM	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%		N/A	100.00%	1				Yes	0				
NM	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
NM	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	.	No	87.02%	23847	84.85%	529360	.	Yes	1	92,320	89.18%	87.97%	1.21%
NM	02–01	OA-1	Order Accuracy, %		NS		N/A	99.75%	792				N/A	0				
NM	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS		N/A	0.55	2460				N/A	0				
NM	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS		N/A	2.24	2460				N/A	0				
NM	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS		N/A	0.48	494				N/A	0				
NM	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS		N/A	13.51	494				N/A	0				
NM	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.		N/A	14	494				N/A	0				
NM	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10		Yes	2.79	2460				Yes	0				
NM	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS		N/A	0.51	3738				N/A	0				
NM	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS		N/A	6.37	3738				N/A	0				
NM	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25		Yes	6.89	3738				Yes	0				
NM	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS		N/A	0.7	690				N/A	0				
NM	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS		N/A	7.63	690				N/A	0				
NM	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25		Yes	8.33	690				Yes	0				
NM	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS		N/A	1.34	6366				N/A	0				
NM	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS		N/A	4.67	6366				N/A	0				
NM	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10		Yes	6.01	6366				Yes	0				
NM	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS		N/A	0.72	954				N/A	0				
NM	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS		N/A	5.82	954				N/A	0				
NM	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5		Yes	6.54	954				Yes	0				
NM	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS		N/A	0.8	1560				N/A	0				
NM	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS		N/A	4.69	1560				N/A	0				
NM	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS		N/A	0.71	1560				N/A	0				
NM	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10		Yes	6.2	1560				Yes	0				
NM	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS		N/A	0.96	3197				N/A	0				
NM	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20		Yes	7.9	3197				Yes	0				
NM	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS		N/A	8.86	3197				N/A	0				
NM	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS		N/A	0.91	419				N/A	0				
NM	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20		Yes	6.09	419				Yes	0				
NM	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS		N/A	7	419				N/A	0				
NM	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS		N/A	0.47	2135				N/A	0				
NM	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS		N/A	14.1	2135				N/A	0				
NM	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.		N/A	14.56	2135				N/A	0				
NM	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10		Yes	3.99	5238				Yes	0				
NM	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS		N/A	13.09	867				N/A	0				
NM	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25		Yes	6.23	4831				Yes	0				
NM	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25		Yes	6.75	473				Yes	0				
NM	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10		Yes	2.52	7982				Yes	0				
NM	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5		Yes	2.6	795				Yes	0				
NM	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10		Yes	5.06	2639				Yes	0				
NM	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20		Yes	9.67	3631				Yes	0				
NM	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20		Yes	5.16	821				Yes	0				
NM	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS		N/A	12.37	1453				N/A	0				
NM	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%		Yes	0.02%	22018				Yes	0				
NM	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%		Yes	0.02%	28735				Yes	0				
NM	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS		N/A	1.36	4648				N/A	0				
NM	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS		N/A	2.15	8281				N/A	0				
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS		N/A	56.36%	55				N/A	0				
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS		N/A	15.79%	19				N/A	0				
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS		N/A	82.80%	250				N/A	0				
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS		N/A	87.80%	41				N/A	0				
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS		N/A	51.35%	259				N/A	0				
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS		N/A	0.00%	1				N/A	0				
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS		N/A	40.00%	5				N/A	0				
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS		N/A	50.92%	163				N/A	0				
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%		N/A	50.00%	6				No	4	21	52.38%		
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%		Yes	96.28%	215				Yes	1	1,202	96.34%		
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%		Yes	86.11%	36				Yes	1	170	87.65%		
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%		Yes	100.00%	36				Yes	0				
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%		N/A	66.67%	3				No	2	6	66.67%		
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%		No	75.14%	177				No	2	831	83.99%		
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95.00%		No						N/A	2	4	25.00%		
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%		Yes	90.22%	92				Yes	2	675	90.82%		
NM	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	3:26:00	21				Yes	0				
NM	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:03:00	31140				Yes	0				
NM	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	2:23:00	27				Yes	0				

State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Comments
NM	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
NM	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%	
NM	02–01	GA-4	System Avail - EXACT, %		99.25%	
NM	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
NM	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%	
NM	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	
NM	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
NM	02–01	OA-1	Order Accuracy, %		NS	
NM	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
NM	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
NM	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
NM	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
NM	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
NM	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
NM	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
NM	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
NM	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
NM	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
NM	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
NM	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
NM	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
NM	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
NM	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
NM	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
NM	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
NM	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
NM	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
NM	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
NM	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
NM	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
NM	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
NM	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
NM	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
NM	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
NM	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
NM	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
NM	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
NM	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
NM	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
NM	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
NM	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	
NM	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	
NM	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
NM	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
NM	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
NM	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%	
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%	
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%	
NM	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%	
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%	
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%	
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95.00%	
NM	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%	
NM	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
NM	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
NM	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	20060				Yes	0:03:00	22881				Yes	0:05:00	18746				Yes	0:05:00	15106		
NM	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	6:02:00	29				Yes	13:26:00	35				Yes	5:29:00	49				Yes	9:21:00	20		
NM	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729				N/A	2.20%	90491		
NM	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729				N/A	31.56%	90491		
NM	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637				N/A	4.67%	72657		
NM	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637				N/A	20.79%	72657		
NM	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	17.79%	163				N/A	24.48%	143				N/A	21.78%	225				N/A	9.01%	222		
NM	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	100.00%	287				Yes	99.50%	199				Yes	98.75%	400				Yes	100.00%	253		
NM	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	100.00%	53				Yes	100.00%	20				Yes	100.00%	12				Yes	100.00%	24		
NM	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	100.00%	5				Yes	100.00%	1				Yes	100.00%	1				Yes				
NM	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	100.00%	141				Yes	99.29%	140				Yes	99.41%	170				Yes	100.00%	78		
NM	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	100.00%	98				Yes	99.29%	140				Yes	98.92%	93				Yes	100.00%	87		
NM	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%						N/A						N/A						N/A	100.00%	1		
NM	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	100.00%	87				Yes	100.00%	62				Yes	97.33%	75				Yes	100.00%	47		
NM	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	98.59%	71				Yes	95.00%	20				Yes	91.84%	49				Yes	96.97%	33		
NM	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	100.00%	24				Yes	100.00%	18				Yes	100.00%	12				Yes	83.33%	6		
NM	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	93.69%	111				Yes	95.94%	123				Yes	97.04%	135				Yes	96.49%	57		
NM	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	99.31%	289				Yes	99.66%	295				Yes	98.39%	310				Yes	99.67%	302		
NM	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	100.00%	4				Yes	100.00%	5				Yes	100.00%	25				Yes	100.00%	2		
NM	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	100.00%	109				Yes	100.00%	64				Yes	97.67%	129				Yes	100.00%	166		
NM	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	3				Yes	100.00%	16				Yes	100.00%	9				Yes	100.00%	9		
NM	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	100.00%	19				Yes	100.00%	19				Yes	95.00%	20				Yes	100.00%	11		
NM	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	100.00%	13				Yes	100.00%	5				Yes	100.00%	20				Yes	100.00%	34		
NM	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	0:14:00	486				Yes	0:10:00	277				Yes	0:20:00	555				Yes	0:31:00	346		
NM	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	0:17:00	611				Yes	0:21:00	548				Yes	0:08:00	665				Yes	0:21:00	440		
NM	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	100.00%	522	99.31%	98910	-1.9	Yes	99.38%	325	99.34%	102624	-0.11	Yes	99.85%	659	99.50%	129891	-1.27	Yes	99.47%	375	98.48%	118225
NM	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			99.31%	98910		N/A			99.34%	102624		N/A			99.50%	129891		N/A			98.48%	118225
NM	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	4.5	2	5.97	393	-0.28	Yes	2.67	3	5.07	406	0.96	Yes			6.46	450		N/A	6	2	7.63	406
NM	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	5.5	14	5.97	393	-0.41	Yes	4.63	8	5.07	406	-0.05	Yes	4.41	17	6.46	450	0.34	Yes	4.6	15	7.63	406
NM	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A			20	1		N/A			0	1
NM	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P			5.97	393		N/A			5.07	406		N/A	3.33	3	6.46	450	0.37	Yes			7.63	406
NM	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	100.00%	2	31.21%	439	-2.09	Yes	33.33%	3	32.89%	453	-0.02	Yes	0.00%	1	24.01%	579	0.29	Yes	0.00%	1	27.32%	538
NM	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	0.00%	21	31.21%	439	3.57	No			32.89%	453		N/A	40.00%	5	24.01%	579	-0.83	Yes	75.00%	4	27.32%	538
NM	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0.00%	2		N/A			0.00%	1		N/A			100.00%	1		N/A			0.00%	1
NM	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	0.00%	2	31.21%	439	0.73	Yes	0.00%	3	32.89%	453	1.05	Yes	66.67%	3	24.01%	579	-1.73	Yes			27.32%	538
NM	02–01	PO-10	LSR Accountability, Product Aggr%		NS	100.00%	82233				N/A	100.00%	91895				N/A	99.99%	106810				N/A	100.00%	76079		
NM	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.07	905	0.03	15703	5.5	N/A	0.1	756	0.03	16472	8.83	N/A	0.12	891	0.03	20233	11.54	N/A	0.12	691	0.03	19744
NM	02–01	PO-16	Timely Release Notifs, %		92.50%	100.00%	2				Yes						N/A	100.00%	7				Yes	100.00%	2		
NM	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	98.28%	524				Yes	97.61%	712				Yes	99.11%	671				Yes	98.89%	631		
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS						N/A						N/A						N/A	98.94%	188		
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS						N/A	95.77%	189				N/A	100.00%	189				N/A	98.94%	189		
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	98.46%	195				N/A	97.42%	194				N/A	99.48%	193				N/A	98.45%	193		
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	100.00%	111				N/A	100.00%	111				N/A	92.31%	65				N/A	100.00%	61		
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	97.25%	218				N/A	98.17%	218				N/A	100.00%	224				N/A				
NM	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS						N/A	97.06%	170				N/A						N/A				
NM	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.38%	420				N/A	96.47%	397				N/A	97.50%	440				N/A	94.42%	394		
NM	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	94.40%	500				N/A	95.20%	500				N/A	97.22%	540				N/A	96.88%	480		
NM	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.22%	129	99.12%	7762	-0.12	Yes	99.34%	151	99.37%	8509	0.14	Yes	100.00%	171	99.19%	9596	-1.17	Yes	100.00%	35	99.15%	9595
NM	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	96.43%	28	92.73%	5337	-0.75	Yes	83.33%	24	92.18%	5394	1.45	Yes	89.66%	29	92.46%	6792	0.6	Yes	93.33%	15	92.53%	6266
NM	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.31	54	3.65	6383	-1.26	Yes	3.31	71	3.59	7169	-1.45	Yes	2.92	66	3.77	8086	-1.35	Yes	3.5	14	4.82	8080
NM	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.93	28	5.88	5347	-1.64	Yes	4.25	24	5.79	5411	-0.98	Yes	4.69	29	5.97	6811	-0.46	Yes	7.2	15	6.52	6305
NM	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	97.59%	166	97.21%	13519	-0.29	Yes	91.49%	188	90.05%	15172	-0.65	Yes	84.80%	125	84.44%	16168	-0.11	Yes	86.57%	67	84.58%	17508
NM	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	93.09%	188	91.58%	15172	-0.74	N/A	87.20%	125	87.52%	16168	0.14	N/A	88.06%	67	87.62%	17508
NM	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	2	1	4.95	147	-0.4	Yes	1.33	3	3.71	150	-0.84	Yes	1	1	8.33	181	-0.19	Yes	31	1	6.81	198
NM	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	3	1	6.18	62	-0.27	Yes	6	1	4.88	52	0.83	Yes			9.4	65		N/A			55.13	54
NM	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			12.11	9		N/A			13.17	6		N/A			58.39	18		N/A			353.75	40
NM	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			11.67	243		N/A	13	1	12.3	277	0.64	Yes	10	2	15.47	339	-0.14	Yes			17.65	301
NM	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS			150.98	1506		N/A	2	1	147.5	1451	-0.62	N/A	0.33	3	123.51	1662	-0.98	N/A	25	1	149.79	1358
NM	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS			821			N/A	-		775		-1.07	N/A	1		818		-0.55	N/A	-		847	
NM	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	6	95.12%	882	-0.55	Yes	100.00%	7	97.75%	888	-0.4	Yes	100.00%	11	94.16%	1507	-0.82	Yes	87.50%	8	85.52%	1450
NM	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	73.08%	26	81.91%	6989	1.13	Yes	87.50%	32	85.40%	7306	-0.34	Yes	89.29%	28	80.60%	9283	-1.16	Yes	82.50%	40	70.45%	10702
NM	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	27	98.90%	1630	-0.54	Yes	100.00%	38	99.54%	1746	-0.41	Yes	100.00%	31	98.93%	2626	-0.57	Yes	100.00%	20	96.99%	2661
NM	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	90.63%	32	96.20%	8949	1.44	Yes	94.74%	38	97.11%	9200	0.85	Yes	93.94%	33	94.15%	11600	0.14	Yes	100.00%	44	90.44%	13269
NM	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:19:00	27	6:23:00	1630	-1.51	Yes	2:26:00	38	5:31:00	1746	-2.32	Yes	2:44:00	31	7:26:00	2626	-2.4	Yes	5:09:00	20	11:06:00	2661
NM	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	19:31:00	32	17:12:00	8949	0.87	Yes	15:50:00	38	16:01:00	9200	-0.04	Yes	17:08:00	33	18:04:00	11600	-0.31	Yes	16:42:00	44	22:17:00	13269
NM	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	22.22%	27	12.08%	1631	1.49	Yes	18.42%	38	12.60%	1746	1.05	Yes	12.90%	31	11.04%	2626	0.37	Yes	10.00%	20	13.87%	2661
NM	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	20.59%	34	13.95%	9225	1.09	Yes	12.50%	40	14.14%	9419	-0.3	Yes	20.00%	35	14.16%	11882	0.98	Yes	13.04%	46	16.33%	13665
NM	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	5.26%	19	12.71%	708	-0.96	N/A	12.50%	24	12.30%	1073	0.09	N/A	9.09%	11	15.38%	975
NM	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	15.63%	32	13.84%	8331	0.33	N/A	18.52%	27	13.76%	10479	0.73	N/A	13.64%	44	16.08%	12047
NM	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	1.19%	5125	1.47%	738483	-1.66	Yes	1.48%	5255	1.51%	740439	-0.14	Yes	1.34%	4927	1.96%	741289	-3.12	Yes	1.30%	5090	2.20%	741930
NM	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.97%	5255	1.22%	740439	-1.65	N/A	1.04%	4927	1.56%	741289	-2.96	N/A	1.08%	5090	1.76%	741930
NM	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	91.18%	34	92.46%	9225	0.34	Yes	87.50%	40	92.77%	9419	1.22	Yes	80.00%	35	92.48%	11882	2.38	No	89.13%	46	92.01%	13665

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:05:00	16788				Yes	0				
NM	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00		Yes	10:41:00	27				Yes	0				
NM	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS		N/A	2.41%	100214				N/A	0				
NM	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS		N/A	31.07%	100214				N/A	0				
NM	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS		N/A	4.57%	82784				N/A	0				
NM	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS		N/A	20.28%	82784				N/A	0				
NM	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS		N/A	10.15%	266				N/A	0				
NM	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%		Yes	99.59%	241				Yes	0				
NM	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%		Yes	100.00%	28				Yes	0				
NM	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%		N/A	100.00%	3				Yes	0				
NM	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%		Yes	100.00%	84				Yes	0				
NM	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%		Yes	100.00%	81				Yes	0				
NM	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%		Yes						N/A	0				
NM	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%		Yes	100.00%	43				Yes	0				
NM	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%		Yes	92.86%	28				Yes	0				
NM	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%		No	100.00%	13				Yes	1	73	98.63%		
NM	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%		Yes	98.77%	81				Yes	0				
NM	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%		Yes	98.99%	298				Yes	0				
NM	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%		Yes	100.00%	1				Yes	0				
NM	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%		Yes	100.00%	210				Yes	0				
NM	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%		Yes	87.50%	8				No	1	45	97.78%		
NM	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%		Yes	100.00%	10				Yes	0				
NM	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%		Yes	100.00%	2				Yes	0				
NM	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00		Yes	0:45:00	319				Yes	0				
NM	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00		Yes	4:02:00	456				Yes	0				
NM	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	-1.56	Yes	99.74%	386	98.48%	140379	-2.02	Yes	0				
NM	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P		N/A			98.48%	140379		N/A	0				
NM	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	-0.77	Yes			5.6	476		N/A	0				
NM	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	-0.08	Yes	3.17	6	5.6	476	0.88	Yes	0				
NM	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P		N/A						N/A	0				
NM	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P		N/A	2	2	5.6	476	1.07	Yes	0				
NM	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0.34	Yes			34.86%	591		N/A	0				
NM	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	-2.13	Yes	60.00%	5	34.86%	591	-1.17	Yes	1	35	22.86%	29.92%	-7.07%
NM	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		N/A	0.00%	1				N/A	0				
NM	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P		N/A	100.00%	1	34.86%	591	-1.37	Yes	0				
NM	02–01	PO-10	LSR Accountability, Product Aggr%		NS		N/A	100.00%	99240				N/A	0				
NM	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	11.58	N/A	0.12	670	0.03	22754	11.85	N/A	0				
NM	02–01	PO-16	Timely Release Notifs, %		92.50%		Yes	100.00%	1				Yes	0				
NM	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%		Yes	99.37%	632				Yes	0				
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS		N/A	99.47%	188				N/A	0				
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS		N/A	100.00%	189				N/A	0				
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS		N/A	98.45%	194				N/A	0				
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS		N/A	100.00%	61				N/A	0				
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS		N/A						N/A	0				
NM	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS		N/A						N/A	0				
NM	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS		N/A	95.16%	434				N/A	0				
NM	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS		N/A	92.78%	540				N/A	0				
NM	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	-0.55	Yes	100.00%	64	99.51%	12159	-0.56	Yes	0				
NM	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	-0.12	Yes	94.74%	19	92.35%	6926	-0.39	Yes	0				
NM	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	-0.14	Yes	2.91	43	3.65	9747	-0.64	Yes	0				
NM	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	0.8	Yes	3.79	19	5.98	6932	-1.26	Yes	0				
NM	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	-0.45	Yes	86.89%	122	83.55%	17760	-0.99	Yes	0				
NM	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	-0.11	N/A	89.34%	122	86.50%	17760	-0.92	N/A	0				
NM	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1.85	No			4.88	162		N/A	1	6	6.33	5.88	0.45
NM	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P		N/A			4.96	28		N/A	0				
NM	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		N/A			25.86	36		N/A	0				
NM	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		N/A	2	1	13.5	369	-0.49	Yes	0				
NM	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	-0.53	N/A	10	2	194.89	1110	-1.07	N/A	0				
NM	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	-1.29	N/A	-		853		-2.57	N/A	0				
NM	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	-0.16	Yes	100.00%	8	89.38%	1695	-0.97	Yes	0				
NM	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	-1.67	Yes	90.00%	40	82.59%	11519	-1.23	Yes	0				
NM	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	-0.78	Yes	100.00%	20	96.99%	2952	-0.79	Yes	0				
NM	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	-2.15	Yes	95.65%	46	95.49%	14031	-0.05	Yes	0				
NM	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	-1.47	Yes	4:01:00	20	13:44:00	2952	-1.01	Yes	0				
NM	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	-1.81	Yes	14:22:00	46	17:23:00	14031	-1.09	Yes	0				
NM	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	-0.5	Yes	30.00%	20	13.79%	2952	1.88	No	1	136	18.38%	12.77%	5.61%
NM	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	-0.6	Yes	18.37%	49	16.04%	14406	0.47	Yes	0				
NM	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	-0.58	N/A	16.67%	12	15.93%	1193	0.13	N/A	0				
NM	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	-0.44	N/A	12.20%	41	15.72%	12944	-0.62	N/A	0				
NM	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	-4.38	Yes	1.36%	5068	2.33%	744183	-4.56	Yes	0				
NM	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	-3.65	N/A	1.05%	5068	1.90%	744183	-4.44	N/A	0				
NM	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	0.73	Yes	87.76%	49	93.97%	14406	1.65	No	2	204	87.26%	92.78%	-5.52%

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
NM	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
NM	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
NM	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
NM	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
NM	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
NM	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
NM	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	
NM	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	
NM	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	
NM	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	
NM	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	
NM	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%	
NM	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	
NM	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	
NM	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	
NM	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	
NM	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	
NM	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	
NM	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	
NM	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	
NM	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	
NM	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	
NM	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	
NM	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	
NM	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	
NM	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P	
NM	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
NM	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
NM	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
NM	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
NM	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
NM	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
NM	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
NM	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
NM	02–01	PO-10	LSR Accountability, Product Aggr%		NS	
NM	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
NM	02–01	PO-16	Timely Release Notifs, %		92.50%	
NM	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS	
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS	
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	
NM	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	
NM	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS	
NM	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	
NM	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	
NM	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
NM	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
NM	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
NM	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
NM	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
NM	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
NM	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
NM	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
NM	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
NM	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
NM	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
NM	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	
NM	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
NM	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
NM	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
NM	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
NM	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
NM	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
NM	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
NM	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
NM	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
NM	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
NM	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	
NM	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
NM	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	96.30%	27	98.16%	1631	0.68	Yes	97.37%	38	98.91%	1746	0.81	Yes	100.00%	31	97.83%	2626	-0.82	Yes	95.00%	20	97.48%	2661
NM	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	28.24%	85	31.31%	15804	-0.61	N/A	21.21%	99	30.24%	16004	-1.95	N/A	14.29%	77	31.10%	21056	-3.18	N/A	21.43%	84	30.10%	23357
NM	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P						N/A						N/A						N/A			100.00%	1
NM	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			70.00%	10		N/A			60.00%	5		N/A			90.00%	10		N/A			100.00%	13
NM	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A			0	1
NM	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			11.9	10		N/A			3.2	5		N/A			6.3	10		N/A			3	13
NM	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P			87.50%	8		N/A			87.50%	8		N/A			75.00%	12		N/A			65.00%	20
NM	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			87.50%	8		N/A			75.00%	12		N/A			70.00%	20
NM	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A			1	1		N/A			1	1		N/A				
NM	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			11.67	3		N/A			1	1		N/A						N/A				
NM	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			162	2		N/A			96.67	3		N/A			130.5	2		N/A			31.22	9
NM	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS			2			N/A			3			N/A			2			N/A			1	
NM	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			100.00%	4		N/A			66.67%	3		N/A			100.00%	9		N/A			100.00%	5
NM	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			85.71%	21		N/A			91.67%	24		N/A			92.31%	26		N/A			83.33%	36
NM	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			100.00%	6		N/A			100.00%	6		N/A			100.00%	14		N/A			100.00%	16
NM	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			95.65%	23		N/A			92.31%	26		N/A			96.55%	29		N/A			92.86%	42
NM	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			5:36:00	6		N/A			8:46:00	6		N/A			1:51:00	14		N/A			4:28:00	16
NM	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			17:28:00	23		N/A			15:47:00	26		N/A			13:33:00	29		N/A			18:21:00	42
NM	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			0.00%	6		N/A			0.00%	6		N/A			0.00%	14		N/A			12.50%	16
NM	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			29.17%	24		N/A			14.81%	27		N/A			6.90%	29		N/A			11.90%	42
NM	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			0.00%	3		N/A			0.00%	8		N/A			0.00%	4
NM	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			13.64%	22		N/A			8.33%	24		N/A			8.57%	35
NM	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.36%	8246		N/A			0.39%	8372		N/A			0.51%	8491		N/A			0.68%	8531
NM	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.30%	8372		N/A			0.38%	8491		N/A			0.46%	8531
NM	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			23.08%	39		N/A			10.81%	37		N/A			28.33%	60		N/A			15.94%	69
NM	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			100.00%	23		N/A			100.00%	15		N/A			97.37%	38		N/A			100.00%	40
NM	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			93.15%	73		N/A			95.12%	82		N/A			93.94%	99		N/A			92.77%	83
NM	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			3.45	20		N/A			2.69	13		N/A			3.06	33		N/A			3.81	37
NM	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			8.35	75		N/A			4.9	83		N/A			6.5	101		N/A			6.64	83
NM	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P			95.92%	98		N/A			91.60%	119		N/A			65.65%	131		N/A			66.95%	118
NM	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A			93.28%	119		N/A			77.86%	131		N/A			75.42%	118
NM	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A			10	1		N/A				
NM	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			6	3		N/A			8.5	2		N/A			1.67	3		N/A			1	2
NM	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			7.5	4		N/A			5	3		N/A			4.6	5		N/A			2	4
NM	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			111.8	10		N/A			104.78	9		N/A			140.4	10		N/A			179.33	9
NM	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			6			N/A			6			N/A			6			N/A			6	
NM	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			100.00%	36		N/A			96.30%	27		N/A			93.75%	48		N/A			94.87%	39
NM	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			82.07%	145		N/A			84.62%	117		N/A			89.87%	227		N/A			77.39%	199
NM	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			100.00%	51		N/A			98.21%	56		N/A			98.77%	81		N/A			100.00%	69
NM	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			94.51%	164		N/A			97.97%	148		N/A			97.60%	250		N/A			93.03%	244
NM	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			4:20:00	51		N/A			6:43:00	56		N/A			7:14:00	81		N/A			5:32:00	69
NM	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			16:50:00	164		N/A			15:16:00	148		N/A			13:28:00	250		N/A			18:37:00	244
NM	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			13.73%	51		N/A			17.86%	56		N/A			8.64%	81		N/A			15.94%	69
NM	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			11.18%	170		N/A			13.16%	152		N/A			17.06%	252		N/A			11.34%	247
NM	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			25.93%	27		N/A			10.64%	47		N/A			14.71%	34
NM	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			13.33%	120		N/A			17.22%	209		N/A			11.62%	198
NM	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.00%	12	0.63%	34883	-0.28	Yes	0.00%	18	0.60%	34894	-0.33	Yes	0.00%	18	0.95%	35105	-0.42	Yes	0.00%	18	0.90%	35033
NM	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	18	0.42%	34894	-0.28	N/A	0.00%	18	0.73%	35105	-0.36	N/A	0.00%	18	0.66%	35033
NM	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			33.03%	330		N/A			35.60%	323		N/A			30.04%	476		N/A			34.17%	480
NM	04–01	OP-3	Install Commit Met, UBL Analog%	ND	90.00%						N/A						N/A						N/A				
NM	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%						N/A						N/A						N/A				
NM	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	94.64%	429	92.73%	5337	-1.46	Yes	100.00%	231	92.18%	5394	-4.34	Yes	98.56%	277	92.46%	6792	-3.77	Yes	100.00%	257	92.53%	6266
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6						N/A						N/A						N/A				
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A				
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	5.37	223	5.88	5347	-1.2	Yes	5.05	172	5.79	5411	-1.25	Yes	5.64	154	5.97	6811	-0.27	Yes	5.62	154	6.52	6305
NM	04–01	OP-5	New Service Install Quality, UBL Analog%		P	97.27%	330	92.99%	5379	-2.96	Yes	98.43%	254	75.31%	6112	-8.37	Yes	95.88%	267	61.64%	6559	-11.28	Yes	98.80%	251	59.21%	6619
NM	04–01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.21%	254	79.11%	6112	-7.72	N/A	97.75%	267	69.25%	6559	-9.89	N/A	99.60%	251	67.25%	6619
NM	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
NM	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	3.78	23	4.95	147	-0.71	Yes			3.71	150		N/A	3.33	3	8.33	181	-0.22	Yes			6.81	198
NM	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
NM	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P			11.67	243		N/A			12.3	277		N/A	9	1	15.47	339	-0.11	Yes			17.65	301
NM	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	19	1	157.06	541	-0.88	N/A	0	10	153.93	506	-3.19	N/A			136.08	547		N/A			125.31	600
NM	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	1		447		0.2	N/A	10		427		1.38	N/A			454			N/A			477	
NM	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	18	83.39%	7871	-1.89	Yes	100.00%	14	86.73%	8194	-1.46	Yes	100.00%	20	82.49%	10790	-2.06	Yes	100.00%	19	72.25%	12152
NM	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	24	96.62%	10579	-0.92	Yes	100.00%	25	97.50%	10946	-0.8	Yes	100.00%	25	95.03%	14226	-1.14	Yes	100.00%	28	91.54%	15930
NM	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:29:00	24	15:32:00	10579	-4.07	Yes	2:35:00	25	14:20:00	10946	-2.07	Yes	1:45:00	25	16:06:00	14226	-4.24	Yes	2:50:00	28	20:25:00	15930
NM	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	4.17%	24	13.67%	10856	-1.35	Yes	4.00%	25	13.90%	11165	-1.43	Yes	4.00%	25	13.59%	14508	-1.4	Yes	0.00%	28	15.93%	16326
NM	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	5.26%	19	13.75%	9039	-1.07	N/A	6.25%	16	13.63%	11552	-0.86	N/A	0.00%	19	16.03%	13022
NM	04–01	MR-8	Trouble Rate, UBL Analog%		P	0.53%	4531	1.47%	738483	-5.24	Yes	0.59%	4218	1.51%	740439	-4.86	Yes	0.62%	4011	1.96%	741289	-6.08	Yes	0.73%	3820	2.20%	741930
NM	04–01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.45%	4218	1.22%	740439	-4.54	N/A	0.40%	4011	1.56%	741289	-5.91	N/A	0.50%	3820	1.76%	741930
NM	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	22.58%	31	31.31%	15804	-1.05	N/A	39.02%	41	30.24%	16004	1.2	N/A	19.35%	31	31.10%	21056	-1.41	N/A	6.67%	30	30.10%	23357
NM	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	97.14%	35	80.90%	89	-2.07	Yes	100.00%	42	89.29%	56	-1.7	Yes	96.49%	57	86.32%	95	-1.77	Yes	98.46%	65	85.57%	97

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	0.68	Yes	100.00%	20	98.48%	2952	-0.55	Yes	0				
NM	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	-1.73	N/A	19.77%	86	29.89%	24757	-2.05	N/A	0				
NM	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P		N/A			100.00%	1		N/A	0				
NM	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P		N/A			92.00%	25		N/A	0				
NM	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P		N/A			3	1		N/A	0				
NM	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P		N/A			5.12	25		N/A	0				
NM	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P		N/A			75.00%	24		N/A	0				
NM	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P		N/A			79.17%	24		N/A	0				
NM	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P		N/A			3	2		N/A	0				
NM	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P		N/A						N/A	0				
NM	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS		N/A			166	1		N/A	0				
NM	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS		N/A			1			N/A	0				
NM	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P		N/A			100.00%	12		N/A	0				
NM	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P		N/A			82.93%	41		N/A	0				
NM	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P		N/A			100.00%	21		N/A	0				
NM	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P		N/A			98.31%	59		N/A	0				
NM	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P		N/A			7:32:00	21		N/A	0				
NM	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P		N/A			14:19:00	59		N/A	0				
NM	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		N/A			19.05%	21		N/A	0				
NM	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P		N/A			11.67%	60		N/A	0				
NM	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P		N/A			18.18%	11		N/A	0				
NM	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P		N/A			12.73%	55		N/A	0				
NM	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P		N/A			0.94%	8596		N/A	0				
NM	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P		N/A			0.77%	8596		N/A	0				
NM	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS		N/A			26.36%	110		N/A	0				
NM	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P		N/A			100.00%	23		N/A	0				
NM	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P		N/A			96.67%	90		N/A	0				
NM	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P		N/A			2.86	21		N/A	0				
NM	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P		N/A			5.39	90		N/A	0				
NM	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P		N/A			70.37%	108		N/A	0				
NM	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P		N/A			76.85%	108		N/A	0				
NM	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P		N/A						N/A	0				
NM	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		N/A			1	1		N/A	0				
NM	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		N/A			4	2		N/A	0				
NM	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS		N/A			177.11	9		N/A	0				
NM	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS		N/A			7			N/A	0				
NM	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P		N/A			94.87%	39		N/A	0				
NM	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P		N/A			85.23%	176		N/A	0				
NM	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P		N/A			100.00%	80		N/A	0				
NM	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P		N/A			97.22%	216		N/A	0				
NM	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P		N/A			3:54:00	80		N/A	0				
NM	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P		N/A			15:03:00	216		N/A	0				
NM	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		N/A			8.75%	80		N/A	0				
NM	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		N/A			14.73%	224		N/A	0				
NM	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P		N/A			16.22%	37		N/A	0				
NM	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P		N/A			12.70%	189		N/A	0				
NM	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	-0.4	Yes	0.00%	18	0.87%	35120	-0.4	Yes	0				
NM	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	-0.35	N/A	0.00%	18	0.64%	35120	-0.34	N/A	0				
NM	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS		N/A			34.62%	465		N/A	0				
NM	04–01	OP-3	Install Commit Met, UBL Analog%	ND	90.00%		N/A						N/A	0				
NM	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%		N/A						N/A	0				
NM	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	-4.46	Yes	99.59%	244	92.35%	6926	-4.18	Yes	0				
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6		N/A						N/A	0				
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		N/A						N/A	0				
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	-0.69	Yes	5.23	113	5.98	6932	-1.04	Yes	0				
NM	04–01	OP-5	New Service Install Quality, UBL Analog%		P	-12.53	Yes	97.62%	294	56.60%	6732	-13.89	Yes	0				
NM	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	-10.72	N/A	98.30%	294	64.39%	6732	-11.88	N/A	0				
NM	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
NM	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P		N/A			4.88	162		N/A	0				
NM	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
NM	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		N/A	9	1	13.5	369	-0.19	Yes	0				
NM	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS		N/A			139.39	557		N/A	0				
NM	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS		N/A			458			N/A	0				
NM	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	-2.7	Yes	100.00%	36	83.46%	13214	-2.67	Yes	0				
NM	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	-1.61	Yes	100.00%	50	95.75%	16983	-1.49	Yes	0				
NM	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	-4.55	Yes	2:38:00	50	16:45:00	16983	-4.02	Yes	0				
NM	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	-2.3	Yes	14.00%	50	15.66%	17358	-0.32	Yes	0				
NM	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	-1.9	N/A	15.38%	39	15.74%	14137	-0.06	N/A	0				
NM	04–01	MR-8	Trouble Rate, UBL Analog%		P	-6.17	Yes	1.37%	3654	2.33%	744183	-3.85	Yes	0				
NM	04–01	MR-8*	Trouble Rate, UBL Analog%		P	-5.9	N/A	1.07%	3654	1.90%	744183	-3.68	N/A	0				
NM	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	-2.8	N/A	12.28%	57	29.89%	24757	-2.9	N/A	0				
NM	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	-2.29	Yes	100.00%	47	94.29%	70	-1.31	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
NM	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
NM	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
NM	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
NM	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
NM	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
NM	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
NM	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
NM	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
NM	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
NM	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
NM	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	
NM	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
NM	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
NM	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
NM	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
NM	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
NM	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
NM	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
NM	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
NM	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
NM	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
NM	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	
NM	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
NM	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
NM	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
NM	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
NM	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
NM	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
NM	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
NM	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
NM	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
NM	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
NM	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
NM	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
NM	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS	
NM	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
NM	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
NM	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
NM	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
NM	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
NM	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
NM	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
NM	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
NM	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
NM	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
NM	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
NM	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
NM	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
NM	04–01	OP-3	Install Commit Met, UBL Analog%	ND	90.00%	
NM	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%	
NM	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days	ND	6	
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
NM	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	
NM	04–01	OP-5	New Service Install Quality, UBL Analog%		P	
NM	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	
NM	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
NM	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
NM	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
NM	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
NM	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
NM	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	
NM	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
NM	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
NM	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
NM	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
NM	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
NM	04–01	MR-8	Trouble Rate, UBL Analog%		P	
NM	04–01	MR-8*	Trouble Rate, UBL Analog%		P	
NM	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
NM	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	4.63	27	11.04	85	-2.65	Yes	3.74	38	8.45	53	-3.1	Yes	4.02	55	10.31	89	-3	Yes	3.88	64	13.1	96
NM	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	94.87%	39	95.95%	74	0.21	Yes	98.00%	50	94.87%	78	-0.78	Yes	96.77%	62	87.76%	98	-1.7	Yes	91.38%	58	88.10%	84
NM	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100.00%	50	98.72%	78	-0.63	N/A	98.39%	62	92.86%	98	-1.32	N/A	93.10%	58	89.29%	84
NM	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	26	1	2.75	4	1.18	Yes			9	1		N/A			21	5		N/A	1	1	9.73	11
NM	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			15.15	13		N/A			25	6		N/A	2	2	18	11	-2.45	Yes			382	3
NM	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	10.5	2	83.94	17	-1.17	N/A	9	1	104.95	21	-0.93	N/A	15.67	3	172.23	22	-1.34	N/A	3	1	142.14	28
NM	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	2		3		2.03	N/A	1		8		0.84	N/A	3		6		2.24	N/A	1		9	
NM	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	10	100.00%	61	.	Yes	100.00%	7	100.00%	71	.	Yes	100.00%	5	100.00%	73	.	Yes	100.00%	23	100.00%	75
NM	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	10	100.00%	61	.	Yes	100.00%	7	100.00%	72	.	Yes	100.00%	6	100.00%	73	.	Yes	100.00%	25	100.00%	75
NM	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1:44:00	10	1:57:00	61	-0.24	Yes	1:32:00	7	1:13:00	72	0.68	Yes	1:12:00	6	1:50:00	73	-0.51	Yes	3:11:00	25	1:54:00	75
NM	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0.00%	10	13.11%	61	-1.14	Yes	0.00%	7	20.83%	72	-1.3	Yes	16.67%	6	16.44%	73	0.03	Yes	20.00%	25	24.00%	75
NM	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0.00%	5	22.22%	27	-1.1	N/A	25.00%	4	10.26%	39	0.72	N/A	26.32%	19	31.82%	44
NM	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.64%	1566	1.04%	5880	-1.38	Yes	0.45%	1571	1.24%	5824	-2.52	Yes	0.38%	1566	1.26%	5804	-2.76	Yes	1.59%	1571	1.31%	5734
NM	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.32%	1571	0.46%	5824	-0.75	N/A	0.26%	1566	0.67%	5804	-1.79	N/A	1.21%	1571	0.77%	5734
NM	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	0.00%	10	33.70%	92	-2.14	N/A	0.00%	7	40.00%	120	-2.1	N/A	40.00%	10	43.41%	129	-0.21	N/A	19.35%	31	33.63%	113
NM	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P			76.38%	254		N/A			81.76%	318		N/A			84.95%	412		N/A			87.07%	232
NM	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			17.49	272		N/A			19.78	345		N/A			17.05	447		N/A			16.51	274
NM	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P			91.85%	319		N/A			93.56%	404		N/A			91.28%	367		N/A			93.21%	324
NM	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			94.06%	404		N/A			93.73%	367		N/A			94.44%	324
NM	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			22.84	32		N/A			20.7	23		N/A			18.08	25		N/A			37.25	32
NM	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			13.42	33		N/A			24.78	41		N/A			16	42		N/A			37.8	10
NM	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			77.39	64		N/A			65.53	66		N/A			61.08	79		N/A			68.81	68
NM	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			17			N/A			28			N/A			32			N/A			24	
NM	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			82.96%	270		N/A			82.28%	237		N/A			87.03%	347		N/A			76.38%	326
NM	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:45:00	270		N/A			2:40:00	237		N/A			2:10:00	347		N/A			3:15:00	326
NM	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			16.30%	270		N/A			16.03%	237		N/A			28.24%	347		N/A			31.90%	326
NM	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			16.37%	171		N/A			29.84%	248		N/A			34.15%	246
NM	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.95%	13822		N/A			1.72%	13754		N/A			2.54%	13686		N/A			2.41%	13527
NM	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			1.24%	13754		N/A			1.81%	13686		N/A			1.82%	13527
NM	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			23.51%	353		N/A			33.24%	355		N/A			26.48%	472		N/A			23.11%	424
NM	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100.00%	5	76.38%	254	-1.23	Yes	100.00%	2	81.76%	318	-0.67	Yes	50.00%	4	84.95%	412	1.56	Yes	0.00%	2	87.07%	232
NM	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	6.75	4	17.49	272	-1.48	Yes	7	1	19.78	345	-0.68	Yes	10.67	3	17.05	447	-1	Yes	18	2	16.51	274
NM	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	4	91.85%	319	-0.59	Yes	100.00%	4	93.56%	404	-0.52	Yes	100.00%	4	91.28%	367	-0.61	Yes	100.00%	4	93.21%	324
NM	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	4	94.06%	404	-0.5	N/A	100.00%	4	93.73%	367	-0.51	N/A	100.00%	4	94.44%	324
NM	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			22.84	32		N/A			20.7	23		N/A	2	1	18.08	25	-1.13	Yes	11	2	37.25	32
NM	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			13.42	33		N/A			24.78	41		N/A	6	2	16	42	-0.73	Yes			37.8	10
NM	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	16	1	77.39	64	-0.38	N/A			65.53	66		N/A			61.08	79		N/A	0	1	68.81	68
NM	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	1		17		1.11	N/A			28			N/A			32			N/A	1		24	
NM	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	100.00%	3	82.96%	270	-0.78	Yes	100.00%	1	82.28%	237	-0.46	Yes	33.33%	3	87.03%	347	2	No			76.38%	326
NM	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:07:00	3	2:45:00	270	-0.33	Yes	1:21:00	1	2:40:00	237	-0.28	Yes	4:24:00	3	2:10:00	347	1.55	Yes			3:15:00	326
NM	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	0.00%	3	16.30%	270	-0.76	Yes	0.00%	1	16.03%	237	-0.44	Yes	66.67%	3	28.24%	347	1.25	Yes			31.90%	326
NM	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	0.00%	1	16.37%	171	-0.44	N/A	66.67%	3	29.84%	248	1.18	N/A			34.15%	246
NM	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	5.77%	52	1.95%	13822	1.66	No	2.27%	44	1.72%	13754	0.36	Yes	6.98%	43	2.54%	13686	1.57	Yes	0.00%	37	2.41%	13527
NM	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	2.27%	44	1.24%	13754	0.62	N/A	6.98%	43	1.81%	13686	1.97	N/A	0.00%	37	1.82%	13527
NM	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	25.00%	4	23.51%	353	0.1	N/A	0.00%	1	33.24%	355	-0.7	N/A	0.00%	3	26.48%	472	-1.04	N/A			23.11%	424
NM	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	22	80.90%	89	-2.04	Yes	94.44%	18	89.29%	56	-0.62	Yes	90.00%	20	86.32%	95	-0.44	Yes	95.00%	20	85.57%	97
NM	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.24	17	11.04	85	-2.34	Yes	4.07	15	8.45	53	-2.09	Yes	4.53	19	10.31	89	-1.87	Yes	5.05	20	13.1	96
NM	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	100.00%	20	95.95%	74	-0.82	Yes	95.00%	20	94.87%	78	-0.02	Yes	71.43%	21	87.76%	98	1.76	No	91.67%	24	88.10%	84
NM	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	95.00%	20	98.72%	78	0.82	N/A	76.19%	21	92.86%	98	2.05	N/A	91.67%	24	89.29%	84
NM	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			2.75	4		N/A			9	1		N/A			21	5		N/A			9.73	11
NM	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P			15.15	13		N/A	2	1	25	6	-0.49	Yes	6.67	3	18	11	-2.05	Yes	12	1	382	3
NM	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	5.5	2	83.94	17	-1.25	N/A	10	1	104.95	21	-0.92	N/A	9	2	172.23	22	-1.17	N/A	10	2	142.14	28
NM	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	2		3		2.03	N/A	1		8		0.84	N/A	2		6		1.75	N/A	2		9	
NM	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	4	100.00%	61	.	Yes	100.00%	5	100.00%	71	.	Yes	100.00%	16	100.00%	73	.	Yes	100.00%	6	100.00%	75
NM	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	4	100.00%	61	.	Yes	100.00%	8	100.00%	72	.	Yes	100.00%	20	100.00%	73	.	Yes	100.00%	6	100.00%	75
NM	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	1:02:00	4	1:57:00	61	-0.68	Yes	4:47:00	8	1:13:00	72	2.03	No	2:11:00	20	1:50:00	73	0.53	Yes	1:54:00	6	1:54:00	75
NM	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	25.00%	4	13.11%	61	0.58	Yes	12.50%	8	20.83%	72	-0.55	Yes	30.00%	20	16.44%	73	1.3	Yes	0.00%	6	24.00%	75
NM	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	14.29%	7	22.22%	27	-0.45	N/A	26.32%	19	10.26%	39	1.48	N/A	0.00%	4	31.82%	44
NM	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.74%	539	1.04%	5880	-0.65	Yes	1.50%	534	1.24%	5824	0.52	Yes	3.74%	535	1.26%	5804	4.93	No	1.12%	538	1.31%	5734
NM	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	1.31%	534	0.46%	5824	2.76	N/A	3.55%	535	0.67%	5804	7.8	N/A	0.74%	538	0.77%	5734
NM	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	42.86%	7	33.70%	92	0.47	N/A	27.27%	11	40.00%	120	-0.82	N/A	4.76%	21	43.41%	129	-3.31	N/A	40.00%	10	33.63%	113
NM	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%			90.14%	71		N/A			96.51%	86		N/A			90.43%	94		N/A			91.75%	97
NM	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.5	72		N/A			5.63	86		N/A			6.03	94		N/A			6.18	98
NM	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100.00%	79		N/A			100.00%	90		N/A			100.00%	96		N/A			98.95%	95
NM	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	90		N/A			100.00%	96		N/A			100.00%	95
NM	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			1.86	7		N/A			3.67	3		N/A			3.44	9		N/A			6.56	9
NM	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A						N/A						N/A				
NM	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			92.59%	27		N/A			98.00%	50		N/A			93.10%	58		N/A			90.48%	63
NM	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			96.30%	27		N/A			98.00%	50		N/A			94.83%	58		N/A			93.65%	63
NM	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			6:58:00	27		N/A			7:13:00	50		N/A			8:46:00	58		N/A			12:00:00	63
NM	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			18.52%	27		N/A			24.00%	50		N/A			41.38%	58		N/A			33.33%	63
NM	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			37.93%	29		N/A			46.67%	30		N/A			36.67%	30

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	-1.12	Yes	4.07	45	16.39	70	-1.09	Yes	0				
NM	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	-0.59	Yes	100.00%	54	86.89%	61	-2.08	Yes	0				
NM	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	-0.72	N/A	100.00%	54	93.44%	61	-1.42	N/A	0				
NM	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	-1.42	Yes			25	2		N/A	0				
NM	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P		N/A			297	2		N/A	0				
NM	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	-0.77	N/A	7	1	176.86	43	-0.87	N/A	0				
NM	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	0.97	N/A	1		8		1.3	N/A	0				
NM	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	.	Yes	100.00%	9	100.00%	85	.	Yes	0				
NM	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	.	Yes	100.00%	10	100.00%	87	.	Yes	0				
NM	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1.93	No	2:29:00	10	2:14:00	87	0.51	Yes	1	58	2:24:30	1:50:25	0:34:05
NM	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	-0.41	Yes	20.00%	10	12.64%	87	0.63	Yes	0				
NM	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	-0.43	N/A	11.11%	9	15.38%	52	-0.33	N/A	0				
NM	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.88	Yes	0.65%	1536	1.52%	5730	-2.47	Yes	0				
NM	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	1.78	N/A	0.59%	1536	0.91%	5730	-1.18	N/A	0				
NM	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	-1.49	N/A	23.08%	13	33.59%	131	-0.77	N/A	0				
NM	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P		N/A			84.21%	285		N/A	0				
NM	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		N/A			16.31	357		N/A	0				
NM	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P		N/A			88.65%	326		N/A	0				
NM	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		N/A			90.18%	326		N/A	0				
NM	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			17.86	64		N/A	0				
NM	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			14.67	12		N/A	0				
NM	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		N/A			106.31	77		N/A	0				
NM	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS		N/A			21			N/A	0				
NM	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		N/A			84.38%	365		N/A	0				
NM	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		N/A			2:27:00	365		N/A	0				
NM	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		N/A			34.79%	365		N/A	0				
NM	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		N/A			35.79%	285		N/A	0				
NM	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P		N/A			2.71%	13487		N/A	0				
NM	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P		N/A			2.11%	13487		N/A	0				
NM	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		N/A			23.64%	478		N/A	0				
NM	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	2.42	No	75.00%	4	84.21%	285	0.48	Yes	1	17	70.59%	83.01%	-12.42%
NM	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	0.84	Yes	8.2	5	16.31	357	-1.41	Yes	0				
NM	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	-0.54	Yes	100.00%	6	88.65%	326	-0.87	Yes	0				
NM	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	-0.48	N/A	100.00%	6	90.18%	326	-0.8	N/A	0				
NM	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	-0.43	Yes	6	1	17.86	64	-0.63	Yes	0				
NM	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P		N/A			14.67	12		N/A	0				
NM	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	-0.46	N/A	1	3	106.31	77	-1.05	N/A	0				
NM	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	0.92	N/A	1		21		0.2	N/A	0				
NM	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P		N/A	100.00%	2	84.38%	365	-0.61	Yes	1	9	77.78%	82.72%	-4.94%
NM	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P		N/A	3:14:00	2	2:27:00	365	0.71	Yes	0				
NM	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P		N/A	50.00%	2	34.79%	365	0.38	Yes	0				
NM	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P		N/A	50.00%	2	35.79%	285	0.35	N/A	0				
NM	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	-0.95	Yes	5.71%	35	2.71%	13487	1.01	Yes	1	211	4.26%	2.26%	2.00%
NM	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	-0.83	N/A	5.71%	35	2.11%	13487	1.27	N/A	0				
NM	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS		N/A	50.00%	4	23.64%	478	1.08	N/A	0				
NM	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	-1.09	Yes	96.15%	26	94.29%	70	-0.35	Yes	0				
NM	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	-0.64	Yes	4.73	26	16.39	70	-0.86	Yes	0				
NM	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	-0.48	Yes	86.21%	29	86.89%	61	0.09	Yes	1	114	88.60%	90.64%	-2.04%
NM	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	-0.33	N/A	86.21%	29	93.44%	61	1.06	N/A	0				
NM	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P		N/A	10	2	25	2	-2.12	Yes	0				
NM	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	-0.97	Yes			297	2		N/A	0				
NM	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	-1.01	N/A	4	1	176.86	43	-0.88	N/A	0				
NM	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	1.62	N/A	1		8		1.3	N/A	0				
NM	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	.	Yes	100.00%	21	100.00%	85	.	Yes	0				
NM	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	.	Yes	100.00%	21	100.00%	87	.	Yes	0				
NM	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0.14	Yes	2:33:00	21	2:14:00	87	0.47	Yes	1	59	2:33:35	1:50:25	0:43:10
NM	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	-1.32	Yes	23.81%	21	12.64%	87	1.23	Yes	0				
NM	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	-1.31	N/A	21.05%	19	15.38%	52	0.54	N/A	0				
NM	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	-0.38	Yes	3.98%	528	1.52%	5730	4.42	No	2	2,674	2.21%	1.27%	0.94%
NM	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	-0.06	N/A	3.60%	528	0.91%	5730	6.24	N/A	0				
NM	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	0.4	N/A	4.55%	22	33.59%	131	-2.67	N/A	0				
NM	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%		N/A			81.52%	92		N/A	0				
NM	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		N/A			6.58	92		N/A	0				
NM	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P		N/A			96.12%	103		N/A	0				
NM	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P		N/A			96.12%	103		N/A	0				
NM	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P		N/A			4.71	17		N/A	0				
NM	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P		N/A						N/A	0				
NM	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P		N/A			92.31%	91		N/A	0				
NM	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		N/A			97.80%	91		N/A	0				
NM	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		N/A			7:08:00	91		N/A	0				
NM	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		N/A			43.96%	91		N/A	0				
NM	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		N/A			44.68%	47		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
NM	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
NM	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
NM	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
NM	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
NM	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
NM	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	
NM	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
NM	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
NM	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
NM	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
NM	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
NM	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	
NM	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
NM	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
NM	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P	
NM	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
NM	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
NM	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
NM	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
NM	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
NM	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
NM	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS	
NM	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
NM	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
NM	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
NM	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
NM	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	
NM	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
NM	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
NM	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
NM	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
NM	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
NM	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
NM	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
NM	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
NM	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
NM	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	
NM	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
NM	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
NM	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
NM	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
NM	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
NM	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
NM	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
NM	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
NM	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
NM	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
NM	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
NM	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
NM	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
NM	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
NM	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	
NM	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
NM	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
NM	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
NM	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
NM	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
NM	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
NM	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
NM	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
NM	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	
NM	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
NM	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
NM	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
NM	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
NM	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
NM	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
NM	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
NM	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
NM	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
NM	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			0.96%	2816		N/A			1.74%	2878		N/A			1.96%	2956		N/A			2.07%	3043
NM	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.01%	2878		N/A			1.01%	2956		N/A			0.99%	3043
NM	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			67.86%	84		N/A			50.98%	102		N/A			47.75%	111		N/A			41.12%	107
NM	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			90.00%	20		N/A			90.00%	10		N/A			90.00%	20		N/A			90.91%	44
NM	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			19.91	23		N/A			10.38	13		N/A			18.92	25		N/A			16.59	51
NM	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			94.74%	19		N/A			95.00%	20		N/A			97.44%	39		N/A			100.00%	35
NM	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			95.00%	20		N/A			97.44%	39		N/A			100.00%	35
NM	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			40	1		N/A			1	1		N/A			17	4		N/A			31.8	5
NM	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			20	2		N/A						N/A			15	2		N/A				
NM	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			41.6	5		N/A			50.57	7		N/A			44.5	6		N/A			36.83	6
NM	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS			2			N/A			5			N/A			3			N/A			4	
NM	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100.00%	4		N/A			88.89%	9		N/A			100.00%	8		N/A			100.00%	9
NM	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			0:28:00	4		N/A			5:18:00	9		N/A			1:04:00	8		N/A			0:44:00	9
NM	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			25.00%	4		N/A			0.00%	9		N/A			12.50%	8		N/A			22.22%	9
NM	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0.00%	3		N/A			14.29%	7		N/A			0.00%	3
NM	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.50%	800		N/A			1.14%	792		N/A			1.01%	790		N/A			1.15%	782
NM	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.38%	792		N/A			0.89%	790		N/A			0.38%	782
NM	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			42.86%	7		N/A			40.00%	15		N/A			11.11%	9		N/A			30.77%	13
NM	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02:00	370				N/A	0:03:00	209				N/A	0:02:00	190				N/A	0:03:00	213		
NM	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	100.00%	104				Yes	100.00%	67				Yes	100.00%	33				Yes	100.00%	37		
NM	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	100.00%	25				Yes	100.00%	16				Yes	100.00%	29				Yes	100.00%	34		
NM	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	104				N/A	0.00%	67				N/A	0.00%	33				N/A	0.00%	37		
NM	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	25				N/A	0.00%	16				N/A	0.00%	29				N/A	0.00%	34		
NM	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	100.00%	2				Yes	50.00%	2				No	95.24%	21				Yes	83.33%	24		
NM	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	3.5	2				Yes	10	2				Yes	8.67	21				Yes	7.08	24		
NM	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	100.00%	122	99.12%	7762	-1.03	Yes	99.12%	114	99.37%	8509	0.39	Yes	99.17%	121	99.19%	9596	0.12	Yes	98.91%	92	99.15%	9595
NM	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%			92.73%	5337		N/A			92.18%	5394		N/A			92.46%	6792		N/A			92.53%	6266
NM	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3	122	3.65	6383	-3.67	Yes	3.11	114	3.59	7169	-3.17	Yes	3	121	3.77	8086	-1.66	Yes	3	87	4.82	8080
NM	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.88	5347		N/A			5.79	5411		N/A			5.97	6811		N/A			6.52	6305
NM	04–10	OP-5	New Service Install Quality, Line Sharing%		P	95.00%	120	97.21%	13519	1.37	Yes	95.35%	129	90.05%	15172	-2	Yes	92.19%	128	84.44%	16168	-2.41	Yes	95.58%	113	84.58%	17508
NM	04–10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	99.22%	129	91.58%	15172	-3.11	N/A	95.31%	128	87.52%	16168	-2.66	N/A	96.46%	113	87.62%	17508
NM	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.18	62		N/A			4.88	52		N/A	3	1	9.4	65	-0.17	N/A	1	1	55.13	54
NM	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.95	147		N/A			3.71	150		N/A			8.33	181		N/A			6.81	198
NM	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			12.11	9		N/A	8.5	2	13.17	6	-0.58	N/A			58.39	18		N/A	10.5	4	353.75	40
NM	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			11.67	243		N/A			12.3	277		N/A			15.47	339		N/A			17.65	301
NM	04–10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	7	1				N/A						N/A	3	1				N/A	4.71	7		
NM	04–10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	1					N/A						N/A	1					N/A	6			
NM	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	50.00%	6	81.91%	6989	1.71	No	66.67%	3	85.40%	7306	0.78	Yes	66.67%	12	80.60%	9283	1.14	Yes	100.00%	5	70.45%	10702
NM	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	91.67%	24	95.12%	882	0.76	Yes	100.00%	7	97.75%	888	-0.4	Yes	90.91%	11	94.16%	1507	0.49	Yes	80.00%	5	85.52%	1450
NM	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	83.33%	6	96.20%	8949	1.21	Yes	66.67%	3	97.11%	9200	1.72	No	83.33%	12	94.15%	11600	1.34	Yes	100.00%	5	90.44%	13269
NM	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	100.00%	24	98.90%	1630	-0.51	Yes	100.00%	7	99.54%	1746	-0.18	Yes	100.00%	11	98.93%	2626	-0.34	Yes	100.00%	5	96.99%	2661
NM	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	0:13:00	6	17:12:00	8949	1.24	Yes	5:38:00	3	16:01:00	9200	1.53	Yes	20:20:00	12	18:04:00	11600	0.55	Yes	8:45:00	5	22:17:00	13269
NM	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	8:47:00	24	6:23:00	1630	1.14	Yes	5:03:00	7	5:31:00	1746	-0.15	Yes	6:27:00	11	7:26:00	2626	-0.3	Yes	12:59:00	5	11:06:00	2661
NM	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	48.00%	25	18.18%	22	2.13	N/A	42.86%	7	26.47%	34	0.81	N/A	36.36%	11	43.24%	37	-0.4	N/A	20.00%	5	30.00%	40
NM	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	33.33%	6	20.00%	5	0.29	N/A	0.00%	3	18.75%	16	-0.76	N/A	46.15%	13	38.10%	21	0.42	N/A	0.00%	7	39.13%	23
NM	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	100.00%	1	45.00%	20	0.72	N/A	57.14%	7	56.25%	16	-0.04	N/A	20.00%	5	42.11%	19
NM	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	0.00%	1	22.22%	9	-0.51	N/A	50.00%	10	35.71%	14	0.63	N/A	0.00%	4	27.27%	11
NM	04–10	MR-8	Trouble Rate, Line Sharing%		P	2.11%	1467	1.47%	738483	2.04	No	0.72%	1396	1.51%	740439	-2.42	Yes	1.83%	1314	1.96%	741289	-0.34	Yes	0.98%	1227	2.20%	741930
NM	04–10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.14%	1396	1.22%	740439	-3.66	N/A	1.29%	1314	1.56%	741289	-0.77	N/A	0.73%	1227	1.76%	741930
NM	05–01	OP-3	Install Commit Met, UDIT DS1%		P			76.38%	254		N/A	100.00%	1	81.76%	318	-0.47	Yes			84.95%	412		N/A			87.07%	232
NM	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P			17.49	272		N/A	6	3	19.78	345	-1.27	Yes			17.05	447		N/A	5	1	16.51	274
NM	05–01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	2	91.85%	319	-0.42	Yes	100.00%	2	93.56%	404	-0.37	Yes	0.00%	1	91.28%	367	1.72	No	100.00%	2	93.21%	324
NM	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	2	94.06%	404	-0.35	N/A	0.00%	1	93.73%	367	1.87	N/A	100.00%	2	94.44%	324
NM	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			22.84	32		N/A			20.7	23		N/A			18.08	25		N/A			37.25	32
NM	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			13.42	33		N/A			24.78	41		N/A			16	42		N/A			37.8	10
NM	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			77.39	64		N/A			65.53	66		N/A			61.08	79		N/A			68.81	68
NM	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS			17			N/A			28			N/A			32			N/A			24	
NM	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	100.00%	5	82.96%	270	-1	Yes			82.28%	237		N/A	100.00%	3	87.03%	347	-0.67	Yes			76.38%	326
NM	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	1:53:00	5	2:45:00	270	-0.58	Yes			2:40:00	237		N/A	1:37:00	3	2:10:00	347	-0.42	Yes			3:15:00	326
NM	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	20.00%	5	16.30%	270	0.25	Yes			16.03%	237		N/A	33.33%	3	28.24%	347	0.2	Yes			31.90%	326
NM	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			16.37%	171		N/A	33.33%	3	29.84%	248	0.14	N/A			34.15%	246
NM	05–01	MR-8	Trouble Rate, UDIT DS1%		P	7.94%	63	1.95%	13822	2.62	No	0.00%	63	1.72%	13754	-1.05	Yes	5.00%	60	2.54%	13686	1.13	Yes	0.00%	64	2.41%	13527
NM	05–01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	63	1.24%	13754	-0.89	N/A	5.00%	60	1.81%	13686	1.57	N/A	0.00%	64	1.82%	13527
NM	05–01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0.00%	5	23.51%	353	-1.23	N/A	100.00%	2	33.24%	355	1.62	N/A	0.00%	3	26.48%	472	-1.04	N/A			23.11%	424
NM	05–02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			90.00%	20		N/A			90.00%	10		N/A			90.00%	20		N/A	100.00%	3	90.91%	44
NM	05–02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			19.91	23		N/A			10.38	13		N/A			18.92	25		N/A	11	3	16.59	51
NM	05–02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			94.74%	19		N/A			95.00%	20		N/A	100.00%	2	97.44%	39	-0.22	Yes	100.00%	2	100.00%	35
NM	05–02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			95.00%	20		N/A	100.00%	2	97.44%	39	-0.22	N/A	100.00%	2	100.00%	35
NM	05–02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			40	1		N/A			1	1		N/A			17	4		N/A			31.8	5
NM	05–02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			20	2		N/A						N/A			15	2		N/A				
NM	05–02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			41.6	5		N/A			50.57	7		N/A			44.5	6		N/A			36.83	6
NM	05–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			2			N/A			5			N/A			3			N/A			4	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P		N/A			2.90%	3139		N/A	0				
NM	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P		N/A			1.50%	3139		N/A	0				
NM	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		N/A			41.67%	156		N/A	0				
NM	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		N/A			71.43%	7		N/A	0				
NM	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		N/A			23	18		N/A	0				
NM	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		N/A			100.00%	26		N/A	0				
NM	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		N/A			100.00%	26		N/A	0				
NM	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A			97	1		N/A	0				
NM	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A			88	1		N/A	0				
NM	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS		N/A			88.67	3		N/A	0				
NM	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS		N/A			2			N/A	0				
NM	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		N/A			100.00%	6		N/A	0				
NM	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		N/A			1:02:00	6		N/A	0				
NM	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			33.33%	6		N/A	0				
NM	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			50.00%	2		N/A	0				
NM	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		N/A			0.77%	779		N/A	0				
NM	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		N/A			0.26%	779		N/A	0				
NM	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		N/A			14.29%	7		N/A	0				
NM	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS		N/A	0:03:00	85				N/A	0				
NM	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%		Yes	100.00%	18				Yes	0				
NM	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%		Yes	96.55%	29				Yes	0				
NM	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS		N/A	0.00%	18				N/A	0				
NM	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS		N/A	0.00%	29				N/A	0				
NM	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%		No	94.74%	19				Yes	2	68	89.71%		
NM	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15		Yes	5.42	19				Yes	0				
NM	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	0.32	Yes	100.00%	97	99.51%	12159	-0.69	Yes	0				
NM	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.00%		N/A			92.35%	6926		N/A	0				
NM	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	-0.5	Yes	3	93	3.65	9747	-0.82	Yes	0				
NM	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		N/A			5.98	6932		N/A	0				
NM	04--10	OP-5	New Service Install Quality, Line Sharing%		P	-3.23	Yes	95.65%	115	83.55%	17760	-3.49	Yes	0				
NM	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	-2.84	N/A	97.39%	115	86.50%	17760	-3.41	N/A	0				
NM	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	-0.19	N/A			4.96	28		N/A	0				
NM	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		N/A			4.88	162		N/A	0				
NM	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	-1.44	N/A			25.86	36		N/A	0				
NM	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		N/A			13.5	369		N/A	0				
NM	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS		N/A	3.83	6				N/A	0				
NM	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS		N/A	6					N/A	0				
NM	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	-1.45	Yes	0.00%	2	82.59%	11519	2.17	No	2	28	64.29%	79.69%	-15.41%
NM	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	0.38	Yes	100.00%	4	89.38%	1695	-0.69	Yes	0				
NM	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	-0.73	Yes	50.00%	2	95.49%	14031	1.7	No	2	28	82.14%	94.42%	-12.27%
NM	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	-0.39	Yes	100.00%	4	96.99%	2952	-0.35	Yes	0				
NM	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	-1.48	Yes	16:53:00	2	17:23:00	14031	2.41	No	1	28	23:16:32	18:24:46	4:51:46
NM	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	0.51	Yes	6:37:00	4	13:44:00	2952	-0.33	Yes	0				
NM	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	-0.46	N/A	25.00%	4	44.62%	65	-0.77	N/A	0				
NM	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	-1.86	N/A	0.00%	2	42.31%	26	-1.17	N/A	0				
NM	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	-0.89	N/A	33.33%	3	42.86%	35	-0.32	N/A	0				
NM	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	-1.05	N/A	0.00%	1	50.00%	12	-0.96	N/A	0				
NM	04--10	MR-8	Trouble Rate, Line Sharing%		P	-2.92	Yes	0.52%	1160	2.33%	744183	-4.09	Yes	1	6,564	1.27%	1.89%	-0.63%
NM	04--10	MR-8*	Trouble Rate, Line Sharing%		P	-2.72	N/A	0.34%	1160	1.90%	744183	-3.88	N/A	0				
NM	05--01	OP-3	Install Commit Met, UDIT DS1%		P		N/A	100.00%	1	84.21%	285	-0.43	Yes	0				
NM	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	-0.36	Yes	5	2	16.31	357	-1.25	Yes	0				
NM	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	-0.38	Yes	100.00%	1	88.65%	326	-0.36	Yes	1	8	87.50%	91.78%	-4.28%
NM	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	-0.34	N/A	100.00%	1	90.18%	326	-0.33	N/A	0				
NM	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		N/A			17.86	64		N/A	0				
NM	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		N/A			14.67	12		N/A	0				
NM	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		N/A			106.31	77		N/A	0				
NM	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS		N/A			21			N/A	0				
NM	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P		N/A	100.00%	1	84.38%	365	-0.43	Yes	0				
NM	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P		N/A	1:06:00	1	2:27:00	365	-0.52	Yes	0				
NM	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P		N/A	0.00%	1	34.79%	365	-0.73	Yes	0				
NM	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P		N/A			35.79%	285		N/A	0				
NM	05--01	MR-8	Trouble Rate, UDIT DS1%		P	-1.25	Yes	1.59%	63	2.71%	13487	-0.55	Yes	1	313	2.88%	2.26%	0.61%
NM	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	-1.09	N/A	0.00%	63	2.11%	13487	-1.16	N/A	0				
NM	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS		N/A	0.00%	1	23.64%	478	-0.56	N/A	0				
NM	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	-0.53	Yes			71.43%	7		N/A	0				
NM	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	-0.55	Yes	9	1	23	18	-0.47	Yes	0				
NM	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	.	Yes	100.00%	1	100.00%	26	.	Yes	0				
NM	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	.	Yes	100.00%	1	100.00%	26	.	Yes	0				
NM	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A			97	1		N/A	0				
NM	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A			88	1		N/A	0				
NM	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS		N/A			88.67	3		N/A	0				
NM	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS		N/A			2			N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
NM	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
NM	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
NM	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
NM	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
NM	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
NM	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
NM	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
NM	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
NM	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
NM	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS	
NM	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
NM	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
NM	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
NM	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
NM	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
NM	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
NM	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
NM	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
NM	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	
NM	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	
NM	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
NM	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
NM	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	
NM	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		1.5	
NM	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	
NM	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%	
NM	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
NM	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
NM	04–10	OP-5	New Service Install Quality, Line Sharing%		P	
NM	04–10	OP-5*	New Service Install Quality, Line Sharing%		P	
NM	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
NM	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
NM	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
NM	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
NM	04–10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
NM	04–10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	
NM	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
NM	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
NM	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
NM	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
NM	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
NM	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
NM	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
NM	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
NM	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
NM	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
NM	04–10	MR-8	Trouble Rate, Line Sharing%		P	
NM	04–10	MR-8*	Trouble Rate, Line Sharing%		P	
NM	05–01	OP-3	Install Commit Met, UDIT DS1%		P	
NM	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
NM	05–01	OP-5	New Service Install Quality, UDIT DS1%		P	
NM	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P	
NM	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
NM	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
NM	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
NM	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	
NM	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
NM	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
NM	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
NM	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
NM	05–01	MR-8	Trouble Rate, UDIT DS1%		P	
NM	05–01	MR-8*	Trouble Rate, UDIT DS1%		P	
NM	05–01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
NM	05–02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
NM	05–02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
NM	05–02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
NM	05–02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
NM	05–02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
NM	05–02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
NM	05–02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
NM	05–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	05–02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100.00%	4		N/A			88.89%	9		N/A	100.00%	2	100.00%	8	.	Yes	100.00%	1	100.00%	9
NM	05–02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			0:28:00	4		N/A			5:18:00	9		N/A	1:50:00	2	1:04:00	8	0.77	Yes	2:09:00	1	0:44:00	9
NM	05–02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			25.00%	4		N/A			0.00%	9		N/A	0.00%	2	12.50%	8	-0.48	Yes	0.00%	1	22.22%	9
NM	05–02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0.00%	3		N/A	0.00%	2	14.29%	7	-0.51	N/A	0.00%	1	0.00%	3
NM	05–02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	17	0.50%	800	-0.29	Yes	0.00%	17	1.14%	792	-0.44	Yes	12.50%	16	1.01%	790	2.49	No	6.25%	16	1.15%	782
NM	05–02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	17	0.38%	792	-0.25	N/A	12.50%	16	0.89%	790	2.57	N/A	6.25%	16	0.38%	782
NM	05–02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			42.86%	7		N/A			40.00%	15		N/A	0.00%	2	11.11%	9	-0.45	N/A	0.00%	1	30.77%	13
NM	07–01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:20:00	44765				N/A	0:55:00	42932				N/A	2:32:00	60257				N/A	1:00:00	52535		
NM	07–01	OP-3	Install Commit Met, E911%		P						N/A						N/A						N/A				
NM	07–01	OP-4	Install Interv, E911, Avg Days		P						N/A			34	1		N/A						N/A				
NM	07–01	OP-5	New Service Install Quality, E911%		P			100.00%	1		N/A			100.00%	1		N/A						N/A				
NM	07–01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	1		N/A						N/A				
NM	07–01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A				
NM	07–01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A			100.00%	1
NM	07–01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A			0:58:00	1
NM	07–01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			0.00%	1
NM	07–01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			0.00%	1
NM	07–01	MR-8	Trouble Rate, E911%		P	0.00%	18	0.00%	337	.	Yes	0.00%	18	0.00%	337	.	Yes	0.00%	18	0.00%	333	.	Yes	0.00%	18	0.30%	333
NM	07–01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	18	0.00%	337	.	Yes	0.00%	18	0.00%	333	.	Yes	0.00%	18	0.30%	333
NM	07–01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			100.00%	1		N/A						N/A						N/A			0.00%	1
NM	07–02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.01	1		N/A			8.45	1		N/A			8.66	1		N/A			8.68	1
NM	07–02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.88	1		N/A			8.33	1		N/A			8.52	1		N/A			8.69	1
NM	08–01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.16	86040				N/A	0.15	102675				N/A	0.16	163051				N/A	0.11	54346		
NM	08–01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	99.20%	85534				N/A	98.93%	95114				N/A	98.84%	140270				N/A	95.89%	49400		
NM	09–01	NP-1A	NXX Code Activation, All%		P						N/A						N/A						N/A				
NM	09–01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A						N/A				
NM	10–01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700				N/A	1.27	6131698		
NM	11–01	OP-8B	LNP Timeliness, LNP%		95.00%	100.00%	364				Yes	100.00%	208				Yes	100.00%	190				Yes	99.53%	213		
NM	11–01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	99.17%	120				Yes	99.76%	409				Yes	99.29%	280				Yes	100.00%	87		
NM	11–01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	484				Yes	100.00%	638				Yes	98.17%	547				No	100.00%	307		
NM	11–01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	484				N/A	100.00%	638				N/A	100.00%	547				N/A	100.00%	307		
NM	11–01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			54.76%	882		N/A			56.42%	888		N/A			43.99%	1507		N/A			35.72%	1450
NM	11–01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1			0.99	1630		N/A			1	1746		N/A	1	3	0.99	2626	-0.18	Yes			0.97	2661
NM	13–01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	100.00%	2754.118				Yes	100.00%	2689.125				Yes	100.00%	2908.7841				Yes	100.00%	2891.6437		
NM	13–01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	100.00%	2754.118				Yes	100.00%	2689.125				Yes	100.00%	2908.7841				Yes	100.00%	2891.6437		
NM	14–01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	92	99.21%	7560	-0.85	Yes	100.00%	76	99.37%	8307	-0.69	Yes	100.00%	115	99.25%	9347	-0.93	Yes	100.00%	87	99.19%	9345
NM	14–01	OP-3	Install Commit Met, Residence%	D	P	92.11%	38	92.80%	4418	0.23	Yes	93.02%	43	92.38%	4412	-0.16	Yes	98.46%	65	92.45%	5513	-1.82	Yes	98.36%	61	92.40%	5068
NM	14–01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.98	41	3.64	6239	-2.54	Yes	3	41	3.6	7030	-2.37	Yes	3.01	74	3.79	7907	-1.28	Yes	3	50	4.85	7913
NM	14–01	OP-4	Install Interv, Residence, Avg Days	D	P	4.18	38	5.85	4425	-1.61	Yes	3.53	43	5.43	4418	-1.68	Yes	4.17	66	5.92	5522	-0.87	Yes	4.8	61	6.47	5093
NM	14–01	OP-5	New Service Install Quality, Residence%		P	98.40%	125	97.38%	12360	-0.71	Yes	94.00%	150	90.03%	13804	-1.61	Yes	93.33%	165	84.54%	14664	-3.11	Yes	90.54%	148	84.71%	16083
NM	14–01	OP-5*	New Service Install Quality, Residence%		P						N/A	94.00%	150	91.46%	13804	-1.11	N/A	94.55%	165	87.49%	14664	-2.73	N/A	91.22%	148	87.71%	16083
NM	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			5.13	56		N/A			4.82	50		N/A			9	57		N/A			61.73	48
NM	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	2	1	5.54	111	-0.44	Yes	10	1	3.93	114	1.41	Yes	1	1	9.37	139	-0.19	Yes	1	1	5.89	141
NM	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			14.43	7		N/A			13.17	6		N/A			61.76	17		N/A			362.59	39
NM	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	4	2	12.32	208	-0.64	Yes	4	2	12.89	225	-0.53	Yes			16.56	282		N/A			18.88	263
NM	14–01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	91	1	152.01	1357	-0.25	N/A	33	2	146.58	1319	-0.67	N/A	23.5	2	121.45	1519	-0.63	N/A	8.5	2	149.43	1204
NM	14–01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	1		720		0.63	N/A	1		688		-0.06	N/A	1		720		0.05	N/A	1		744	
NM	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	1	95.03%	765	-0.23	Yes	100.00%	1	97.61%	754	-0.16	Yes	100.00%	1	94.29%	1313	-0.25	Yes	100.00%	2	85.26%	1289
NM	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	86.67%	15	81.58%	6128	-0.51	Yes	85.71%	14	85.28%	6516	-0.05	Yes	93.33%	15	80.18%	8193	-1.28	Yes	100.00%	22	70.00%	9387
NM	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	1	98.78%	1394	-0.11	Yes	100.00%	1	99.53%	1489	-0.07	Yes	100.00%	2	98.84%	2238	-0.15	Yes	100.00%	3	96.92%	2335
NM	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	17	96.15%	7927	-0.82	Yes	100.00%	16	97.19%	8252	-0.68	Yes	100.00%	15	94.04%	10271	-0.97	Yes	100.00%	25	90.19%	11687
NM	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	0:31:00	1	6:46:00	1394	-0.58	Yes	0:30:00	1	5:47:00	1489	-0.64	Yes	0:51:00	2	7:57:00	2238	-0.9	Yes	0:37:00	3	11:34:00	2335
NM	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	11:31:00	17	17:25:00	7927	-1.53	Yes	13:48:00	16	15:54:00	8252	-0.47	Yes	11:58:00	15	18:22:00	10271	-1.41	Yes	9:52:00	25	22:39:00	11687
NM	14–01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	0.00%	1	12.12%	1394	-0.37	Yes	0.00%	1	12.96%	1489	-0.39	Yes	0.00%	2	10.50%	2238	-0.48	Yes	0.00%	3	14.00%	2335
NM	14–01	MR-7	Repair Repeat Report Rate, Residence%	D	P	0.00%	17	13.92%	8169	-1.66	Yes	11.76%	17	14.24%	8453	-0.29	Yes	20.00%	15	14.24%	10530	0.65	Yes	16.00%	25	16.62%	12048
NM	14–01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0.00%	1	13.37%	591	-0.39	N/A	0.00%	1	11.51%	886	-0.36	N/A	0.00%	3	15.16%	838
NM	14–01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	6.67%	15	13.98%	7498	-0.82	N/A	15.38%	13	13.85%	9356	0.22	N/A	19.05%	21	16.35%	10658
NM	14–01	MR-8	Trouble Rate, Residence%		P	1.65%	1089	1.62%	589238	0.08	Yes	1.68%	1069	1.68%	590777	0	Yes	1.70%	1002	2.16%	591168	-1.01	Yes	2.90%	965	2.43%	591914
NM	14–01	MR-8*	Trouble Rate, Residence%		P						N/A	1.50%	1069	1.37%	590777	0.36	N/A	1.40%	1002	1.73%	591168	-0.81	N/A	2.49%	965	1.94%	591914
NM	14–01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	1	98.28%	1394	-0.13	Yes	100.00%	1	99.06%	1489	-0.1	Yes	100.00%	2	97.99%	2238	-0.2	Yes	100.00%	3	97.64%	2335
NM	14–01	MR-9	Repair Appoint Met, Residence%	D	P	100.00%	17	92.95%	8169	-1.13	Yes	100.00%	17	93.34%	8453	-1.1	Yes	100.00%	15	93.16%	10530	-1.05	Yes	100.00%	25	92.91%	12048
NM	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	25.00%	24	31.69%	13999	-0.7	N/A	35.71%	28	30.19%	14242	0.64	N/A	26.09%	23	31.28%	18579	-0.54	N/A	22.22%	36	30.24%	20617
NM	14–02	OP-3	Install Commit Met, Business%	ND	P	100.00%	6	96.04%	202	-0.49	Yes	100.00%	4	99.01%	202	-0.2	Yes	100.00%	2	96.79%	249	-0.26	Yes	100.00%	16	97.60%	250
NM	14–02	OP-3	Install Commit Met, Business%	D	P	100.00%	1	92.38%	919	-0.29	Yes	100.00%	1	91.24%	982	-0.31	Yes	100.00%	4	92.49%	1279	-0.57	Yes			93.07%	1198
NM	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	3	1	3.85	144	-0.13	Yes	2	4	3.03	139	-1.33	Yes	1.5	2	3.32	179	-1.05	Yes	2.07	14	3.2	167
NM	14–02	OP-4	Install Interv, Business, Avg Days	D	P	6	1	6.03	922	0	Yes	3	1	7.39	993	-0.5	Yes	3.25	4	6.17	1289	-0.81	Yes			6.7	1212
NM	14–02	OP-5	New Service Install Quality, Business%		P	100.00%	6	95.43%	1160	-0.53	Yes	100.00%	6	90.28%	1369	-0.8	Yes	72.73%	11	83.44%	1504	0.91	Yes	95.24%	21	83.10%	1426
NM	14–02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	6	92.84%	1369	-0.68	N/A	72.73%	11	87.90%	1504	1.37	N/A	95.24%	21	86.61%	1426
NM	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			16	6		N/A			6.5	2		N/A			12.25	8		N/A			2.33	6
NM	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			3.14	36		N/A			3	36		N/A			4.9	42		N/A			9.09	57
NM	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			4	2		N/A						N/A			1	1		N/A			9	1
NM	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			7.77	35		N/A			9.75	52		N/A			10.07	57		N/A			9.16	38

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	.	Yes			100.00%	6		N/A	0				
NM	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	1.55	Yes			1:02:00	6		N/A	0				
NM	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	-0.51	Yes			33.33%	6		N/A	0				
NM	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	.	Yes			50.00%	2		N/A	0				
NM	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	1.3	Yes	0.00%	13	0.77%	779	-0.32	Yes	1	79	3.80%	0.91%	2.88%
NM	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	1.8	N/A	0.00%	13	0.26%	779	-0.18	N/A	0				
NM	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	-0.64	N/A			14.29%	7		N/A	0				
NM	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD		N/A	1:24:00	59604				N/A	0				
NM	07--01	OP-3	Install Commit Met, E911%		P		N/A						N/A	0				
NM	07--01	OP-4	Install Interv, E911, Avg Days		P		N/A						N/A	0				
NM	07--01	OP-5	New Service Install Quality, E911%		P		N/A						N/A	0				
NM	07--01	OP-5*	New Service Install Quality, E911%		P		N/A						N/A	0				
NM	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P		N/A						N/A	0				
NM	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P		N/A						N/A	0				
NM	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P		N/A						N/A	0				
NM	07--01	MR-7	Repair Repeat Report Rate, E911%		P		N/A						N/A	0				
NM	07--01	MR-7*	Repair Repeat Report Rate, E911%		P		N/A						N/A	0				
NM	07--01	MR-8	Trouble Rate, E911%		P	-0.23	Yes	0.00%	18	0.00%	333	.	Yes	0				
NM	07--01	MR-8*	Trouble Rate, E911%		P	-0.23	N/A	0.00%	18	0.00%	333	.	Yes	0				
NM	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS		N/A			100.00%	1		N/A	0				
NM	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		N/A			8.36	.		N/A	0				
NM	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		N/A			8.92	.		N/A	0				
NM	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD		N/A	0.09	61643				N/A	0				
NM	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD		N/A	97.11%	56153				N/A	0				
NM	09--01	NP-1A	NXX Code Activation, All%		P		N/A						N/A	0				
NM	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS		N/A						N/A	0				
NM	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD		N/A	1.26	7637235				N/A	0				
NM	11--01	OP-8B	LNP Timeliness, LNP%		95.00%		Yes	100.00%	84				Yes	0				
NM	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%		Yes	73.49%	415				No	1	1,311	91.31%		
NM	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%		Yes	100.00%	526				Yes	1	2,502	99.60%		
NM	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS		N/A	100.00%	526				N/A	0				
NM	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		N/A			40.30%	1695		N/A	0				
NM	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1		N/A			0.97	2952		N/A	0				
NM	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%		Yes	100.00%	2791.2102				Yes	0				
NM	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%		Yes	100.00%	2791.2102				Yes	0				
NM	14--01	OP-3	Install Commit Met, Residence%	ND	P	-0.84	Yes	100.00%	107	99.53%	11902	-0.71	Yes	0				
NM	14--01	OP-3	Install Commit Met, Residence%	D	P	-1.75	Yes	100.00%	41	92.31%	5799	-1.84	Yes	0				
NM	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	-0.38	Yes	2.88	73	3.65	9577	-0.87	Yes	0				
NM	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	-0.77	Yes	3.54	41	5.86	5803	-2.04	Yes	0				
NM	14--01	OP-5	New Service Install Quality, Residence%		P	-1.96	Yes	95.35%	129	83.71%	16356	-3.57	Yes	0				
NM	14--01	OP-5*	New Service Install Quality, Residence%		P	-1.29	N/A	95.35%	129	86.48%	16356	-2.93	N/A	0				
NM	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P		N/A			3.92	26		N/A	0				
NM	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	-0.82	Yes			4.93	123		N/A	0				
NM	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		N/A			26.26	34		N/A	0				
NM	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P		N/A			13.04	324		N/A	0				
NM	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	-0.84	N/A	1	1	200.51	962	-0.79	N/A	0				
NM	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	-0.34	N/A	-		761		-1.94	N/A	0				
NM	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	-0.59	Yes			88.22%	1451		N/A	0				
NM	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	-3.07	Yes	93.75%	16	82.36%	10300	-1.19	Yes	0				
NM	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	-0.31	Yes	100.00%	2	96.48%	2501	-0.27	Yes	0				
NM	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	-1.65	Yes	100.00%	16	95.41%	12572	-0.88	Yes	0				
NM	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	-1.03	Yes	0:22:00	2	15:21:00	2501	-0.46	Yes	0				
NM	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	-3.13	Yes	11:19:00	16	17:34:00	12572	-1.31	Yes	0				
NM	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	-0.7	Yes	50.00%	2	13.87%	2501	1.09	Yes	0				
NM	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	-0.08	Yes	16.67%	18	16.08%	12907	0.13	Yes	0				
NM	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	-0.73	N/A	50.00%	2	15.97%	977	1	N/A	0				
NM	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	0.37	N/A	18.75%	16	15.74%	11668	0.37	N/A	0				
NM	14--01	MR-8	Trouble Rate, Residence%		P	0.95	Yes	2.22%	902	2.59%	593955	-0.71	Yes	0				
NM	14--01	MR-8*	Trouble Rate, Residence%		P	1.23	N/A	2.00%	902	2.13%	593955	-0.28	N/A	0				
NM	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	-0.27	Yes	100.00%	2	98.40%	2501	-0.18	Yes	0				
NM	14--01	MR-9	Repair Appoint Met, Residence%	D	P	-1.38	Yes	100.00%	18	94.39%	12907	-1.03	Yes	0				
NM	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	-1.05	N/A	33.33%	30	29.84%	21962	0.43	N/A	0				
NM	14--02	OP-3	Install Commit Met, Business%	ND	P	-0.61	Yes	100.00%	26	98.44%	257	-0.61	Yes	0				
NM	14--02	OP-3	Install Commit Met, Business%	D	P		N/A			92.55%	1127		N/A	0				
NM	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	-3.01	Yes	2.32	25	3.18	170	-1.28	Yes	0				
NM	14--02	OP-4	Install Interv, Business, Avg Days	D	P		N/A			6.59	1129		N/A	0				
NM	14--02	OP-5	New Service Install Quality, Business%		P	-1.47	Yes	100.00%	22	81.62%	1404	-2.21	Yes	0				
NM	14--02	OP-5*	New Service Install Quality, Business%		P	-1.15	N/A	100.00%	22	86.75%	1404	-1.82	N/A	0				
NM	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P		N/A			18.5	2		N/A	0				
NM	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		N/A			4.72	39		N/A	0				
NM	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P		N/A			19	2		N/A	0				
NM	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		N/A			16.82	45		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
NM	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
NM	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
NM	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
NM	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
NM	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
NM	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
NM	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
NM	07--01	OP-3	Install Commit Met, E911%		P	
NM	07--01	OP-4	Install Interv, E911, Avg Days		P	
NM	07--01	OP-5	New Service Install Quality, E911%		P	
NM	07--01	OP-5*	New Service Install Quality, E911%		P	
NM	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
NM	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
NM	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
NM	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
NM	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
NM	07--01	MR-8	Trouble Rate, E911%		P	
NM	07--01	MR-8*	Trouble Rate, E911%		P	
NM	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
NM	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
NM	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
NM	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
NM	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
NM	09--01	NP-1A	NXX Code Activation, All%		P	
NM	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
NM	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
NM	11--01	OP-8B	LNP Timeliness, LNP%		95.00%	
NM	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	
NM	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
NM	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
NM	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
NM	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	
NM	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	
NM	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	
NM	14--01	OP-3	Install Commit Met, Residence%	ND	P	
NM	14--01	OP-3	Install Commit Met, Residence%	D	P	
NM	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
NM	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
NM	14--01	OP-5	New Service Install Quality, Residence%		P	
NM	14--01	OP-5*	New Service Install Quality, Residence%		P	
NM	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
NM	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
NM	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
NM	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
NM	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
NM	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	
NM	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
NM	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
NM	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
NM	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
NM	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
NM	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
NM	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
NM	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
NM	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
NM	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
NM	14--01	MR-8	Trouble Rate, Residence%		P	
NM	14--01	MR-8*	Trouble Rate, Residence%		P	
NM	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
NM	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
NM	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
NM	14--02	OP-3	Install Commit Met, Business%	ND	P	
NM	14--02	OP-3	Install Commit Met, Business%	D	P	
NM	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	
NM	14--02	OP-4	Install Interv, Business, Avg Days	D	P	
NM	14--02	OP-5	New Service Install Quality, Business%		P	
NM	14--02	OP-5*	New Service Install Quality, Business%		P	
NM	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
NM	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
NM	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
NM	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			141.6	149		N/A			156.77	132		N/A			145.31	143		N/A			152.66	154
NM	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS			101			N/A			87			N/A			98			N/A			103	
NM	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			95.73%	117		N/A			98.51%	134		N/A			93.30%	194		N/A			87.58%	161
NM	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P			84.32%	861		N/A			86.33%	790		N/A	100.00%	2	83.76%	1090	-0.62	Yes	100.00%	2	73.69%	1315
NM	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P			99.58%	236		N/A	100.00%	1	99.61%	257	-0.06	Yes	100.00%	1	99.48%	388	-0.07	Yes	100.00%	1	97.55%	326
NM	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P			96.58%	1022		N/A	100.00%	1	96.41%	948	-0.19	Yes	100.00%	2	94.96%	1329	-0.33	Yes	100.00%	2	92.29%	1582
NM	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P			4:05:00	236		N/A	0:01:00	1	3:59:00	257	-0.55	Yes	1:06:00	1	4:28:00	388	-0.42	Yes	2:44:00	1	7:46:00	326
NM	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P			15:24:00	1022		N/A	3:18:00	1	17:01:00	948	-0.17	Yes	12:35:00	2	15:45:00	1329	-0.28	Yes	8:00:00	2	19:34:00	1582
NM	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P			11.81%	237		N/A	100.00%	1	10.51%	257	1.63	Yes	0.00%	1	14.18%	388	-0.41	Yes	0.00%	1	12.88%	326
NM	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P			14.20%	1056		N/A	0.00%	1	13.25%	966	-0.39	Yes	0.00%	2	13.54%	1352	-0.56	Yes	0.00%	2	14.22%	1617
NM	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			9.40%	117		N/A	0.00%	1	16.04%	187	-0.44	N/A	0.00%	1	16.79%	137
NM	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A			12.61%	833		N/A	0.00%	2	13.00%	1123	-0.55	N/A	0.00%	2	13.97%	1389
NM	14–02	MR-8	Trouble Rate, Business%		P	0.00%	350	0.87%	149245	-1.75	Yes	0.57%	354	0.82%	149662	-0.53	Yes	0.82%	366	1.16%	150121	-0.61	Yes	0.88%	342	1.30%	150016
NM	14–02	MR-8*	Trouble Rate, Business%		P						N/A	0.00%	354	0.63%	149662	-1.5	N/A	0.82%	366	0.87%	150121	-0.11	N/A	0.88%	342	1.02%	150016
NM	14–02	MR-9	Repair Appoint Met, Business%	ND	P			97.47%	237		N/A	100.00%	1	98.05%	257	-0.14	Yes	100.00%	1	96.91%	388	-0.18	Yes	100.00%	1	96.32%	326
NM	14–02	MR-9	Repair Appoint Met, Business%	D	P			88.64%	1056		N/A	100.00%	1	87.78%	966	-0.37	Yes	100.00%	2	87.13%	1352	-0.54	Yes	100.00%	2	85.28%	1617
NM	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	100.00%	1	28.37%	1805	1.08	N/A	33.33%	3	30.59%	1762	0.13	N/A	25.00%	4	29.75%	2477	-0.21	N/A	25.00%	4	29.09%	2740
NM	14–03	OP-3	Install Commit Met, Centrex%	ND	P						N/A						N/A						N/A			100.00%	1
NM	14–03	OP-3	Install Commit Met, Centrex%	D	P			70.00%	10		N/A			60.00%	5		N/A			90.00%	10		N/A			100.00%	13
NM	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P						N/A						N/A						N/A			0	1
NM	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P			11.9	10		N/A			3.2	5		N/A			6.3	10		N/A			3	13
NM	14–03	OP-5	New Service Install Quality, Centrex%		P			87.50%	8		N/A			87.50%	8		N/A			75.00%	12		N/A			65.00%	20
NM	14–03	OP-5*	New Service Install Quality, Centrex%		P						N/A			87.50%	8		N/A			75.00%	12		N/A			70.00%	20
NM	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A			1	1		N/A			1	1		N/A				
NM	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			11.67	3		N/A			1	1		N/A						N/A				
NM	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			162	2		N/A			96.67	3		N/A			130.5	2		N/A			31.22	9
NM	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS			2			N/A			3			N/A			2			N/A			1	
NM	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100.00%	4		N/A			66.67%	3		N/A			100.00%	9		N/A			100.00%	5
NM	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			85.71%	21		N/A			91.67%	24		N/A			92.31%	26		N/A			83.33%	36
NM	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100.00%	6		N/A			100.00%	6		N/A			100.00%	14		N/A			100.00%	16
NM	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			95.65%	23		N/A			92.31%	26		N/A			96.55%	29		N/A			92.86%	42
NM	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			5:36:00	6		N/A			8:46:00	6		N/A			1:51:00	14		N/A			4:28:00	16
NM	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			17:28:00	23		N/A			15:47:00	26		N/A			13:33:00	29		N/A			18:21:00	42
NM	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0.00%	6		N/A			0.00%	6		N/A			0.00%	14		N/A			12.50%	16
NM	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			29.17%	24		N/A			14.81%	27		N/A			6.90%	29		N/A			11.90%	42
NM	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0.00%	3		N/A			0.00%	8		N/A			0.00%	4
NM	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			13.64%	22		N/A			8.33%	24		N/A			8.57%	35
NM	14–03	MR-8	Trouble Rate, Centrex%		P			0.36%	8246		N/A			0.39%	8372		N/A			0.51%	8491		N/A			0.68%	8531
NM	14–03	MR-8*	Trouble Rate, Centrex%		P						N/A			0.30%	8372		N/A			0.38%	8491		N/A			0.46%	8531
NM	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P			66.67%	6		N/A			100.00%	6		N/A			100.00%	13		N/A			93.75%	16
NM	14–03	MR-9	Repair Appoint Met, Centrex%	D	P			56.52%	23		N/A			73.08%	26		N/A			70.37%	27		N/A			70.73%	41
NM	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			23.08%	39		N/A			10.81%	37		N/A			28.33%	60		N/A			15.94%	69
NM	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P			100.00%	23		N/A			100.00%	15		N/A			97.37%	38		N/A			100.00%	40
NM	14–04	OP-3	Install Commit Met, Centrex 21%	D	P			93.15%	73		N/A			95.12%	82		N/A			93.94%	99		N/A			92.77%	83
NM	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.45	20		N/A			2.69	13		N/A			3.06	33		N/A			3.81	37
NM	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			8.35	75		N/A			4.9	83		N/A			6.5	101		N/A			6.64	83
NM	14–04	OP-5	New Service Install Quality, Centrex 21%		P			95.92%	98		N/A			91.60%	119		N/A			65.65%	131		N/A	100.00%	1	66.95%	118
NM	14–04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			93.28%	119		N/A			77.86%	131		N/A	100.00%	1	75.42%	118
NM	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A			10	1		N/A				
NM	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			6	3		N/A			8.5	2		N/A			1.67	3		N/A			1	2
NM	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			7.5	4		N/A			5	3		N/A			4.6	5		N/A			2	4
NM	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			111.8	10		N/A			104.78	9		N/A			140.4	10		N/A			179.33	9
NM	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			6			N/A			6			N/A			6			N/A			6	
NM	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100.00%	36		N/A			96.30%	27		N/A			93.75%	48		N/A			94.87%	39
NM	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			82.07%	145		N/A			84.62%	117		N/A			89.87%	227		N/A			77.39%	199
NM	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100.00%	51		N/A			98.21%	56		N/A			98.77%	81		N/A			100.00%	69
NM	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			94.51%	164		N/A			97.97%	148		N/A			97.60%	250		N/A			93.03%	244
NM	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			4:20:00	51		N/A			6:43:00	56		N/A			7:14:00	81		N/A			5:32:00	69
NM	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			16:50:00	164		N/A			15:16:00	148		N/A			13:28:00	250		N/A			18:37:00	244
NM	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			13.73%	51		N/A			17.86%	56		N/A			8.64%	81		N/A			15.94%	69
NM	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			11.18%	170		N/A			13.16%	152		N/A			17.06%	252		N/A			11.34%	247
NM	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			25.93%	27		N/A			10.64%	47		N/A			14.71%	34
NM	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			13.33%	120		N/A			17.22%	209		N/A			11.62%	198
NM	14–04	MR-8	Trouble Rate, Centrex 21%		P	0.00%	18	0.63%	34883	-0.34	Yes	0.00%	18	0.60%	34894	-0.33	Yes	0.00%	18	0.95%	35105	-0.42	Yes	0.00%	19	0.90%	35033
NM	14–04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.00%	18	0.42%	34894	-0.28	N/A	0.00%	18	0.73%	35105	-0.36	N/A	0.00%	19	0.66%	35033
NM	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			98.04%	51		N/A			89.29%	56		N/A			90.12%	81		N/A			98.55%	69
NM	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P			81.18%	170		N/A			80.92%	152		N/A			80.56%	252		N/A			78.54%	247
NM	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS			33.03%	330		N/A	100.00%	1	35.60%	323	0.93	N/A			30.04%	476		N/A			34.17%	480
NM	14–05	OP-3	Install Commit Met, PBX%	ND	P			100.00%	2		N/A						N/A			100.00%	1		N/A			100.00%	2
NM	14–05	OP-3	Install Commit Met, PBX%	D	P			66.67%	6		N/A			100.00%	7		N/A			100.00%	10		N/A			100.00%	5
NM	14–05	OP-3	Install Commit Met, PBX%		P			44.44%	9		N/A			70.00%	10		N/A	100.00%	1	70.00%	10	-0.62	Yes			86.96%	23
NM	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P			0	2		N/A						N/A			3	1		N/A			2	2

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS		N/A			158.36	148		N/A	0				
NM	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS		N/A			92			N/A	0				
NM	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P		N/A			96.31%	244		N/A	0				
NM	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	-0.84	Yes	50.00%	2	84.50%	1219	1.02	Yes	0				
NM	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	-0.16	Yes			99.78%	451		N/A	0				
NM	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	-0.41	Yes	100.00%	4	96.16%	1459	-0.4	Yes	0				
NM	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	-0.36	Yes			4:51:00	451		N/A	0				
NM	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	-0.81	Yes	18:07:00	4	15:42:00	1459	0.52	Yes	0				
NM	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	-0.38	Yes			13.30%	451		N/A	0				
NM	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	-0.58	Yes	0.00%	4	15.68%	1499	-0.86	Yes	0				
NM	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	-0.45	N/A			15.74%	216		N/A	0				
NM	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P	-0.57	N/A	0.00%	4	15.52%	1276	-0.86	N/A	0				
NM	14–02	MR-8	Trouble Rate, Business%		P	-0.68	Yes	1.06%	378	1.30%	150228	-0.41	Yes	0				
NM	14–02	MR-8*	Trouble Rate, Business%		P	-0.26	N/A	1.06%	378	0.99%	150228	0.2	N/A	0				
NM	14–02	MR-9	Repair Appoint Met, Business%	ND	P	-0.2	Yes			98.89%	451		N/A	0				
NM	14–02	MR-9	Repair Appoint Met, Business%	D	P	-0.59	Yes	100.00%	4	90.39%	1499	-0.65	Yes	0				
NM	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	-0.18	N/A	33.33%	6	30.23%	2795	0.19	N/A	0				
NM	14–03	OP-3	Install Commit Met, Centrex%	ND	P		N/A			100.00%	1		N/A	0				
NM	14–03	OP-3	Install Commit Met, Centrex%	D	P		N/A			92.00%	25		N/A	0				
NM	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P		N/A			3	1		N/A	0				
NM	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P		N/A			5.12	25		N/A	0				
NM	14–03	OP-5	New Service Install Quality, Centrex%		P		N/A			75.00%	24		N/A	0				
NM	14–03	OP-5*	New Service Install Quality, Centrex%		P		N/A			79.17%	24		N/A	0				
NM	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		N/A			3	2		N/A	0				
NM	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		N/A						N/A	0				
NM	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		N/A			166	1		N/A	0				
NM	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS		N/A			1			N/A	0				
NM	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		N/A			100.00%	12		N/A	0				
NM	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P		N/A			82.93%	41		N/A	0				
NM	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		N/A			100.00%	21		N/A	0				
NM	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P		N/A			98.31%	59		N/A	0				
NM	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		N/A			7:32:00	21		N/A	0				
NM	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P		N/A			14:19:00	59		N/A	0				
NM	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		N/A			19.05%	21		N/A	0				
NM	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P		N/A			11.67%	60		N/A	0				
NM	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		N/A			18.18%	11		N/A	0				
NM	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P		N/A			12.73%	55		N/A	0				
NM	14–03	MR-8	Trouble Rate, Centrex%		P		N/A			0.94%	8596		N/A	0				
NM	14–03	MR-8*	Trouble Rate, Centrex%		P		N/A			0.77%	8596		N/A	0				
NM	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P		N/A			85.71%	21		N/A	0				
NM	14–03	MR-9	Repair Appoint Met, Centrex%	D	P		N/A			48.33%	60		N/A	0				
NM	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS		N/A			26.36%	110		N/A	0				
NM	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P		N/A	100.00%	1	100.00%	23	.	Yes	0				
NM	14–04	OP-3	Install Commit Met, Centrex 21%	D	P		N/A			96.67%	90		N/A	0				
NM	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P		N/A	3	1	2.86	21	-0.86	Yes	0				
NM	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P		N/A			5.39	90		N/A	0				
NM	14–04	OP-5	New Service Install Quality, Centrex 21%		P	-0.7	Yes	100.00%	1	70.37%	108	-0.65	Yes	0				
NM	14–04	OP-5*	New Service Install Quality, Centrex 21%		P	-0.57	N/A	100.00%	1	76.85%	108	-0.55	N/A	0				
NM	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P		N/A						N/A	0				
NM	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		N/A			1	1		N/A	0				
NM	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		N/A			4	2		N/A	0				
NM	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		N/A			177.11	9		N/A	0				
NM	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS		N/A			7			N/A	0				
NM	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		N/A			94.87%	39		N/A	0				
NM	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P		N/A			85.23%	176		N/A	0				
NM	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P		N/A			100.00%	80		N/A	0				
NM	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P		N/A			97.22%	216		N/A	0				
NM	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P		N/A			3:54:00	80		N/A	0				
NM	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P		N/A			15:03:00	216		N/A	0				
NM	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P		N/A			8.75%	80		N/A	0				
NM	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P		N/A			14.73%	224		N/A	0				
NM	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P		N/A			16.22%	37		N/A	0				
NM	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P		N/A			12.70%	189		N/A	0				
NM	14–04	MR-8	Trouble Rate, Centrex 21%		P	-0.42	Yes	0.00%	19	0.87%	35120	-0.41	Yes	0				
NM	14–04	MR-8*	Trouble Rate, Centrex 21%		P	-0.36	N/A	0.00%	19	0.64%	35120	-0.35	N/A	0				
NM	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P		N/A			98.75%	80		N/A	0				
NM	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P		N/A			90.63%	224		N/A	0				
NM	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS		N/A			34.62%	465		N/A	0				
NM	14–05	OP-3	Install Commit Met, PBX%	ND	P		N/A			100.00%	3		N/A	0				
NM	14–05	OP-3	Install Commit Met, PBX%	D	P		N/A			83.33%	6		N/A	0				
NM	14–05	OP-3	Install Commit Met, PBX%		P		N/A			71.11%	45		N/A	0				
NM	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P		N/A			0	1		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
NM	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	
NM	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
NM	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
NM	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
NM	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
NM	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
NM	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
NM	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
NM	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	
NM	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
NM	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
NM	14–02	MR-8	Trouble Rate, Business%		P	
NM	14–02	MR-8*	Trouble Rate, Business%		P	
NM	14–02	MR-9	Repair Appoint Met, Business%	ND	P	
NM	14–02	MR-9	Repair Appoint Met, Business%	D	P	
NM	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
NM	14–03	OP-3	Install Commit Met, Centrex%	ND	P	
NM	14–03	OP-3	Install Commit Met, Centrex%	D	P	
NM	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
NM	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P	
NM	14–03	OP-5	New Service Install Quality, Centrex%		P	
NM	14–03	OP-5*	New Service Install Quality, Centrex%		P	
NM	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
NM	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
NM	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
NM	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	
NM	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
NM	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
NM	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
NM	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
NM	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
NM	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
NM	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
NM	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
NM	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
NM	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
NM	14–03	MR-8	Trouble Rate, Centrex%		P	
NM	14–03	MR-8*	Trouble Rate, Centrex%		P	
NM	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P	
NM	14–03	MR-9	Repair Appoint Met, Centrex%	D	P	
NM	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
NM	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P	
NM	14–04	OP-3	Install Commit Met, Centrex 21%	D	P	
NM	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
NM	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
NM	14–04	OP-5	New Service Install Quality, Centrex 21%		P	
NM	14–04	OP-5*	New Service Install Quality, Centrex 21%		P	
NM	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
NM	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
NM	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
NM	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
NM	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS	
NM	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	
NM	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	
NM	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	
NM	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	
NM	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	
NM	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	
NM	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	
NM	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	
NM	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	
NM	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	
NM	14–04	MR-8	Trouble Rate, Centrex 21%		P	
NM	14–04	MR-8*	Trouble Rate, Centrex 21%		P	
NM	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
NM	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
NM	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
NM	14–05	OP-3	Install Commit Met, PBX%	ND	P	
NM	14–05	OP-3	Install Commit Met, PBX%	D	P	
NM	14–05	OP-3	Install Commit Met, PBX%		P	
NM	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	14–05	OP-4	Install Interv, PBX, Avg Days	D	P			4.5	6		N/A			3.86	7		N/A			9.4	10		N/A			3.6	5
NM	14–05	OP-4	Install Interv, PBX, Avg Days		P			15.3	10		N/A			9.9	10		N/A	3	1	10.6	20	-1.08	Yes			12.26	27
NM	14–05	OP-5	New Service Install Quality, PBX%		P			100.00%	18		N/A	100.00%	1	91.67%	24	-0.3	Yes	100.00%	1	81.82%	33	-0.46	Yes			93.48%	46
NM	14–05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	1	100.00%	24	.	Yes	100.00%	1	84.85%	33	-0.42	N/A			95.65%	46
NM	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A						N/A				
NM	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			3	2		N/A						N/A						N/A				
NM	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			7	5		N/A			2	3		N/A			10.5	6		N/A			14.17	6
NM	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A				
NM	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			109.3	10		N/A			117.5	8		N/A			135	6		N/A			113.33	6
NM	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS			2			N/A			1			N/A			1			N/A			1	
NM	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	1	100.00%	33	.	Yes	100.00%	1	88.89%	18	-0.34	Yes	100.00%	1	100.00%	37	.	Yes	100.00%	1	100.00%	68
NM	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			82.76%	29		N/A	100.00%	1	91.30%	23	-0.3	Yes			86.11%	36		N/A	100.00%	1	87.80%	41
NM	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	1	100.00%	34	.	Yes	100.00%	1	94.74%	19	-0.23	Yes	100.00%	1	100.00%	40	.	Yes	100.00%	1	100.00%	72
NM	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			93.55%	31		N/A	100.00%	1	96.55%	29	-0.19	Yes			97.67%	43		N/A	100.00%	1	95.83%	48
NM	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0:56:00	1	1:47:00	34	-0.31	Yes	0:10:00	1	4:37:00	19	-0.36	Yes	0:19:00	1	2:59:00	40	-0.33	Yes	0:19:00	1	1:34:00	72
NM	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			12:17:00	31		N/A	7:41:00	1	14:00:00	29	-0.39	Yes			11:21:00	43		N/A	0:51:00	1	12:41:00	48
NM	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	100.00%	1	5.88%	34	1.78	No	0.00%	1	5.26%	19	-0.23	Yes	100.00%	1	15.00%	40	1.41	Yes	0.00%	1	9.72%	72
NM	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P			16.13%	31		N/A	0.00%	1	23.33%	30	-0.54	Yes			13.64%	44		N/A	0.00%	1	12.50%	48
NM	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			11.11%	9		N/A			18.18%	22		N/A			9.09%	55
NM	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			22.22%	27		N/A			6.25%	32		N/A	0.00%	1	12.20%	41
NM	14–05	MR-8	Trouble Rate, PBX%		P	0.19%	522	0.24%	27160	-0.22	Yes	0.40%	498	0.18%	27218	1.06	Yes	0.20%	498	0.31%	27433	-0.42	Yes	0.44%	454	0.43%	28148
NM	14–05	MR-8*	Trouble Rate, PBX%		P						N/A	0.00%	498	0.13%	27218	-0.8	N/A	0.00%	498	0.20%	27433	-0.98	N/A	0.22%	454	0.34%	28148
NM	14–05	MR-9	Repair Appoint Met, PBX%	ND	P			100.00%	4		N/A			33.33%	3		N/A			100.00%	5		N/A			100.00%	9
NM	14–05	MR-9	Repair Appoint Met, PBX%	D	P			76.19%	21		N/A	0.00%	1	66.67%	21	0.93	Yes			66.67%	30		N/A			71.43%	28
NM	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0.00%	1	32.99%	97	-0.7	N/A	33.33%	3	33.78%	74	-0.02	N/A	0.00%	1	34.38%	128	-0.72	N/A	0.00%	2	23.08%	156
NM	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A				
NM	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100.00%	1		N/A						N/A			100.00%	2		N/A			100.00%	1
NM	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P			80.68%	88		N/A			89.29%	56		N/A			86.02%	93		N/A			85.42%	96
NM	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A				
NM	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			5	1		N/A						N/A			2	2		N/A			6	1
NM	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			11.11	84		N/A			8.45	53		N/A			10.51	87		N/A			13.18	95
NM	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			100.00%	74		N/A			100.00%	78		N/A			87.76%	98		N/A			88.10%	84
NM	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			100.00%	78		N/A			92.86%	98		N/A			89.29%	84
NM	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A				
NM	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A				
NM	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			2.75	4		N/A			9	1		N/A			21	5		N/A			9.73	11
NM	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A				
NM	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A				
NM	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			15.15	13		N/A			25	6		N/A			18	11		N/A			382	3
NM	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			83.94	17		N/A			104.95	21		N/A			172.23	22		N/A			142.14	28
NM	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			3			N/A			8			N/A			6			N/A			9	
NM	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100.00%	30		N/A			100.00%	50		N/A			100.00%	48		N/A			100.00%	37
NM	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100.00%	31		N/A			100.00%	21		N/A			100.00%	25		N/A			100.00%	38
NM	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100.00%	30		N/A			100.00%	51		N/A			100.00%	48		N/A			100.00%	37
NM	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100.00%	31		N/A			100.00%	21		N/A			100.00%	25		N/A			100.00%	38
NM	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:52:00	30		N/A			0:22:00	51		N/A			0:50:00	48		N/A			0:59:00	37
NM	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			2:59:00	31		N/A			3:18:00	21		N/A			3:46:00	25		N/A			2:48:00	38
NM	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			20.00%	30		N/A			19.61%	51		N/A			16.67%	48		N/A			16.22%	37
NM	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			6.45%	31		N/A			23.81%	21		N/A			16.00%	25		N/A			31.58%	38
NM	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			33.33%	12		N/A			6.25%	16		N/A			37.50%	8
NM	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			13.33%	15		N/A			13.04%	23		N/A			30.56%	36
NM	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	1	1.04%	5880	-0.1	Yes	0.00%	1	1.24%	5824	-0.11	Yes	0.00%	1	1.26%	5804	-0.11	Yes	0.00%	4	1.31%	5734
NM	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	1	0.46%	5824	-0.07	N/A	0.00%	1	0.67%	5804	-0.08	N/A	0.00%	4	0.77%	5734
NM	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A			100.00%	1		N/A						N/A				
NM	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A						N/A						N/A				
NM	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			33.70%	92		N/A			40.00%	120		N/A			43.41%	129		N/A			33.63%	113
NM	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.38%	1280		N/A			99.47%	940		N/A			99.76%	1238		N/A	100.00%	1	98.98%	1271
NM	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P			90.14%	71		N/A			96.51%	86		N/A			91.30%	92		N/A			91.75%	97
NM	14–07	OP-3	Install Commit Met, Qwest DSL%		P			0.00%	1		N/A			100.00%	3		N/A			66.67%	3		N/A			50.00%	2
NM	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.88	778		N/A			4.89	743		N/A			4.89	947		N/A	5	1	4.93	951
NM	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.5	72		N/A			5.63	86		N/A			6.01	92		N/A			6.18	98
NM	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P			2	1		N/A			8	3		N/A			5.33	3		N/A			13	2
NM	14–07	OP-5	New Service Install Quality, Qwest DSL%		P			100.00%	1191		N/A			100.00%	1181		N/A	100.00%	1	100.00%	1352	.	Yes	100.00%	1	99.93%	1473
NM	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	1181		N/A	100.00%	1	100.00%	1352	.	Yes	100.00%	1	100.00%	1473
NM	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			1.75	8		N/A			5.4	5		N/A			26.67	3		N/A			10.63	8
NM	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			1.86	7		N/A			3.67	3		N/A			3.5	8		N/A			6.56	9
NM	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			1	1		N/A						N/A			3	1		N/A			5	1
NM	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A				
NM	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A				
NM	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			92.59%	27		N/A			98.00%	50		N/A			93.10%	58		N/A			90.48%	63
NM	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			96.30%	27		N/A			98.00%	50		N/A			94.83%	58		N/A			93.65%	63
NM	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			6:58:00	27		N/A			7:13:00	50		N/A			8:46:00	58		N/A			12:00:00	63

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	14–05	OP-4	Install Interv, PBX, Avg Days	D	P		N/A			2.67	6		N/A	0				
NM	14–05	OP-4	Install Interv, PBX, Avg Days		P		N/A			12.96	45		N/A	0				
NM	14–05	OP-5	New Service Install Quality, PBX%		P		N/A	100.00%	1	89.29%	56	-0.34	Yes	0				
NM	14–05	OP-5*	New Service Install Quality, PBX%		P		N/A	100.00%	1	92.86%	56	-0.27	N/A	0				
NM	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P		N/A						N/A	0				
NM	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P		N/A			1	1		N/A	0				
NM	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		N/A			11	15		N/A	0				
NM	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P		N/A						N/A	0				
NM	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS		N/A			149.57	7		N/A	0				
NM	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS		N/A			1			N/A	0				
NM	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	.	Yes			100.00%	58		N/A	0				
NM	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	-0.37	Yes			86.11%	36		N/A	0				
NM	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	.	Yes			100.00%	61		N/A	0				
NM	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	-0.21	Yes			97.67%	43		N/A	0				
NM	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	-0.41	Yes			1:41:00	61		N/A	0				
NM	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	-0.83	Yes			12:49:00	43		N/A	0				
NM	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	-0.33	Yes			13.11%	61		N/A	1	4	50.00%	10.62%	39.38%
NM	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P	-0.37	Yes			11.63%	43		N/A	0				
NM	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P		N/A			10.00%	30		N/A	0				
NM	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	-0.37	N/A			14.29%	35		N/A	0				
NM	14–05	MR-8	Trouble Rate, PBX%		P	0.13	Yes	0.00%	468	0.36%	28567	-1.3	Yes	0				
NM	14–05	MR-8*	Trouble Rate, PBX%		P	-0.44	N/A	0.00%	468	0.23%	28567	-1.02	N/A	0				
NM	14–05	MR-9	Repair Appoint Met, PBX%	ND	P		N/A			100.00%	7		N/A	0				
NM	14–05	MR-9	Repair Appoint Met, PBX%	D	P		N/A			80.65%	31		N/A	0				
NM	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	-0.77	N/A	100.00%	1	26.24%	141	1.12	N/A	0				
NM	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		N/A						N/A	0				
NM	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		N/A						N/A	0				
NM	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P		N/A			94.29%	70		N/A	0				
NM	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P		N/A						N/A	0				
NM	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		N/A						N/A	0				
NM	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		N/A			16.39	70		N/A	0				
NM	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		N/A			86.89%	61		N/A	0				
NM	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		N/A			93.44%	61		N/A	0				
NM	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P		N/A						N/A	0				
NM	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P		N/A						N/A	0				
NM	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A			25	2		N/A	0				
NM	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	ND	P		N/A						N/A	0				
NM	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P		N/A						N/A	0				
NM	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A			297	2		N/A	0				
NM	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS		N/A			176.86	43		N/A	0				
NM	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS		N/A			8			N/A	0				
NM	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		N/A			100.00%	43		N/A	0				
NM	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		N/A			100.00%	42		N/A	0				
NM	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		N/A			100.00%	44		N/A	0				
NM	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		N/A			100.00%	43		N/A	0				
NM	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		N/A			0:38:00	44		N/A	0				
NM	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		N/A			3:53:00	43		N/A	0				
NM	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		N/A			13.64%	44		N/A	0				
NM	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			11.63%	43		N/A	0				
NM	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		N/A			18.75%	16		N/A	0				
NM	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			13.89%	36		N/A	0				
NM	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	-0.23	Yes	0.00%	4	1.52%	5730	-0.25	Yes	0				
NM	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	-0.18	N/A	0.00%	4	0.91%	5730	-0.19	N/A	0				
NM	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		N/A			100.00%	1		N/A	0				
NM	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P		N/A			100.00%	1		N/A	0				
NM	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		N/A			33.59%	131		N/A	0				
NM	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P	-0.1	Yes			99.46%	1480		N/A	0				
NM	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P		N/A			81.52%	92		N/A	0				
NM	14–07	OP-3	Install Commit Met, Qwest DSL%		P		N/A			100.00%	3		N/A	0				
NM	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	-1.35	Yes			4.89	1127		N/A	0				
NM	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		N/A			6.58	92		N/A	0				
NM	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P		N/A			4	2		N/A	0				
NM	14–07	OP-5	New Service Install Quality, Qwest DSL%		P	-0.03	Yes			99.79%	1864		N/A	0				
NM	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P	.	Yes			99.79%	1864		N/A	0				
NM	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		N/A			11.88	8		N/A	0				
NM	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P		N/A			4.71	17		N/A	0				
NM	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		N/A						N/A	0				
NM	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P		N/A						N/A	0				
NM	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P		N/A						N/A	0				
NM	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		N/A			92.31%	91		N/A	0				
NM	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		N/A			97.80%	91		N/A	0				
NM	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		N/A			7:08:00	91		N/A	0				

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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			18.52%	27		N/A			24.00%	50		N/A			41.38%	58		N/A			33.33%	63
NM	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			37.93%	29		N/A			46.67%	30		N/A			36.67%	30
NM	14–07	MR-8	Trouble Rate, Qwest DSL%		P			0.96%	2816		N/A			1.74%	2878		N/A			1.96%	2956		N/A			2.07%	3043
NM	14–07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A			1.01%	2878		N/A			1.01%	2956		N/A			0.99%	3043
NM	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			67.86%	84		N/A			50.98%	102		N/A			47.75%	111		N/A			41.12%	107
NM	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100.00%	1		N/A			100.00%	2		N/A				
NM	14–08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A			0.00%	1		N/A						N/A				
NM	14–08	OP-3	Install Commit Met, ISDN Primary%		P			59.65%	57		N/A			53.85%	117		N/A			24.14%	58		N/A			60.00%	85
NM	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			6	1		N/A			10	1		N/A			7	1
NM	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A			2	1		N/A						N/A				
NM	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P			15.84	64		N/A			13.92	102		N/A			25.57	72		N/A			19.67	88
NM	14–08	OP-5	New Service Install Quality, ISDN Primary%		P			94.95%	99		N/A			94.39%	107		N/A			96.84%	95		N/A			99.17%	120
NM	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			97.20%	107		N/A			100.00%	95		N/A			99.17%	120
NM	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A				
NM	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A			1	1		N/A						N/A				
NM	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			15.5	20		N/A			7.92	52		N/A			25.05	43		N/A			22.13	47
NM	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			13.13	8		N/A			33	5		N/A			41.14	7		N/A				
NM	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			25.78	9		N/A			11.07	15		N/A			15.5	24		N/A			22.17	41
NM	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS			-			N/A			1			N/A			7			N/A			14	
NM	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			100.00%	14		N/A			100.00%	15		N/A			91.67%	24		N/A			94.74%	19
NM	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			0:56:00	14		N/A			0:39:00	15		N/A			1:46:00	24		N/A			0:45:00	19
NM	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			14.29%	14		N/A			0.00%	15		N/A			12.50%	24		N/A			36.84%	19
NM	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0.00%	6		N/A			0.00%	9		N/A			22.22%	9
NM	14–08	MR-8	Trouble Rate, ISDN Primary%		P	0.00%	111	0.03%	43654	-0.19	Yes	0.00%	111	0.03%	43191	-0.2	Yes	0.00%	111	0.06%	42582	-0.25	Yes	0.00%	87	0.04%	42382
NM	14–08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	111	0.01%	43191	-0.12	N/A	0.00%	111	0.02%	42582	-0.15	N/A	0.00%	87	0.02%	42382
NM	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			17.65%	17		N/A			31.82%	22		N/A			38.46%	39		N/A			24.00%	25
NM	14–09	OP-3	Install Commit Met, DS0%	ND	P						N/A						N/A						N/A				
NM	14–09	OP-3	Install Commit Met, DS0%	D	P						N/A			100.00%	1		N/A						N/A				
NM	14–09	OP-3	Install Commit Met, DS0%		P			85.71%	7		N/A			100.00%	12		N/A			92.31%	13		N/A			82.35%	17
NM	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A						N/A						N/A				
NM	14–09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A			3	1		N/A						N/A				
NM	14–09	OP-4	Install Interv, DS0, Avg Days		P			4.67	6		N/A			4	12		N/A			8	15		N/A			4.71	17
NM	14–09	OP-5	New Service Install Quality, DS0%		P			100.00%	10		N/A			92.86%	14		N/A			25.00%	16		N/A			54.55%	22
NM	14–09	OP-5*	New Service Install Quality, DS0%		P						N/A			92.86%	14		N/A			31.25%	16		N/A			59.09%	22
NM	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A				
NM	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			6	1		N/A						N/A			21.5	2		N/A			3.33	3
NM	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A				
NM	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A				
NM	14–09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			87.2	5		N/A			182.5	2		N/A			262.67	3		N/A			239.67	3
NM	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			-			N/A			-			N/A			1			N/A			1	
NM	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			82.11%	123		N/A			94.81%	154		N/A	100.00%	3	91.90%	210	-0.51	Yes			85.90%	227
NM	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			2:34:00	123		N/A			1:31:00	154		N/A	1:01:00	3	2:09:00	210	-0.66	Yes			2:06:00	227
NM	14–09	MR-7	Repair Repeat Report Rate, DS0%		P			13.82%	123		N/A			23.38%	154		N/A	33.33%	3	24.76%	210	0.32	Yes			24.23%	227
NM	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			27.93%	111		N/A	0.00%	1	29.68%	155	-0.65	N/A			25.00%	172
NM	14–09	MR-8	Trouble Rate, DS0%		P	0.00%	270	0.39%	31660	-1.02	Yes	0.00%	270	0.48%	31850	-1.14	Yes	1.08%	278	0.66%	31691	0.85	Yes	0.00%	278	0.71%	31785
NM	14–09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	270	0.35%	31850	-0.97	N/A	0.36%	278	0.49%	31691	-0.31	N/A	0.00%	278	0.54%	31785
NM	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			30.90%	178		N/A			43.17%	271		N/A	0.00%	3	29.77%	299	-1.12	N/A			31.00%	329
NM	14–10	OP-3	Install Commit Met, DS1%		P			76.38%	254		N/A			81.76%	318		N/A			84.95%	412		N/A			87.07%	232
NM	14–10	OP-4	Install Interv, DS1, Avg Days		P			17.49	272		N/A			19.78	345		N/A			17.05	447		N/A			16.51	274
NM	14–10	OP-5	New Service Install Quality, DS1%		P			91.85%	319		N/A			93.56%	404		N/A			91.28%	367		N/A	100.00%	1	93.21%	324
NM	14–10	OP-5*	New Service Install Quality, DS1%		P						N/A			94.06%	404		N/A			93.73%	367		N/A	100.00%	1	94.44%	324
NM	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			22.84	32		N/A			20.7	23		N/A			18.08	25		N/A			37.25	32
NM	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			13.42	33		N/A			24.78	41		N/A			16	42		N/A			37.8	10
NM	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			77.39	64		N/A			65.53	66		N/A			61.08	79		N/A			68.81	68
NM	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS			17			N/A			28			N/A			32			N/A			24	
NM	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	2	82.96%	270	-0.64	Yes	80.00%	5	82.28%	237	0.16	Yes	100.00%	3	87.03%	347	-0.67	Yes	50.00%	2	76.38%	326
NM	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	2:28:00	2	2:45:00	270	-0.12	Yes	1:58:00	5	2:40:00	237	-0.33	Yes	1:08:00	3	2:10:00	347	-0.79	Yes	5:12:00	2	3:15:00	326
NM	14–10	MR-7	Repair Repeat Report Rate, DS1%		P	50.00%	2	16.30%	270	0.98	Yes	60.00%	5	16.03%	237	2.13	No	33.33%	3	28.24%	347	0.2	Yes	0.00%	2	31.90%	326
NM	14–10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	0.00%	2	16.37%	171	-0.62	N/A	0.00%	1	29.84%	248	-0.65	N/A	0.00%	1	34.15%	246
NM	14–10	MR-8	Trouble Rate, DS1%		P	4.17%	48	1.95%	13822	1.02	Yes	10.64%	47	1.72%	13754	3.21	No	6.38%	47	2.54%	13686	1.46	Yes	4.55%	44	2.41%	13527
NM	14–10	MR-8*	Trouble Rate, DS1%		P						N/A	4.26%	47	1.24%	13754	1.5	N/A	2.13%	47	1.81%	13686	0.26	N/A	2.27%	44	1.82%	13527
NM	14–10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	33.33%	3	23.51%	353	0.38	N/A	0.00%	5	33.24%	355	-1.57	N/A	25.00%	4	26.48%	472	-0.07	N/A	0.00%	2	23.11%	424
NM	14–11	OP-3	Install Commit Met, DS3%		P			90.00%	20		N/A			90.00%	10		N/A			90.00%	20		N/A			90.91%	44
NM	14–11	OP-4	Install Interv, DS3, Avg Days		P			19.91	23		N/A			10.38	13		N/A			18.92	25		N/A			16.59	51
NM	14–11	OP-5	New Service Install Quality, DS3%		P			94.74%	19		N/A			95.00%	20		N/A			97.44%	39		N/A			100.00%	35
NM	14–11	OP-5*	New Service Install Quality, DS3%		P						N/A			95.00%	20		N/A			97.44%	39		N/A			100.00%	35
NM	14–11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			40	1		N/A			1	1		N/A			17	4		N/A			31.8	5
NM	14–11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			20	2		N/A						N/A			15	2		N/A				
NM	14–11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			41.6	5		N/A			50.57	7		N/A			44.5	6		N/A			36.83	6
NM	14–11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			2			N/A			5			N/A			3			N/A			4	
NM	14–11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100.00%	4		N/A			88.89%	9		N/A			100.00%	8		N/A			100.00%	9
NM	14–11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:28:00	4		N/A			5:18:00	9		N/A			1:04:00	8		N/A			0:44:00	9

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		N/A			43.96%	91		N/A	0				
NM	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		N/A			44.68%	47		N/A	0				
NM	14--07	MR-8	Trouble Rate, Qwest DSL%		P		N/A			2.90%	3139		N/A	0				
NM	14--07	MR-8*	Trouble Rate, Qwest DSL%		P		N/A			1.50%	3139		N/A	0				
NM	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		N/A			41.67%	156		N/A	0				
NM	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		N/A						N/A	0				
NM	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P		N/A			0.00%	1		N/A	0				
NM	14--08	OP-3	Install Commit Met, ISDN Primary%		P		N/A			33.06%	124		N/A	0				
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		N/A						N/A	0				
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P		N/A			44	1		N/A	0				
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		N/A			21.59	104		N/A	0				
NM	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		N/A			96.09%	179		N/A	0				
NM	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		N/A			97.21%	179		N/A	0				
NM	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P		N/A						N/A	0				
NM	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P		N/A			18	1		N/A	0				
NM	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P		N/A			11.01	79		N/A	0				
NM	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P		N/A			43.92	12		N/A	0				
NM	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS		N/A			51.91	58		N/A	0				
NM	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS		N/A			13			N/A	0				
NM	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		N/A			93.55%	31		N/A	0				
NM	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		N/A			1:27:00	31		N/A	0				
NM	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		N/A			16.13%	31		N/A	0				
NM	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P		N/A			20.00%	20		N/A	0				
NM	14--08	MR-8	Trouble Rate, ISDN Primary%		P	-0.2	Yes	0.00%	87	0.07%	42747	-0.25	Yes	0				
NM	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	-0.14	N/A	0.00%	87	0.05%	42747	-0.2	N/A	0				
NM	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		N/A			29.55%	44		N/A	0				
NM	14--09	OP-3	Install Commit Met, DS0%	ND	P		N/A						N/A	0				
NM	14--09	OP-3	Install Commit Met, DS0%	D	P		N/A						N/A	0				
NM	14--09	OP-3	Install Commit Met, DS0%		P		N/A			93.75%	16		N/A	0				
NM	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P		N/A						N/A	0				
NM	14--09	OP-4	Install Interv, DS0, Avg Days	D	P		N/A						N/A	0				
NM	14--09	OP-4	Install Interv, DS0, Avg Days		P		N/A			16.92	26		N/A	0				
NM	14--09	OP-5	New Service Install Quality, DS0%		P		N/A			61.90%	21		N/A	0				
NM	14--09	OP-5*	New Service Install Quality, DS0%		P		N/A			90.48%	21		N/A	0				
NM	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		N/A						N/A	0				
NM	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		N/A			33.22	9		N/A	0				
NM	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P		N/A						N/A	0				
NM	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P		N/A						N/A	0				
NM	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS		N/A			183.13	8		N/A	0				
NM	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS		N/A			1			N/A	0				
NM	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P		N/A			89.40%	349		N/A	0				
NM	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		N/A			1:52:00	349		N/A	0				
NM	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		N/A			28.37%	349		N/A	0				
NM	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		N/A			25.91%	220		N/A	0				
NM	14--09	MR-8	Trouble Rate, DS0%		P	-1.41	Yes	0.00%	86	1.10%	31682	-0.98	Yes	0				
NM	14--09	MR-8*	Trouble Rate, DS0%		P	-1.22	N/A	0.00%	86	0.69%	31682	-0.77	N/A	0				
NM	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		N/A			25.43%	468		N/A	0				
NM	14--10	OP-3	Install Commit Met, DS1%		P		N/A	100.00%	2	84.21%	285	-0.61	Yes	0				
NM	14--10	OP-4	Install Interv, DS1, Avg Days		P		N/A	5	2	16.31	357	-1.25	Yes	0				
NM	14--10	OP-5	New Service Install Quality, DS1%		P	-0.27	Yes	100.00%	1	88.65%	326	-0.36	Yes	0				
NM	14--10	OP-5*	New Service Install Quality, DS1%		P	-0.24	N/A	100.00%	1	90.18%	326	-0.33	N/A	0				
NM	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		N/A			17.86	64		N/A	0				
NM	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		N/A			14.67	12		N/A	0				
NM	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		N/A			106.31	77		N/A	0				
NM	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS		N/A			21			N/A	0				
NM	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	0.71	Yes	100.00%	2	84.38%	365	-0.61	Yes	0				
NM	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0.99	Yes	0:21:00	2	2:27:00	365	-1.14	Yes	0				
NM	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	-0.96	Yes	0.00%	2	34.79%	365	-1.03	Yes	1	14	35.71%	26.60%	9.11%
NM	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	-0.72	N/A			35.79%	285		N/A	0				
NM	14--10	MR-8	Trouble Rate, DS1%		P	0.89	Yes	5.26%	38	2.71%	13487	0.92	Yes	1	224	6.25%	2.26%	3.99%
NM	14--10	MR-8*	Trouble Rate, DS1%		P	0.31	N/A	0.00%	38	2.11%	13487	-0.9	N/A	0				
NM	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	-0.77	N/A	0.00%	2	23.64%	478	-0.79	N/A	0				
NM	14--11	OP-3	Install Commit Met, DS3%		P		N/A			71.43%	7		N/A	0				
NM	14--11	OP-4	Install Interv, DS3, Avg Days		P		N/A			23	18		N/A	0				
NM	14--11	OP-5	New Service Install Quality, DS3%		P		N/A			100.00%	26		N/A	0				
NM	14--11	OP-5*	New Service Install Quality, DS3%		P		N/A			100.00%	26		N/A	0				
NM	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		N/A			97	1		N/A	0				
NM	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P		N/A			88	1		N/A	0				
NM	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS		N/A			88.67	3		N/A	0				
NM	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS		N/A			2			N/A	0				
NM	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		N/A			100.00%	6		N/A	0				
NM	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		N/A			1:02:00	6		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
NM	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
NM	14–07	MR-8	Trouble Rate, Qwest DSL%		P	
NM	14–07	MR-8*	Trouble Rate, Qwest DSL%		P	
NM	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
NM	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
NM	14–08	OP-3	Install Commit Met, ISDN Primary%	D	P	
NM	14–08	OP-3	Install Commit Met, ISDN Primary%		P	
NM	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
NM	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
NM	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
NM	14–08	OP-5	New Service Install Quality, ISDN Primary%		P	
NM	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P	
NM	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
NM	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	
NM	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
NM	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
NM	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
NM	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS	
NM	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
NM	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
NM	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
NM	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
NM	14–08	MR-8	Trouble Rate, ISDN Primary%		P	
NM	14–08	MR-8*	Trouble Rate, ISDN Primary%		P	
NM	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
NM	14–09	OP-3	Install Commit Met, DS0%	ND	P	
NM	14–09	OP-3	Install Commit Met, DS0%	D	P	
NM	14–09	OP-3	Install Commit Met, DS0%		P	
NM	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P	
NM	14–09	OP-4	Install Interv, DS0, Avg Days	D	P	
NM	14–09	OP-4	Install Interv, DS0, Avg Days		P	
NM	14–09	OP-5	New Service Install Quality, DS0%		P	
NM	14–09	OP-5*	New Service Install Quality, DS0%		P	
NM	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
NM	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
NM	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days	D	P	
NM	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
NM	14–09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
NM	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS	
NM	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
NM	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
NM	14–09	MR-7	Repair Repeat Report Rate, DS0%		P	
NM	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P	
NM	14–09	MR-8	Trouble Rate, DS0%		P	
NM	14–09	MR-8*	Trouble Rate, DS0%		P	
NM	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
NM	14–10	OP-3	Install Commit Met, DS1%		P	
NM	14–10	OP-4	Install Interv, DS1, Avg Days		P	
NM	14–10	OP-5	New Service Install Quality, DS1%		P	
NM	14–10	OP-5*	New Service Install Quality, DS1%		P	
NM	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
NM	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
NM	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
NM	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	
NM	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
NM	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
NM	14–10	MR-7	Repair Repeat Report Rate, DS1%		P	
NM	14–10	MR-7*	Repair Repeat Report Rate, DS1%		P	
NM	14–10	MR-8	Trouble Rate, DS1%		P	
NM	14–10	MR-8*	Trouble Rate, DS1%		P	
NM	14–10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
NM	14–11	OP-3	Install Commit Met, DS3%		P	
NM	14–11	OP-4	Install Interv, DS3, Avg Days		P	
NM	14–11	OP-5	New Service Install Quality, DS3%		P	
NM	14–11	OP-5*	New Service Install Quality, DS3%		P	
NM	14–11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
NM	14–11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
NM	14–11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
NM	14–11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	
NM	14–11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
NM	14–11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
NM	14–11	MR-7	Repair Repeat Report Rate, DS3%		P			25.00%	4		N/A			0.00%	9		N/A			12.50%	8		N/A			22.22%	9
NM	14–11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0.00%	3		N/A			14.29%	7		N/A			0.00%	3
NM	14–11	MR-8	Trouble Rate, DS3%		P			0.50%	800		N/A			1.14%	792		N/A			1.01%	790		N/A			1.15%	782
NM	14–11	MR-8*	Trouble Rate, DS3%		P						N/A			0.38%	792		N/A			0.89%	790		N/A			0.38%	782
NM	14–11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			42.86%	7		N/A			40.00%	15		N/A			11.11%	9		N/A			30.77%	13
NM	14–12	OP-3	Install Commit Met, Frame Relay%		P			69.81%	53		N/A			83.02%	53		N/A			74.29%	70		N/A			87.86%	140
NM	14–12	OP-4	Install Interv, Frame Relay, Avg Days		P			6	1		N/A						N/A			10	1		N/A			7	1
NM	14–12	OP-5	New Service Install Quality, Frame Relay%		P			96.36%	55		N/A			98.48%	66		N/A			88.29%	111		N/A			90.82%	98
NM	14–12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			98.48%	66		N/A			89.19%	111		N/A			95.92%	98
NM	14–12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			34.22	9		N/A			58.43	7		N/A			23.29	14		N/A			10.81	16
NM	14–12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			16.57	7		N/A			39	3		N/A			23	5		N/A			16	2
NM	14–12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			89.6	10		N/A			92.2	15		N/A			107.75	16		N/A			65.84	25
NM	14–12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			2			N/A			8			N/A			6			N/A			5	
NM	14–12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			90.16%	61		N/A			80.70%	57		N/A			87.06%	85		N/A			84.04%	94
NM	14–12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:49:00	61		N/A			2:56:00	57		N/A			2:00:00	85		N/A			2:16:00	94
NM	14–12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			14.75%	61		N/A			15.79%	57		N/A			25.88%	85		N/A			24.47%	94
NM	14–12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			16.28%	43		N/A			26.98%	63		N/A			18.84%	69
NM	14–12	MR-8	Trouble Rate, Frame Relay%		P			1.76%	3461		N/A			1.65%	3455		N/A			2.46%	3452		N/A			2.72%	3457
NM	14–12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.24%	3455		N/A			1.83%	3452		N/A			2.00%	3457
NM	14–12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			22.78%	79		N/A			25.00%	76		N/A			30.89%	123		N/A			24.80%	125
OR	01–01	OP-3	Install Commit Met, LIS Trunk%		P	96.15%	26	100.00%	22	0.61	Yes	96.36%	55	90.91%	11	-0.57	Yes	100.00%	46	90.91%	33	-1.39	Yes	100.00%	36	100.00%	29
OR	01–01	OP-4	Install Interv, LIS Trunk, Avg Days		P	15.38	34	17.88	26	-1.89	Yes	15.68	60	16.94	17	-0.84	Yes	16.6	53	19.63	48	-1.64	Yes	21.6	42	15.76	41
OR	01–01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	47	100.00%	22	.	Yes	100.00%	57	100.00%	33	.	Yes	100.00%	48	93.33%	45	-1.29	Yes	100.00%	61	100.00%	35
OR	01–01	OP-5*	New Service Install Quality, LIS Trunk%		P						Yes	100.00%	57	100.00%	33	.	Yes	100.00%	48	93.33%	45	-1.29	N/A	100.00%	61	100.00%	35
OR	01–01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P						N/A	4	2	3	1	.	N/A			17.75	4		N/A				
OR	01–01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	60	1				N/A						N/A						N/A				
OR	01–01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	55.57	7				N/A	66.11	9				N/A	61.86	7				N/A	38.86	7		
OR	01–01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	6					N/A	7					N/A	7					N/A	7			
OR	01–01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	9	100.00%	3	.	Yes	90.91%	11	66.67%	3	-0.79	Yes	66.67%	3	87.50%	8	0.56	Yes	100.00%	17	90.91%	11
OR	01–01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:12:00	9	0:51:00	3	1.3	Yes	1:38:00	11	3:47:00	3	-1	Yes	6:46:00	3	1:22:00	8	1.19	Yes	1:41:00	17	1:37:00	11
OR	01–01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0.00%	9	33.33%	3	-1.06	Yes	9.09%	11	0.00%	3	0.13	Yes	0.00%	3	37.50%	8	-1.14	Yes	23.53%	17	27.27%	11
OR	01–01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	16.67%	6	0.00%	2	0.2	N/A	0.00%	2	33.33%	6	-0.87	N/A	23.08%	13	28.57%	7
OR	01–01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	97746	0.00%	81319	1.91	No	0.01%	96806	0.00%	81965	2.68	No	0.00%	94214	0.01%	81807	-1.4	Yes	0.02%	95992	0.01%	81283
OR	01–01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	96806	0.00%	81965	1.6	N/A	0.00%	94214	0.01%	81807	-1.27	N/A	0.01%	95992	0.01%	81283
OR	01–01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	43.75%	16	62.50%	8	-0.89	N/A	38.89%	18	57.14%	7	-0.83	N/A	0.00%	3	20.00%	10	-0.76	N/A	22.73%	22	31.25%	16
OR	01–01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	0.00%	26208	0.00%	36432	-5.44	Yes	0.00%	25416	0.00%	36408	-0.19	Yes	0.00%	25968	0.04%	36264	-16.13	Yes	0.00%	26496	0.00%	38581
OR	01–01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	0.00%	8304	0.00%	7131	.	Yes	0.00%	8376	0.00%	7107	.	Yes	0.10%	8304	0.00%	7107	.	Yes	0.00%	8616	0.00%	7395
OR	01–01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.74%	28176	0.00%	36432	1197.9	N/A	1.30%	27960	0.00%	36408	2232.08	N/A	0.37%	27120	0.04%	36264	154.28	N/A	0.10%	26832	0.00%	38581
OR	01–01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	8304	0.00%	7131	.	N/A	0.00%	8376	0.00%	7107	.	N/A	0.34%	8616	0.00%	7107	.	N/A	0.00%	8616	0.00%	7395
OR	01–02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	76	1				Yes	80	1				Yes						N/A	63	1		
OR	01–02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	29	1				Yes	94	2				Yes						N/A				
OR	01–02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	133	2				Yes	62	1				Yes						N/A	136	2		
OR	01–02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	100.00%	2				Yes	100.00%	3				Yes						N/A	100.00%	1		
OR	01–02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	100.00%	2				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	2		
OR	01–02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	7	2				Yes	5.5	4				Yes	6.83	6				Yes	7.5	2		
OR	01–02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	100.00%	2				Yes	100.00%	4				Yes	100.00%	7				Yes	100.00%	3		
OR	02–01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.76	12069679	4.8	5103477	-1256.6	Yes	1.78	11970813	5.12	5121371	-1348.9	Yes	1.8	13858125	5.01	5613024	-1294.8	Yes	1.93	11793146	5.39	5527790
OR	02–01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	100.00%	250556				Yes	100.00%	223277				Yes	100.00%	245631				Yes	100.00%	232694		
OR	02–01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.72	7485115	4.8	5103477	-1172.4	N/A	1.7	7701122	5.12	5121371	-1279.3	N/A	1.74	9164071	5.01	5613024	-1229.7	N/A	1.85	7778670	5.39	5527790
OR	02–01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.84	4584564	4.8	5103477	-1007	N/A	1.92	4269691	5.12	5121371	-1039.5	N/A	1.9	4694054	5.01	5613024	-1000.5	N/A	2.09	4014476	5.39	5527790
OR	02–01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	99.98%	4376				N/A	100.00%	4377				N/A	100.00%	4410				N/A	99.98%	4472		
OR	02–01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	88.52%	2846309	99.15%	50878524	1897.34	No	65.49%	3243617	99.45%	51972000	8040.24	No	86.08%	3555044.5	99.23%	53043976.4	2748	No	95.30%	3658782.7	98.98%	52676052.4
OR	02–01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.38%	9411	98.91%	183024	-4.29	Yes	99.56%	13991	99.00%	213717	-6.37	Yes	99.47%	10579	99.11%	234614	-3.9	Yes	99.37%	11187	98.87%	220813
OR	02–01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	100.00%	238				Yes	99.60%	252				Yes	99.64%	279				Yes	99.70%	331		
OR	02–01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	100.00%	227				Yes	100.00%	155				Yes	100.00%	252				Yes	100.00%	164		
OR	02–01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880				Yes	100.00%	28080		
OR	02–01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880				Yes	100.00%	28080		
OR	02–01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520				Yes	100.00%	112320		
OR	02–01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880				Yes	99.95%	28080		
OR	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880				Yes	99.80%	28080		
OR	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240				Yes	99.94%	41040		
OR	02–01	GA-4	System Avail - EXACT, %		99.25%	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860				Yes	100.00%	21060		
OR	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670				Yes	100.00%	37185		
OR	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%						N/A						N/A						N/A				
OR	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161
OR	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264
OR	02–01	OA-1	Order Accuracy, %		NS	99.96%	4488				N/A	99.74%	4163				N/A	99.58%	4086				N/A	99.40%	4491		
OR	02–01	PO-1A-1 (a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.3	2385				N/A	0.44	2067				N/A	0.6	2020				N/A	0.56	2137		
OR	02–01	PO-1A-1 (b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.43	2385				N/A	1.47	2067				N/A	1.68	2020				N/A	1.77	2137		
OR	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.29	614				N/A	0.36	539				N/A	0.43	564				N/A	0.47	340		
OR	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.91	614				N/A	4.96	539				N/A	5.19	564				N/A	4.87	340		
OR	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.2	614				N/A	5.32	539				N/A	5.62	564				N/A	5.34	340		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
NM	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		N/A			33.33%	6		N/A	0				
NM	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		N/A			50.00%	2		N/A	0				
NM	14--11	MR-8	Trouble Rate, DS3%		P		N/A			0.77%	779		N/A	0				
NM	14--11	MR-8*	Trouble Rate, DS3%		P		N/A			0.26%	779		N/A	0				
NM	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		N/A			14.29%	7		N/A	0				
NM	14--12	OP-3	Install Commit Met, Frame Relay%		P		N/A			85.11%	47		N/A	0				
NM	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		N/A			12.75	4		N/A	0				
NM	14--12	OP-5	New Service Install Quality, Frame Relay%		P		N/A			88.68%	53		N/A	0				
NM	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		N/A			88.68%	53		N/A	0				
NM	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		N/A			13.4	5		N/A	0				
NM	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		N/A			5	2		N/A	0				
NM	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		N/A			85.6	25		N/A	0				
NM	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS		N/A			9			N/A	0				
NM	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		N/A			84.87%	119		N/A	0				
NM	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		N/A			2:53:00	119		N/A	0				
NM	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		N/A			31.09%	119		N/A	0				
NM	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		N/A			31.07%	103		N/A	0				
NM	14--12	MR-8	Trouble Rate, Frame Relay%		P		N/A			3.40%	3499		N/A	0				
NM	14--12	MR-8*	Trouble Rate, Frame Relay%		P		N/A			2.94%	3499		N/A	0				
NM	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		N/A			24.68%	158		N/A	0				
OR	01--01	OP-3	Install Commit Met, LIS Trunk%		P	.	Yes	94.20%	69	96.00%	25	0.19	Yes	0				
OR	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	3.72	No	25.41	79	17	29	3.72	No	2	268	19.62	17.60	2.02
OR	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	.	Yes	96.15%	52	100.00%	25	0.82	Yes	0				
OR	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	.	Yes	98.08%	52	100.00%	25	0.37	N/A	0				
OR	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P		N/A	6	2	10	1	.	N/A	0				
OR	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P		N/A	3.5	2				N/A	0				
OR	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS		N/A	66	3				N/A	0				
OR	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS		N/A	3					N/A	0				
OR	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	-0.82	Yes	100.00%	11	87.50%	8	-0.81	Yes	0				
OR	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	-0.11	Yes	1:39:00	11	2:35:00	8	-0.38	Yes	0				
OR	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	-0.22	Yes	36.36%	11	37.50%	8	-0.05	Yes	0				
OR	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	-0.26	N/A	42.86%	7	33.33%	6	0.21	N/A	0				
OR	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.75	Yes	0.01%	94398	0.01%	80560	0.36	Yes	2	479,156	0.01%	0.01%	0.00%
OR	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	1.11	N/A	0.01%	94398	0.01%	80560	-0.01	N/A	0				
OR	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	-0.56	N/A	21.43%	14	20.00%	10	-0.04	N/A	0				
OR	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	-3.94	Yes	0.00%	24072	0.01%	39661	-3.24	Yes	0				
OR	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	-8.1	Yes	0.02%	8304	0.00%	7395	26.14	Yes	0				
OR	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	689.32	N/A	0.51%	25824	0.01%	39661	127.95	N/A	0				
OR	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	-8.1	N/A	0.19%	8616	0.00%	7395	282.19	N/A	0				
OR	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90		Yes						N/A	0				
OR	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120		N/A						N/A	0				
OR	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150		Yes	93	2				Yes	0				
OR	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%		Yes						N/A	0				
OR	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%		Yes	100.00%	3				Yes	0				
OR	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10		Yes	3.67	3				Yes	0				
OR	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%		Yes	100.00%	4				Yes	0				
OR	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	-1311	Yes	2.24	12331418	7.91	6283871	-551.42	Yes	0				
OR	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%		Yes	100.00%	243511				Yes	0				
OR	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	-1244	N/A	2.12	8340898	7.91	6283871	-521.97	N/A	0				
OR	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	-982.4	N/A	2.48	3990520	7.91	6283871	-404.43	N/A	0				
OR	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD		N/A	100.00%	4378				N/A	0				
OR	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	677.32	No	99.32%	2885112.7	98.72%	46569989.1	-88.84	Yes	4	16,188,866	86.83%	99.11%	-12.29%
OR	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	-4.81	Yes	99.15%	11434	98.62%	223445	-4.79	Yes	0				
OR	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%		Yes	100.00%	233				Yes	0				
OR	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%		Yes	96.38%	221				Yes	0				
OR	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%		Yes	98.75%	29340				No	1	144,720	99.43%		
OR	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%		Yes	100.00%	29700				Yes	0				
OR	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%		Yes	99.96%	118800				Yes	0				
OR	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%		Yes	100.00%	29700				Yes	0				
OR	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%		Yes	98.26%	29340				No	1	144,720	99.34%		
OR	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%		Yes	99.31%	43020				Yes	0				
OR	02--01	GA-4	System Avail - EXACT, %		99.25%		Yes	100.00%	22500				Yes	0				
OR	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%		Yes	99.92%	38955				Yes	0				
OR	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%		N/A	100.00%	1				Yes	0				
OR	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
OR	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	.	No	87.02%	23847	84.85%	529360	.	Yes	1	92,320	89.18%	87.97%	1.21%
OR	02--01	OA-1	Order Accuracy, %		NS		N/A	99.54%	4983				N/A	0				
OR	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS		N/A	0.55	2460				N/A	0				
OR	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS		N/A	2.24	2460				N/A	0				
OR	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS		N/A	0.48	494				N/A	0				
OR	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS		N/A	13.51	494				N/A	0				
OR	02--01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.		N/A	14	494				N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
NM	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	
NM	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	
NM	14--11	MR-8	Trouble Rate, DS3%		P	
NM	14--11	MR-8*	Trouble Rate, DS3%		P	
NM	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
NM	14--12	OP-3	Install Commit Met, Frame Relay%		P	
NM	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	
NM	14--12	OP-5	New Service Install Quality, Frame Relay%		P	
NM	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	
NM	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
NM	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
NM	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
NM	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS	
NM	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
NM	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
NM	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
NM	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
NM	14--12	MR-8	Trouble Rate, Frame Relay%		P	
NM	14--12	MR-8*	Trouble Rate, Frame Relay%		P	
NM	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
OR	01--01	OP-3	Install Commit Met, LIS Trunk%		P	
OR	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
OR	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	
OR	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	
OR	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
OR	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	
OR	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
OR	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	
OR	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
OR	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
OR	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
OR	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
OR	01--01	MR-8	Trouble Rate, LIS Trunk%		P	
OR	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	
OR	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
OR	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	
OR	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	
OR	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
OR	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
OR	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	
OR	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	
OR	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
OR	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	
OR	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	
OR	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
OR	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	
OR	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
OR	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	
OR	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
OR	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
OR	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
OR	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
OR	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
OR	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	
OR	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	
OR	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
OR	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
OR	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
OR	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
OR	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
OR	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
OR	02--01	GA-4	System Avail - EXACT, %		99.25%	
OR	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
OR	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%	
OR	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	
OR	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
OR	02--01	OA-1	Order Accuracy, %		NS	
OR	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
OR	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
OR	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
OR	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
OR	02--01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.73	2385				Yes	1.91	2067				Yes	2.28	2020				Yes	2.33	2137		
OR	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.37	4271				N/A	0.41	3762				N/A	0.52	3887				N/A	0.5	3447		
OR	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.49	4271				N/A	7.25	3762				N/A	6.87	3887				N/A	6.75	3447		
OR	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.86	4271				Yes	7.66	3762				Yes	7.4	3887				Yes	7.25	3447		
OR	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.41	857				N/A	0.55	727				N/A	0.74	651				N/A	0.7	572		
OR	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	6.89	857				N/A	7.33	727				N/A	7.16	651				N/A	7.48	572		
OR	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.3	857				Yes	7.88	727				Yes	7.9	651				Yes	8.18	572		
OR	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.81	9793				N/A	1.09	8442				N/A	1.32	8471				N/A	1.31	7185		
OR	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.82	9793				N/A	4.37	8442				N/A	4.75	8471				N/A	5.1	7185		
OR	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.64	9793				Yes	5.47	8442				Yes	6.07	8471				Yes	6.41	7185		
OR	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.67	1134				N/A	0.61	1069				N/A	0.7	1049				N/A	0.7	856		
OR	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.22	1134				N/A	5.71	1069				N/A	5.74	1049				N/A	5.59	856		
OR	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.89	1134				Yes	6.32	1069				Yes	6.44	1049				Yes	6.28	856		
OR	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.29	1370				N/A	0.61	1266				N/A	0.82	1274				N/A	0.79	1300		
OR	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	5.05	1370				N/A	4.83	1266				N/A	4.45	1274				N/A	4.5	1300		
OR	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1370				N/A	0.66	1266				N/A	0.62	1274				N/A	0.66	1300		
OR	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	6.06	1370				Yes	6.11	1266				Yes	5.9	1274				Yes	5.94	1300		
OR	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.74	3777				N/A	0.94	3255				N/A	1.1	3271				N/A	1.05	1794		
OR	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.88	3777				Yes	6.74	3255				Yes	6.82	3271				Yes	5.75	1794		
OR	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.62	3777				N/A	7.68	3255				N/A	7.92	3271				N/A	6.8	1794		
OR	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.8	487				N/A	0.72	390				N/A	0.92	426				N/A	0.91	363		
OR	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.94	487				Yes	8.14	390				Yes	6.14	426				Yes	5.63	363		
OR	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.74	487				N/A	8.86	390				N/A	7.06	426				N/A	6.54	363		
OR	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	1007				N/A	0.36	898				N/A	0.54	845				N/A	0.44	1018		
OR	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.79	1007				N/A	8.89	898				N/A	8.13	845				N/A	8.25	1018		
OR	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	9.06	1007				N/A	9.25	898				N/A	8.67	845				N/A	8.69	1018		
OR	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.36	5665				Yes	3.34	5263				Yes	3.54	4718				Yes	3.55	4994		
OR	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.28	965				N/A	5.54	879				N/A	5.45	811				N/A	5.41	429		
OR	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.9	5372				Yes	7.2	4986				Yes	7.07	4527				Yes	6.61	4823		
OR	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.37	479				Yes	6.65	443				Yes	6.96	377				Yes	7.33	380		
OR	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.54	9145				Yes	2.57	8470				Yes	2.69	7646				Yes	2.88	8391		
OR	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.14	2329				Yes	3.05	2192				Yes	3.1	1616				Yes	2.66	908		
OR	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.46	2865				Yes	5.41	2622				Yes	5.21	2404				Yes	5.18	2634		
OR	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	6.84	3007				Yes	7.09	2739				Yes	7.28	2555				Yes	7.24	2809		
OR	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.79	972				Yes	6.51	894				Yes	6.88	819				Yes	5.74	917		
OR	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.4	929				N/A	8.51	849				N/A	8.48	730				N/A	8.03	830		
OR	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535				Yes	0.04%	19020		
OR	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240				Yes	0.24%	27180		
OR	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.32	8973				N/A	1.33	8533				N/A	1.36	7724				N/A	1.34	7776		
OR	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.87	8417				N/A	1.88	7767				N/A	1.94	7075				N/A	1.84	7939		
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	39.61%	1376				N/A	28.42%	1242				N/A	34.69%	1525				N/A	30.80%	1448		
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	25.08%	307				N/A	29.44%	540				N/A	42.05%	547				N/A	35.51%	459		
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	67.37%	1330				N/A	72.61%	2099				N/A	72.40%	2036				N/A	67.72%	1707		
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	43.64%	1691				N/A	47.38%	2290				N/A	70.08%	3038				N/A	59.16%	1817		
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	52.65%	471				N/A	57.08%	445				N/A	50.00%	350				N/A	59.78%	450		
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	18.75%	32				N/A	13.51%	37				N/A	32.69%	52				N/A	17.86%	28		
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	85.37%	41				N/A	84.51%	71				N/A	80.43%	92				N/A	75.44%	57		
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	82.30%	1322				N/A	62.24%	686				N/A	57.47%	797				N/A	61.98%	576		
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%	73.73%	1001				No	79.37%	1367				No	92.44%	2303				Yes	87.61%	1227		
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%	89.07%	1006				No	89.28%	1707				No	93.06%	1584				No	95.30%	1213		
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%	96.25%	80				Yes	91.38%	174				No	97.05%	237				Yes	94.22%	173		
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%	95.11%	573				Yes	84.86%	416				Yes	90.74%	583				Yes	93.70%	476		
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95.00%	75.00%	8				No	83.33%	6				No	89.47%	19				No	83.33%	6		
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%	100.00%	35				Yes	98.36%	61				Yes	93.67%	79				No	84.31%	51		
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%	96.37%	1129				Yes	86.79%	492				No	82.97%	552				No	91.07%	392		
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%	87.63%	283				Yes	88.81%	286				Yes	89.74%	195				Yes	92.44%	291		
OR	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	14:47:00	329				No	3:12:00	390				Yes	2:33:00	423				Yes	3:16:00	285		
OR	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	24373				Yes	0:03:00	26497				Yes	0:03:00	27642				Yes	0:03:00	28557		
OR	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	13:54:00	104				No	2:12:00	138				Yes	2:45:00	170				Yes	4:04:00	185		
OR	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	20060				Yes	0:03:00	22881				Yes	0:05:00	18746				Yes	0:05:00	15106		
OR	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	12:18:00	35				Yes	11:17:00	33				Yes	13:39:00	38				Yes	13:04:00	45		
OR	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729				N/A	2.20%	90491		
OR	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729				N/A	31.56%	90491		
OR	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637				N/A	4.67%	72657		
OR	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637				N/A	20.79%	72657		
OR	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	42.68%	82				N/A	47.83%	69				N/A	42.70%	89				N/A	47.87%	94		
OR	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	100.00%	1619				Yes	99.81%	2581				Yes	99.25%	3584				Yes	99.91%	2205		
OR	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	100.00%	539				Yes	99.71%	346				Yes	98.26%	518				Yes	99.77%	442		
OR	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	100.00%	70				Yes	100.00%	144				Yes	99.05%	211				Yes	100.00%	145		
OR	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	100.00%	1119				Yes	99.38%	480				Yes	95.82%	526				Yes	100.00%	399		
OR	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	100.00%	194				Yes	100.00%	223				Yes	100.00%	126				Yes	100.00%	201		
OR	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%	100.00%	5				Yes	100.00%	5				Yes	100.00%	13				Yes	100.00%	4		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10		Yes	2.79	2460				Yes	0				
OR	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS		N/A	0.51	3738				N/A	0				
OR	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS		N/A	6.37	3738				N/A	0				
OR	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25		Yes	6.89	3738				Yes	0				
OR	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS		N/A	0.7	690				N/A	0				
OR	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS		N/A	7.63	690				N/A	0				
OR	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25		Yes	8.33	690				Yes	0				
OR	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS		N/A	1.34	6366				N/A	0				
OR	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS		N/A	4.67	6366				N/A	0				
OR	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10		Yes	6.01	6366				Yes	0				
OR	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS		N/A	0.72	954				N/A	0				
OR	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS		N/A	5.82	954				N/A	0				
OR	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5		Yes	6.54	954				Yes	0				
OR	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS		N/A	0.8	1560				N/A	0				
OR	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS		N/A	4.69	1560				N/A	0				
OR	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS		N/A	0.71	1560				N/A	0				
OR	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10		Yes	6.2	1560				Yes	0				
OR	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS		N/A	0.96	3197				N/A	0				
OR	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20		Yes	7.9	3197				Yes	0				
OR	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS		N/A	8.86	3197				N/A	0				
OR	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS		N/A	0.91	419				N/A	0				
OR	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20		Yes	6.09	419				Yes	0				
OR	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS		N/A	7	419				N/A	0				
OR	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS		N/A	0.47	2135				N/A	0				
OR	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS		N/A	14.1	2135				N/A	0				
OR	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.		N/A	14.56	2135				N/A	0				
OR	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10		Yes	3.99	5238				Yes	0				
OR	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS		N/A	13.09	867				N/A	0				
OR	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25		Yes	6.23	4831				Yes	0				
OR	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25		Yes	6.75	473				Yes	0				
OR	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10		Yes	2.52	7982				Yes	0				
OR	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5		Yes	2.6	795				Yes	0				
OR	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10		Yes	5.06	2639				Yes	0				
OR	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20		Yes	9.67	3631				Yes	0				
OR	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20		Yes	5.16	821				Yes	0				
OR	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS		N/A	12.37	1453				N/A	0				
OR	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%		Yes	0.02%	22018				Yes	0				
OR	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%		Yes	0.02%	28735				Yes	0				
OR	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS		N/A	1.36	4648				N/A	0				
OR	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS		N/A	2.15	8281				N/A	0				
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS		N/A	26.93%	1686				N/A	0				
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS		N/A	47.88%	942				N/A	0				
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS		N/A	72.11%	1947				N/A	0				
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS		N/A	56.80%	1648				N/A	0				
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS		N/A	56.70%	552				N/A	0				
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS		N/A	12.12%	33				N/A	0				
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS		N/A	83.10%	71				N/A	0				
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS		N/A	67.63%	689				N/A	0				
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%		No	89.06%	1051				No	4	6,949	85.81%		
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%		Yes	95.12%	1476				Yes	3	6,986	92.39%		
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%		No	94.95%	475				No	3	1,139	94.82%		
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%		Yes	91.90%	494				Yes	0				
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95.00%		No	80.00%	5				No	5	44	84.09%		
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%		No	95.16%	62				Yes	2	288	94.10%		
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%		Yes	91.37%	510				Yes	2	3,075	90.93%		
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%		Yes	89.94%	348				Yes	0				
OR	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	4:47:00	231				Yes	1	1,658	5:33:53		
OR	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:03:00	31140				Yes	0				
OR	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	4:38:00	170				Yes	1	767	4:53:52		
OR	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:05:00	16788				Yes	0				
OR	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00		Yes	11:35:00	39				Yes	0				
OR	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS		N/A	2.41%	100214				N/A	0				
OR	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS		N/A	31.07%	100214				N/A	0				
OR	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS		N/A	4.57%	82784				N/A	0				
OR	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS		N/A	20.28%	82784				N/A	0				
OR	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS		N/A	38.61%	101				N/A	0				
OR	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%		Yes	99.87%	2311				Yes	0				
OR	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%		Yes	100.00%	447				Yes	0				
OR	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%		Yes	100.00%	415				Yes	0				
OR	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%		Yes	99.62%	521				Yes	0				
OR	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%		Yes	100.00%	241				Yes	0				
OR	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%		Yes	100.00%	4				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
OR	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
OR	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
OR	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
OR	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
OR	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
OR	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
OR	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
OR	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
OR	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
OR	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
OR	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
OR	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
OR	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
OR	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
OR	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
OR	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
OR	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
OR	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
OR	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
OR	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
OR	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
OR	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
OR	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
OR	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
OR	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
OR	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
OR	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
OR	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
OR	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	
OR	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	
OR	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
OR	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
OR	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
OR	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%	
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%	
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%	
OR	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%	
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95.00%	
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%	
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%	
OR	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%	
OR	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
OR	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
OR	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
OR	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
OR	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
OR	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
OR	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
OR	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
OR	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
OR	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
OR	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	
OR	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	
OR	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	
OR	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	
OR	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	
OR	02–01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.00%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	97.36%	1478				Yes	97.33%	1913				Yes	96.98%	1625				Yes	95.94%	1453		
OR	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	98.29%	759				Yes	98.27%	809				Yes	98.62%	868				Yes	98.32%	893		
OR	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	99.53%	214				Yes	97.29%	332				Yes	99.64%	278				Yes	100.00%	272		
OR	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	99.55%	224				Yes	100.00%	250				Yes	99.71%	345				Yes	100.00%	235		
OR	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	98.33%	420				Yes	99.73%	370				Yes	98.58%	422				Yes	99.73%	377		
OR	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	100.00%	23				Yes	100.00%	27				Yes	100.00%	27				Yes	100.00%	21		
OR	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	100.00%	19				Yes	95.65%	23				Yes	94.29%	35				Yes	93.75%	32		
OR	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	15				Yes	100.00%	3				Yes	100.00%	3				Yes	100.00%	3		
OR	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	100.00%	2				Yes	100.00%	2				Yes	100.00%	2				Yes	100.00%	3		
OR	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	98.53%	68				Yes	100.00%	37				Yes	98.15%	54				Yes	100.00%	50		
OR	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	0:28:00	4508				Yes	0:14:00	5997				Yes	0:32:00	6768				Yes	1:34:00	5021		
OR	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	0:12:00	1809				Yes	0:10:00	1144				Yes	0:40:00	1287				Yes	3:33:00	977		
OR	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	99.59%	6325	100.00%	155572	.	N/A	99.88%	7786	100.00%	178201	.	N/A	99.47%	9250	100.00%	231868	.	N/A	99.94%	6528	100.00%	202045
OR	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			100.00%	155572		N/A			100.00%	178201		N/A			100.00%	231868		N/A			100.00%	202045
OR	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	1.8	5	4.73	300	1.66	No	2	2	4.34	269	0.59	Yes	1.44	9	4.6	413	2.88	No	5.8	5	4.85	434
OR	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.41	83	4.73	300	0.33	Yes	5.23	66	4.34	269	-1.12	Yes	4.83	93	4.6	413	-0.36	Yes	5.53	51	4.85	434
OR	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	21	1				N/A						N/A			2	1		N/A	19	1		
OR	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2.29	7	4.73	300	1.56	Yes	8.11	9	4.34	269	-1.93	Yes	4.1	10	4.6	413	0.13	Yes	5.91	11	4.85	434
OR	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	12.50%	8	15.18%	494	0.09	Yes	33.33%	3	12.61%	460	-1.08	Yes	20.00%	5	16.07%	641	-0.24	Yes	0.00%	7	20.38%	633
OR	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	22.22%	9	15.18%	494	-0.58	Yes	0.00%	4	12.61%	460	0.56	Yes	22.81%	57	16.07%	641	-1.33	Yes	20.69%	87	20.38%	633
OR	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	100.00%	1	0.00%	1	.	N/A	0.00%	2	0.00%	3	.	Yes	0.00%	3	12.50%	8	0.25	Yes			0.00%	2
OR	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	11.11%	9	15.18%	494	0.22	Yes	16.67%	6	12.61%	460	-0.3	Yes	0.00%	12	16.07%	641	1.59	Yes	16.67%	6	20.38%	633
OR	02–01	PO-10	LSR Accountability, Product Aggr%		NS	100.00%	82233				N/A	100.00%	91895				N/A	99.99%	106810				N/A	100.00%	76079		
OR	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.07	4993	0.02	27897	19.76	N/A	0.07	4239	0.02	29028	16.57	N/A	0.09	4211	0.02	37262	25.92	N/A	0.13	4747	0.02	36523
OR	02–01	PO-16	Timely Release Notifs, %		92.50%	100.00%	2				Yes						N/A	100.00%	7				Yes	100.00%	2		
OR	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	98.28%	524				Yes	97.61%	712				Yes	99.11%	671				Yes	98.89%	631		
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS						N/A						N/A						N/A	98.94%	188		
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS						N/A	95.77%	189				N/A	100.00%	189				N/A	98.94%	189		
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	98.46%	195				N/A	97.42%	194				N/A	99.48%	193				N/A	98.45%	193		
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	100.00%	111				N/A	100.00%	111				N/A	92.31%	65				N/A	100.00%	61		
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	97.25%	218				N/A	98.17%	218				N/A	100.00%	224				N/A				
OR	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS						N/A	97.06%	170				N/A						N/A				
OR	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.38%	420				N/A	96.47%	397				N/A	97.50%	440				N/A	94.42%	394		
OR	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	94.40%	500				N/A	95.20%	500				N/A	97.22%	540				N/A	96.88%	480		
OR	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.78%	1857	99.58%	14952	-1.29	Yes	100.00%	1252	99.52%	16185	-2.36	Yes	99.91%	1110	99.60%	20855	-1.6	Yes	99.76%	817	99.44%	21043
OR	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	95.97%	149	93.89%	6778	-1.05	Yes	95.97%	124	94.48%	6740	-0.72	Yes	96.39%	194	94.53%	9454	-1.13	Yes	98.75%	160	94.75%	8573
OR	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.45	150	5.08	6821	-1.54	Yes	4.71	128	5.16	6777	-0.76	Yes	5.36	195	5.28	9506	0.21	Yes	5.85	162	5.62	8640
OR	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.02	1233	3.55	12212	-13.64	Yes	3.04	599	3.62	13425	-6.14	Yes	3.02	503	3.63	17852	-6.75	Yes	3.17	329	3.75	17804
OR	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	99.23%	1695	98.44%	22380	-2.55	Yes	95.90%	1343	94.32%	26675	-2.45	Yes	96.50%	1143	91.65%	30045	-5.82	Yes	95.63%	1030	92.01%	29683
OR	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	96.87%	1343	95.27%	26675	-2.71	N/A	97.46%	1143	93.62%	30045	-5.22	N/A	96.60%	1030	93.77%	29683
OR	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	2.33	3	3.51	63	-0.6	Yes			10.07	70		N/A	1	1	7.43	74	-0.34	Yes	13	2	6.9	131
OR	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	3	4.3	232	-0.84	Yes	2.17	6	4.33	234	-0.64	Yes	4.75	4	5.24	303	-0.1	Yes	3	2	4.65	242
OR	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	2	1	2	3	0	Yes			3.09	11		N/A			12	11		N/A			35	4
OR	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	5.67	3	7.63	203	-0.3	Yes	4.5	2	11.13	164	-0.31	Yes	10.2	5	8.89	242	0.64	Yes	8	1	9.02	258
OR	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	130.71	14	124.75	1055	0.28	N/A	165.2	10	118.21	1067	1.09	N/A	217.57	7	105.98	1147	2.33	N/A	172.75	8	97.22	1172
OR	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	2		243		-0.77	N/A	4		260		1.09	N/A	2		274		0.31	N/A	2		310	
OR	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	16	97.93%	1160	-0.58	Yes	100.00%	17	96.53%	1239	-0.78	Yes	100.00%	16	99.04%	1461	-0.39	Yes	100.00%	21	97.41%	1390
OR	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	98.53%	68	86.03%	7436	-2.96	Yes	89.39%	66	84.74%	6730	-1.05	Yes	98.41%	63	91.54%	6262	-1.95	Yes	91.67%	60	87.53%	6104
OR	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	57	99.41%	2387	-0.57	Yes	100.00%	61	99.65%	2587	-0.46	Yes	98.36%	61	99.84%	3093	1.61	Yes	100.00%	74	99.41%	2875
OR	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	98.89%	90	97.01%	10021	-1.04	Yes	100.00%	91	97.42%	9004	-1.54	Yes	100.00%	77	98.32%	8380	-1.14	Yes	97.53%	81	97.88%	8098
OR	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	1:31:00	57	5:08:00	2387	-2.82	Yes	2:33:00	61	4:57:00	2587	-1.87	Yes	3:29:00	61	4:55:00	3093	-1.48	Yes	2:50:00	74	6:15:00	2875
OR	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	8:26:00	90	16:16:00	10021	-4.97	Yes	9:48:00	91	16:15:00	9004	-4.4	Yes	8:39:00	77	15:16:00	8380	-3.73	Yes	10:41:00	81	15:34:00	8098
OR	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	17.54%	57	10.88%	2390	1.51	Yes	18.03%	61	10.71%	2587	1.71	No	19.67%	61	11.96%	3093	1.73	No	14.86%	74	10.92%	2875
OR	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	12.77%	94	11.80%	10292	0.32	Yes	13.98%	93	9.72%	9272	1.34	Yes	11.11%	81	12.03%	8647	-0.25	Yes	12.35%	81	12.76%	8333
OR	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	18.75%	32	10.62%	1036	1.38	N/A	18.92%	37	14.63%	1176	0.74	N/A	11.90%	42	11.45%	1179
OR	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	15.00%	80	9.55%	8559	1.57	N/A	12.68%	71	11.81%	7882	0.26	N/A	12.16%	74	12.70%	7583
OR	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.76%	20000	1.13%	1117751	-5.02	Yes	0.77%	19990	1.06%	1123046	-3.92	Yes	0.73%	19450	1.04%	1126838	-4.25	Yes	0.81%	19075	0.99%	1129714
OR	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.56%	19990	0.85%	1123046	-4.48	N/A	0.56%	19450	0.80%	1126838	-3.85	N/A	0.61%	19075	0.78%	1129714
OR	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	96.49%	57	98.62%	2390	1.19	Yes	98.36%	61	98.72%	2587	0.32	Yes	96.72%	61	99.32%	3093	1.79	No	94.59%	74	98.47%	2875
OR	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	92.55%	94	89.56%	10292	-0.94	Yes	88.17%	93	90.98%	9272	0.94	Yes	88.89%	81	93.29%	8647	1.49	Yes	87.65%	81	92.99%	8333
OR	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	32.89%	225	39.73%	21042	-2.09	N/A	30.94%	223	39.18%	19500	-2.51	N/A	36.04%	222	38.66%	19138	-0.8	N/A	25.84%	209	35.66%	17419
OR	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100.00%	33	100.00%	1	.	Yes	96.43%	28	100.00%	1	-0.26	Yes	100.00%	44	100.00%	5	.	Yes	98.11%	53	85.71%	7
OR	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	94.74%	38	98.55%	69	1.03	Yes	90.24%	41	88.04%	92	-0.36	Yes	92.50%	40	97.50%	120	1.28	Yes	85.37%	41	90.64%	171
OR	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	6	38	5.46	69	0.4	Yes	7.88	42	5.01	94	2.29	No	6.78	41	4.02	120	2.14	No	5.27	41	4.39	173
OR	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	5.45	29	5	1	.	N/A	4.63	27	2	1	.	N/A	5.28	43	3.8	5	1.28	Yes	5.06	53	4	7
OR	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	97.18%	71	100.00%	83	1.24	Yes	91.03%	78	97.27%	110	1.8	No	82.22%	90	94.77%	153	3.01	No	86.21%	116	94.12%	170
OR	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	96.15%	78	99.09%	110	1.27	N/A	85.56%	90	96.73%	153	3.02	N/A	87.93%	116	96.47%	170
OR	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A	1	1				N/A						N/A	2	1	3	1
OR	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			1	1		N/A	5	1	1	11	.	N/A	4.5	2	1	2	.	N/A	1.6	5	1.67	15
OR	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	8	2				N/A	7	4				N/A	1	1	10	1	.	N/A	5	1	3	1
OR	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	1	3	89.33	9	-2	N/A	2	1	91.29	7	-1.5	N/A	16	4	60.44	9	-1.44	N/A	13	3	49.38	8
OR	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	2		-		2.1	N/A	1		-		1.65	N/A	2		-		1.83	N/A	1		-	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%		Yes	92.77%	1521				Yes	0				
OR	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%		Yes	98.73%	1106				Yes	0				
OR	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%		Yes	100.00%	453				Yes	0				
OR	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%		Yes	98.62%	217				Yes	0				
OR	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%		Yes	99.05%	419				Yes	0				
OR	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%		Yes	100.00%	28				Yes	0				
OR	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%		Yes	90.63%	32				Yes	0				
OR	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%		Yes	100.00%	9				Yes	0				
OR	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%		Yes	100.00%	4				Yes	0				
OR	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%		Yes	100.00%	25				Yes	0				
OR	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00		Yes	1:15:00	5669				Yes	0				
OR	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00		Yes	1:54:00	1228				Yes	0				
OR	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	.	N/A	99.85%	8183	100.00%	218901	.	N/A	0				
OR	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P		N/A			100.00%	218901		N/A	0				
OR	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	-0.41	Yes	2.67	3	4.82	371	0.72	Yes	2	24	2.62	4.69	(2.07)
OR	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	-0.9	Yes	4.42	43	4.82	371	0.44	Yes	0				
OR	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P		N/A	8.5	2	0	1	.	N/A	0				
OR	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	-0.68	Yes	2.69	13	4.82	371	1.81	No	1	50	4.60	4.69	(0.09)
OR	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	1.31	Yes	20.00%	5	17.55%	752	-0.14	Yes	0				
OR	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	-0.07	Yes	19.64%	56	17.55%	752	-0.4	Yes	0				
OR	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		N/A	25.00%	4	0.00%	2	.	N/A	0				
OR	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	0.12	Yes	18.18%	11	17.55%	752	-0.05	Yes	0				
OR	02–01	PO-10	LSR Accountability, Product Aggr%		NS		N/A	100.00%	99240				N/A	0				
OR	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	39.37	N/A	0.1	5279	0.02	37386	31.16	N/A	0				
OR	02–01	PO-16	Timely Release Notifs, %		92.50%		Yes	100.00%	1				Yes	0				
OR	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%		Yes	99.37%	632				Yes	0				
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS		N/A	99.47%	188				N/A	0				
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS		N/A	100.00%	189				N/A	0				
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS		N/A	98.45%	194				N/A	0				
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS		N/A	100.00%	61				N/A	0				
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS		N/A						N/A	0				
OR	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS		N/A						N/A	0				
OR	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS		N/A	95.16%	434				N/A	0				
OR	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS		N/A	92.78%	540				N/A	0				
OR	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	-1.19	Yes	100.00%	900	99.38%	20947	-2.31	Yes	0				
OR	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	-2.25	Yes	94.38%	178	93.89%	8643	-0.27	Yes	0				
OR	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	0.56	Yes	6.06	180	5.41	8682	1.71	No	1	815	5.34	5.33	0.02
OR	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	-5.16	Yes	3.04	353	3.54	16676	-5.66	Yes	0				
OR	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	-4.21	Yes	95.48%	1195	91.18%	28914	-5.14	Yes	0				
OR	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	-3.7	N/A	96.32%	1195	93.05%	28914	-4.35	N/A	0				
OR	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	1.28	Yes			6.93	117		N/A	0				
OR	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	-0.33	Yes	1.17	6	3.75	254	-0.94	Yes	0				
OR	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		N/A			7.23	13		N/A	0				
OR	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	-0.07	Yes	6.5	4	7.92	283	-0.4	Yes	0				
OR	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	1.94	N/A	89.69	16	79.2	1321	0.57	N/A	0				
OR	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	-0.09	N/A	1		335		-1.75	N/A	0				
OR	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	-0.74	Yes	100.00%	28	98.25%	2059	-0.7	Yes	0				
OR	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	-0.96	Yes	96.25%	80	88.63%	6352	-2.13	Yes	0				
OR	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	-0.66	Yes	100.00%	88	99.71%	3839	-0.5	Yes	0				
OR	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	0.29	Yes	97.03%	101	98.08%	8594	0.78	Yes	0				
OR	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	-3.15	Yes	2:49:00	88	5:59:00	3839	-3.6	Yes	0				
OR	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	-2.97	Yes	11:14:00	101	15:35:00	8594	-3.23	Yes	0				
OR	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	1.06	Yes	10.23%	88	11.20%	3839	-0.29	Yes	2	341	15.54%	11.17%	4.37%
OR	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	-0.11	Yes	7.62%	105	13.25%	8842	-1.69	Yes	0				
OR	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	0.14	N/A	8.47%	59	11.98%	1787	-0.81	N/A	0				
OR	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	-0.14	N/A	8.70%	92	12.80%	8092	-1.17	N/A	0				
OR	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	-2.48	Yes	1.03%	18767	1.12%	1133197	-1.17	Yes	0				
OR	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	-2.61	N/A	0.80%	18767	0.87%	1133197	-0.98	N/A	0				
OR	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	2.12	No	100.00%	88	99.30%	3839	-0.78	Yes	2	341	97.36%	98.93%	-1.57%
OR	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	1.74	No	89.52%	105	93.85%	8842	1.71	No	2	454	89.42%	92.03%	-2.60%
OR	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	-2.95	N/A	29.04%	272	33.98%	19207	-1.71	N/A	0				
OR	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	-0.88	Yes	100.00%	66	100.00%	6	.	Yes	0				
OR	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	0.97	Yes	92.96%	71	83.55%	152	-1.76	Yes	0				
OR	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	1.55	Yes	5.24	71	5.71	154	-0.31	Yes	2	233	6.12	4.87	1.25
OR	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	0.92	Yes	4.46	65	3	6	2.56	No	1	217	4.92	3.60	1.32
OR	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	2.23	No	100.00%	122	85.86%	99	-3	Yes	3	477	91.41%	94.31%	-2.90%
OR	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	2.68	N/A	95.90%	122	91.92%	99	-1.08	N/A	0				
OR	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	.	N/A						N/A	0				
OR	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	-0.06	Yes	1	4	2.06	18	-1.81	Yes	0				
OR	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	.	N/A	3	1	7.57	7	-0.39	Yes	0				
OR	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	-1.21	N/A	5	4	27.5	10	-1.01	N/A	0				
OR	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	1.14	N/A	1		2		0.1	N/A	0				

State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Comments
OR	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	
OR	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	
OR	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	
OR	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	
OR	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	
OR	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	
OR	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	
OR	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	
OR	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	
OR	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	
OR	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	
OR	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	
OR	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	
OR	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P	
OR	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
OR	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
OR	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
OR	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
OR	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
OR	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
OR	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
OR	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
OR	02–01	PO-10	LSR Accountability, Product Aggr%		NS	
OR	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
OR	02–01	PO-16	Timely Release Notifs, %		92.50%	
OR	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS	
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS	
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	
OR	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	
OR	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS	
OR	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	
OR	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	
OR	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
OR	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
OR	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
OR	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
OR	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
OR	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
OR	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
OR	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
OR	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
OR	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
OR	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
OR	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	
OR	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
OR	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
OR	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
OR	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
OR	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
OR	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
OR	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
OR	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
OR	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
OR	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
OR	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	
OR	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
OR	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
OR	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
OR	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	
OR	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
OR	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
OR	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
OR	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
OR	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
OR	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
OR	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
OR	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
OR	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
OR	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
OR	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	14	100.00%	26	.	Yes	100.00%	11	100.00%	22	.	Yes	100.00%	10	100.00%	15	.	Yes	100.00%	13	100.00%	11
OR	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	96.00%	50	87.88%	33	-1.11	Yes	96.67%	30	88.10%	42	-1.11	Yes	97.87%	47	91.89%	37	-1	Yes	90.63%	32	83.33%	24
OR	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	40	100.00%	34	.	Yes	100.00%	32	100.00%	36	.	Yes	100.00%	48	96.43%	28	-0.81	Yes	100.00%	51	100.00%	31
OR	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	100.00%	59	97.44%	39	-0.79	Yes	95.00%	40	92.45%	53	-0.46	Yes	96.43%	56	95.92%	49	-0.13	Yes	100.00%	43	92.11%	38
OR	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	1:37:00	40	2:59:00	34	-1.22	Yes	3:10:00	32	4:11:00	36	-0.76	Yes	2:14:00	48	5:56:00	28	-1.02	Yes	2:23:00	51	4:01:00	31
OR	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	7:54:00	59	12:24:00	39	-1.55	Yes	10:56:00	40	13:34:00	53	-0.64	Yes	10:51:00	56	12:26:00	49	-0.53	Yes	13:02:00	43	13:59:00	38
OR	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	19.05%	63	7.50%	40	1.61	Yes	11.90%	42	7.41%	54	0.72	Yes	23.73%	59	6.00%	50	2.54	No	11.36%	44	7.50%	40
OR	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	5.00%	40	8.82%	34	-0.58	Yes	21.88%	32	19.44%	36	0.22	Yes	16.67%	48	7.14%	28	1.15	Yes	13.73%	51	9.68%	31
OR	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	25.00%	16	16.67%	24	0.58	N/A	11.11%	27	15.38%	13	-0.35	N/A	10.00%	30	7.14%	14
OR	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	13.51%	37	2.78%	36	1.62	N/A	23.08%	52	4.65%	43	2.53	N/A	13.16%	38	8.57%	35
OR	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.64%	16077	0.32%	23269	5.59	No	0.45%	16274	0.34%	26599	2.01	No	0.64%	16714	0.28%	27592	6.87	No	1.21%	7853	0.25%	28585
OR	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.33%	16274	0.23%	26599	2.12	N/A	0.47%	16714	0.20%	27592	6.11	N/A	0.87%	7853	0.17%	28585
OR	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	27.46%	142	29.52%	105	-0.35	N/A	30.19%	106	35.71%	140	-0.9	N/A	26.71%	146	32.76%	116	-1.04	N/A	34.93%	146	33.02%	106
OR	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	3	97.87%	47	-0.25	Yes	100.00%	2	100.00%	40	.	Yes	100.00%	1	100.00%	44	.	Yes	100.00%	4	100.00%	50
OR	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	75.00%	4	97.87%	47	1.47	Yes			88.16%	76		N/A			96.55%	87		N/A	100.00%	1	92.31%	104
OR	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	4	3	4.91	34	-0.34	Yes	4.5	2	2.91	22	1.75	No			4.21	28		N/A	1.75	4	3.29	28
OR	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	4.5	4	6.77	47	-0.58	Yes			4.78	78		N/A			5.91	88		N/A	8	1	6.8	105
OR	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100.00%	5	97.20%	107	-0.37	Yes	50.00%	2	84.00%	125	0.98	Yes	100.00%	3	84.72%	144	-0.73	Yes	90.91%	22	81.16%	138
OR	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	50.00%	2	88.00%	125	1.16	N/A	100.00%	3	89.58%	144	-0.58	N/A	90.91%	22	86.23%	138
OR	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			2	1		N/A						N/A						N/A				
OR	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			1	1		N/A			1.67	9		N/A			4	2		N/A			4.57	7
OR	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	6	1				N/A			7	1		N/A			5	2		N/A			9	1
OR	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			146	8		N/A	3	1	128.63	8	-0.95	N/A			132.2	10		N/A			134.11	9
OR	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			-			N/A	1		-		1.71	N/A			2			N/A			1	
OR	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100.00%	1	94.12%	17	-0.24	Yes	100.00%	1	100.00%	26	.	Yes	100.00%	1	100.00%	20	.	Yes	100.00%	1	100.00%	27
OR	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	1	87.95%	83	-0.37	Yes	100.00%	1	93.67%	79	-0.26	Yes	100.00%	4	92.55%	94	-0.56	Yes	66.67%	3	87.64%	89
OR	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	2	97.50%	40	-0.22	Yes	100.00%	3	100.00%	51	.	Yes	100.00%	3	100.00%	43	.	Yes	100.00%	3	100.00%	69
OR	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	1	98.08%	104	-0.14	Yes	100.00%	2	97.96%	98	-0.2	Yes	100.00%	5	98.20%	111	-0.3	Yes	100.00%	5	95.65%	115
OR	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	2:02:00	2	3:38:00	40	-0.21	Yes	7:07:00	3	4:12:00	51	0.54	Yes	0:58:00	3	2:33:00	43	-0.64	Yes	8:29:00	3	4:23:00	69
OR	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	3:00:00	1	10:28:00	104	-0.62	Yes	10:41:00	2	9:24:00	98	0.29	Yes	9:06:00	5	10:31:00	111	-0.24	Yes	15:06:00	5	14:32:00	115
OR	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.00%	2	5.00%	40	-0.32	Yes	33.33%	3	9.80%	51	0.98	Yes	0.00%	3	18.60%	43	-0.8	Yes	66.67%	3	14.49%	69
OR	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0.00%	2	10.38%	106	-0.48	Yes	0.00%	2	12.75%	102	-0.54	Yes	40.00%	5	10.43%	115	1.63	Yes	20.00%	5	10.08%	119
OR	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	33.33%	3	13.33%	30	0.74	N/A	0.00%	1	23.81%	21	-0.55	N/A	100.00%	2	15.63%	32
OR	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0.00%	1	11.25%	80	-0.35	N/A	50.00%	4	10.00%	90	1.88	N/A	20.00%	5	10.10%	99
OR	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.47%	843	0.44%	33269	0.15	Yes	0.60%	832	0.46%	33432	0.6	Yes	0.94%	848	0.47%	33383	1.97	No	0.95%	845	0.56%	33448
OR	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.48%	832	0.33%	33432	0.75	N/A	0.59%	848	0.33%	33383	1.28	N/A	0.83%	845	0.39%	33448
OR	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	55.56%	9	33.64%	220	1.29	N/A	16.67%	6	30.14%	219	-0.71	N/A	50.00%	16	36.29%	248	1.07	N/A	27.27%	11	29.06%	265
OR	02–05	OP-3	Install Commit Met, EELs%		90.00%	100.00%	13				Yes	100.00%	15				Yes	95.83%	24				Yes	95.24%	21		
OR	02–05	OP-4	Install Interv, EELs, Avg Days		NS	6.42	12				N/A	5.17	6				N/A	4.62	13				N/A	6	5		
OR	02–05	OP-5	New Service Install Quality, EELs%		NS	90.00%	20				N/A	100.00%	23				N/A	100.00%	25				N/A	92.00%	25		
OR	02–05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100.00%	23				N/A	100.00%	25				N/A	96.00%	25		
OR	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	3	1				N/A						N/A	1	1				N/A	3	1		
OR	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS						N/A						N/A						N/A				
OR	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	35.75	4				N/A	111	1				N/A	91	1				N/A	68	1		
OR	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	3					N/A	-					N/A	-					N/A	-			
OR	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	75.00%	4				N/A	66.67%	9				N/A	85.71%	7				N/A	57.14%	7		
OR	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	5:02:00	4				N/A	3:25:00	9				N/A	2:38:00	7				N/A	4:48:00	7		
OR	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS	0.00%	4				N/A	33.33%	9				N/A	14.29%	7				N/A	42.86%	7		
OR	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	25.00%	8				N/A	25.00%	4				N/A	50.00%	4		
OR	02–05	MR-8	Trouble Rate, EELs%		NS	0.81%	494				N/A	1.86%	484				N/A	1.49%	471				N/A	1.55%	453		
OR	02–05	MR-8*	Trouble Rate, EELs%		NS						N/A	1.65%	484				N/A	0.85%	471				N/A	0.88%	453		
OR	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%						N/A						N/A						N/A				
OR	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	99.47%	1688	93.89%	6778	-8.56	Yes	99.46%	1491	94.48%	6740	-7.62	Yes	98.78%	1476	94.53%	9454	-6.68	Yes	96.19%	1521	94.75%	8573
OR	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A				
OR	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.76	757	5.08	6821	-1.68	Yes	5.28	770	5.16	6777	0.47	Yes	5.13	972	5.28	9506	-0.8	Yes	5.13	1075	5.62	8640
OR	04–01	OP-5	New Service Install Quality, UBL Analog%		P	98.36%	1590	94.85%	6800	-5.71	Yes	98.32%	1484	81.38%	8143	-15.41	Yes	98.27%	1500	72.34%	9074	-20.8	Yes	99.03%	1862	72.62%	8661
OR	04–01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.65%	1484	84.49%	8143	-13.86	N/A	98.33%	1500	78.87%	9074	-17.1	N/A	99.46%	1862	78.65%	8661
OR	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
OR	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	3.5	6	4.3	232	-0.29	Yes	3.88	8	4.33	234	-0.16	Yes	7.44	18	5.24	303	0.98	Yes	2.55	40	4.65	242
OR	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
OR	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	3	2	7.63	203	-0.57	Yes			11.13	164		N/A			8.89	242		N/A			9.02	258
OR	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	44.57	7	123.87	367	-1.77	N/A	134.5	2	116.74	371	0.33	N/A	57	7	105.13	414	-1.2	N/A	29.75	8	90.15	460
OR	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	6		113		2.86	N/A	1		124		0.41	N/A	4		125		1.42	N/A	6		157	
OR	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	191	87.63%	8596	-5.13	Yes	100.00%	167	86.57%	7969	-5.04	Yes	100.00%	97	92.96%	7723	-2.69	Yes	100.00%	164	89.36%	7494
OR	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	218	97.47%	12408	-2.36	Yes	100.00%	205	97.92%	11591	-2.07	Yes	100.00%	138	98.73%	11473	-1.33	Yes	100.00%	191	98.28%	10973
OR	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:48:00	218	14:08:00	12408	-10.3	Yes	3:20:00	205	13:43:00	11591	-10.58	Yes	2:49:00	138	12:28:00	11473	-7.75	Yes	2:52:00	191	13:07:00	10973
OR	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	6.42%	218	11.62%	12682	-2.38	Yes	7.80%	205	9.93%	11859	-1.01	Yes	11.59%	138	12.01%	11740	-0.15	Yes	9.42%	191	12.29%	11208
OR	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	7.87%	178	9.66%	9595	-0.8	N/A	12.90%	124	12.18%	9058	0.27	N/A	9.03%	144	12.53%	8762
OR	04–01	MR-8	Trouble Rate, UBL Analog%		P	0.48%	45780	1.13%	1117751	-13.04	Yes	0.46%	45014	1.06%	1123046	-12.22	Yes	0.31%	44575	1.04%	1126838	-14.93	Yes	0.43%	44876	0.99%	1129714
OR	04–01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.40%	45014	0.85%	1123046	-10.37	N/A	0.28%	44575	0.80%	1126838	-12.19	N/A	0.32%	44876	0.78%	1129714
OR	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	31.23%	317	39.73%	21042	-3.07	N/A	30.27%	294	39.18%	19500	-3.11	N/A	33.33%	207	38.66%	19138	-1.56	N/A	28.46%	267	35.66%	17419
OR	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	97.58%	165	80.60%	67	-2.96	Yes	99.13%	115	91.15%	113	-2.12	Yes	98.26%	115	94.55%	110	-1.23	Yes	100.00%	131	95.60%	91

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	.	Yes	100.00%	14	100.00%	33	.	Yes	0				
OR	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	-0.72	Yes	90.70%	43	81.25%	32	-1.04	Yes	0				
OR	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	.	Yes	100.00%	37	100.00%	57	.	Yes	0				
OR	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	-1.31	Yes	98.33%	60	91.89%	37	-1.13	Yes	0				
OR	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	-1.19	Yes	4:23:00	37	4:50:00	57	-0.34	Yes	0				
OR	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	-0.21	Yes	12:09:00	60	15:18:00	37	-0.78	Yes	0				
OR	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	0.53	Yes	14.75%	61	7.89%	38	0.98	Yes	1	269	16.73%	7.21%	9.52%
OR	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	0.48	Yes	10.81%	37	10.53%	57	0.02	Yes	0				
OR	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	0.12	N/A	10.00%	20	8.00%	25	0.18	N/A	0				
OR	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	0.56	N/A	16.00%	50	6.25%	32	1.29	N/A	0				
OR	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	15.16	No	1.25%	7826	0.33%	28936	12.68	No	5	64,744	0.74%	0.30%	0.43%
OR	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P	13.18	N/A	0.89%	7826	0.20%	28936	12.35	N/A	0				
OR	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	0.31	N/A	35.53%	152	28.03%	132	1.34	N/A	0				
OR	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	.	Yes	100.00%	35	95.24%	42	-0.98	Yes	0				
OR	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	-0.29	Yes	75.00%	4	93.51%	77	1.06	Yes	0				
OR	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	-1.97	Yes	3.5	4	3.73	26	-0.17	Yes	1	13	3.23	3.90	(0.67)
OR	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	0.78	Yes	5.25	4	5.74	78	-0.15	Yes	0				
OR	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	-1.09	Yes	86.36%	22	85.12%	168	-0.15	Yes	0				
OR	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	-0.59	N/A	90.91%	22	91.07%	168	0.07	N/A	0				
OR	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P		N/A			6	2		N/A	0				
OR	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		N/A			1.5	4		N/A	0				
OR	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		N/A	2	1	3	2	-0.58	Yes	0				
OR	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS		N/A			91.25	12		N/A	0				
OR	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS		N/A			2			N/A	0				
OR	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	.	Yes	100.00%	3	100.00%	29	.	Yes	0				
OR	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	0.86	Yes	100.00%	6	88.10%	84	-0.87	Yes	0				
OR	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	.	Yes	100.00%	12	98.63%	73	-0.38	Yes	0				
OR	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	-0.47	Yes	100.00%	7	98.10%	105	-0.36	Yes	0				
OR	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	1.06	Yes	4:11:00	12	5:31:00	73	-0.43	Yes	0				
OR	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	0.34	Yes	9:14:00	7	15:10:00	105	-1.19	Yes	0				
OR	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	1.86	No	58.33%	12	5.48%	73	4.06	No	2	23	43.48%	10.51%	32.97%
OR	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0.63	Yes	57.14%	7	20.95%	105	1.96	No	1	21	33.33%	12.80%	20.54%
OR	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	2.2	N/A	77.78%	9	3.45%	29	4.24	N/A	0				
OR	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0.62	N/A	50.00%	6	22.47%	89	1.38	N/A	0				
OR	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	1.48	Yes	2.25%	845	0.53%	33516	6.78	No	2	4,213	1.04%	0.49%	0.55%
OR	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	2.01	N/A	1.78%	845	0.35%	33516	6.9	N/A	0				
OR	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	-0.13	N/A	32.14%	28	31.27%	259	0.1	N/A	0				
OR	02–05	OP-3	Install Commit Met, EELs%		90.00%		Yes	76.92%	13				No	1	86	94.19%		
OR	02–05	OP-4	Install Interv, EELs, Avg Days		NS		N/A	9.75	8				N/A	0				
OR	02–05	OP-5	New Service Install Quality, EELs%		NS		N/A	96.30%	27				N/A	0				
OR	02–05	OP-5*	New Service Install Quality, EELs%		NS		N/A	96.30%	27				N/A	0				
OR	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS		N/A						N/A	0				
OR	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS		N/A	10	3				N/A	0				
OR	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS		N/A	31.67	3				N/A	0				
OR	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS		N/A	1					N/A	0				
OR	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS		N/A	70.00%	10				N/A	0				
OR	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS		N/A	3:12:00	10				N/A	0				
OR	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS		N/A	30.00%	10				N/A	0				
OR	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS		N/A	33.33%	9				N/A	0				
OR	02–05	MR-8	Trouble Rate, EELs%		NS		N/A	2.29%	436				N/A	0				
OR	02–05	MR-8*	Trouble Rate, EELs%		NS		N/A	2.06%	436				N/A	0				
OR	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%		N/A						N/A	0				
OR	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	-2.31	Yes	98.86%	2199	93.89%	8643	-8.69	Yes	0				
OR	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		N/A						N/A	0				
OR	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	-3.02	Yes	5.04	1334	5.41	8682	-2.43	Yes	0				
OR	04–01	OP-5	New Service Install Quality, UBL Analog%		P	-23.19	Yes	98.86%	2112	70.42%	8624	-25.67	Yes	0				
OR	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	-19.88	N/A	99.24%	2112	76.70%	8624	-21.96	N/A	0				
OR	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
OR	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	-1.73	Yes	7.64	25	3.75	254	1.63	Yes	0				
OR	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
OR	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		N/A			7.92	283		N/A	0				
OR	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	-1.75	N/A	23.4	10	78.77	487	-1.97	N/A	0				
OR	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	2.26	N/A	8		1.58		2.98	N/A	0				
OR	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	-4.37	Yes	99.51%	203	90.99%	8411	-4.19	Yes	0				
OR	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	-1.81	Yes	99.55%	223	98.58%	12433	-1.21	Yes	0				
OR	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	-9.97	Yes	3:53:00	223	12:37:00	12433	-10.05	Yes	0				
OR	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	-1.19	Yes	9.87%	223	12.63%	12681	-1.23	Yes	0				
OR	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	-1.26	N/A	10.43%	163	12.65%	9879	-0.85	N/A	0				
OR	04–01	MR-8	Trouble Rate, UBL Analog%		P	-11.87	Yes	0.50%	44872	1.12%	1133197	-12.29	Yes	0				
OR	04–01	MR-8*	Trouble Rate, UBL Analog%		P	-10.77	N/A	0.36%	44872	0.87%	1133197	-11.36	N/A	0				
OR	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	-2.43	N/A	13.57%	258	33.98%	19207	-6.88	N/A	0				
OR	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	-1.57	Yes	98.31%	178	93.10%	116	-1.72	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
OR	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
OR	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
OR	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
OR	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
OR	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
OR	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
OR	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
OR	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
OR	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
OR	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	
OR	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
OR	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
OR	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
OR	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
OR	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
OR	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
OR	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
OR	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
OR	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
OR	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
OR	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
OR	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
OR	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS	
OR	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
OR	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
OR	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
OR	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
OR	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
OR	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
OR	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
OR	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
OR	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
OR	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
OR	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
OR	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
OR	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
OR	02–05	OP-3	Install Commit Met, EELs%		90.00%	
OR	02–05	OP-4	Install Interv, EELs, Avg Days		NS	
OR	02–05	OP-5	New Service Install Quality, EELs%		NS	
OR	02–05	OP-5*	New Service Install Quality, EELs%		NS	
OR	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	
OR	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	
OR	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
OR	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	
OR	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	
OR	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	
OR	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS	
OR	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS	
OR	02–05	MR-8	Trouble Rate, EELs%		NS	
OR	02–05	MR-8*	Trouble Rate, EELs%		NS	
OR	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%	
OR	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	
OR	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
OR	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	
OR	04–01	OP-5	New Service Install Quality, UBL Analog%		P	
OR	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	
OR	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
OR	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	
OR	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
OR	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
OR	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
OR	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	
OR	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
OR	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
OR	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
OR	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
OR	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
OR	04–01	MR-8	Trouble Rate, UBL Analog%		P	
OR	04–01	MR-8*	Trouble Rate, UBL Analog%		P	
OR	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
OR	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.86	124	12.34	67	-3.3	Yes	3.99	86	7.64	114	-3.81	Yes	3.94	100	8.68	113	-3.36	Yes	4.08	124	6.88	92
OR	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	96.43%	168	86.96%	92	-2.17	Yes	94.19%	155	93.91%	115	-0.1	Yes	98.80%	167	95.15%	103	-1.36	Yes	98.96%	193	92.38%	105
OR	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	95.48%	155	97.39%	115	0.78	N/A	99.40%	167	99.03%	103	-0.3	N/A	100.00%	193	98.10%	105
OR	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	9.5	2	1	1	.	N/A	4	1	2.5	4	0.26	Yes	4.5	2				N/A	6	1	3.67	3
OR	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	9	2	19.58	12	-0.42	Yes	1	1	14.33	6	-1.17	Yes	52	1	28	6	0.67	Yes			4	1
OR	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	6	8	183.92	49	-3.38	N/A	7	5	196.23	48	-3.02	N/A	5.33	6	199.06	47	-3.1	N/A	17.67	3	182.6	47
OR	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	6		12		2.66	N/A	2		10		0.88	N/A	6		11		3.63	N/A	3		13	
OR	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	15	100.00%	97	.	Yes	100.00%	16	100.00%	86	.	Yes	100.00%	11	100.00%	60	.	Yes	88.89%	9	97.14%	70
OR	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	16	100.00%	97	.	Yes	100.00%	20	100.00%	87	.	Yes	100.00%	12	100.00%	60	.	Yes	100.00%	9	100.00%	70
OR	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	1:44:00	16	2:35:00	97	-0.91	Yes	3:06:00	20	2:13:00	87	1.19	Yes	3:07:00	12	3:08:00	60	-0.01	Yes	4:19:00	9	4:32:00	70
OR	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0.00%	16	16.49%	97	-1.65	Yes	0.00%	20	18.39%	87	-1.91	Yes	16.67%	12	20.00%	60	-0.26	Yes	0.00%	9	25.71%	70
OR	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0.00%	16	22.00%	50	-1.85	N/A	22.22%	9	18.52%	27	0.17	N/A	0.00%	7	29.73%	37
OR	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.45%	3559	1.10%	8822	-3.14	Yes	0.57%	3522	0.99%	8806	-2.13	Yes	0.34%	3482	0.67%	8926	-2.01	Yes	0.26%	3407	0.77%	9043
OR	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.45%	3522	0.57%	8806	-0.76	N/A	0.26%	3482	0.30%	8926	-0.4	N/A	0.21%	3407	0.41%	9043
OR	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	27.27%	22	24.22%	128	0.31	N/A	25.93%	27	25.64%	117	0.04	N/A	33.33%	18	33.33%	90	0	N/A	40.00%	15	30.69%	101
OR	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P			89.62%	443		N/A			83.75%	443		N/A			89.17%	545		N/A			86.26%	495
OR	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			14.1	490		N/A			12.4	499		N/A			11.29	618		N/A			12.65	571
OR	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P			95.44%	504		N/A			95.25%	568		N/A			93.07%	606		N/A			94.00%	650
OR	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			97.36%	568		N/A			95.87%	606		N/A			94.92%	650
OR	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			15.63	38		N/A			8.02	41		N/A			13.78	37		N/A			19.52	69
OR	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			16.33	21		N/A			22.05	37		N/A			9.52	29		N/A			9.57	14
OR	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			66.89	55		N/A			49.62	69		N/A			43.96	79		N/A			52.44	93
OR	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			22			N/A			26			N/A			34			N/A			39	
OR	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			77.27%	308		N/A			81.31%	337		N/A			86.64%	277		N/A			77.02%	383
OR	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:58:00	308		N/A			2:41:00	337		N/A			2:13:00	277		N/A			3:13:00	383
OR	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			9.09%	308		N/A			15.73%	337		N/A			24.19%	277		N/A			24.54%	383
OR	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			18.36%	207		N/A			28.30%	159		N/A			26.29%	251
OR	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	0.00%	5	1.14%	26978	-0.24	Yes	0.00%	6	1.25%	26926	-0.28	Yes	0.00%	6	1.03%	26843	-0.25	Yes	0.00%	7	1.44%	26610
OR	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0.00%	6	0.77%	26926	-0.22	N/A	0.00%	6	0.59%	26843	-0.19	N/A	0.00%	7	0.94%	26610
OR	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			24.14%	406		N/A			21.45%	429		N/A			20.40%	348		N/A			22.47%	494
OR	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100.00%	59	89.62%	443	-2.46	Yes	100.00%	50	83.75%	443	-2.95	Yes	93.90%	82	89.17%	545	-1.28	Yes	90.74%	54	86.26%	495
OR	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8.35	65	14.1	490	-4.01	Yes	8.36	50	12.4	499	-3.18	Yes	8.04	83	11.29	618	-3.92	Yes	8.16	55	12.65	571
OR	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	92.75%	69	95.44%	504	0.95	Yes	94.81%	77	95.25%	568	0.21	Yes	95.12%	82	93.07%	606	-0.69	Yes	93.51%	77	94.00%	650
OR	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	96.10%	77	97.36%	568	0.64	N/A	97.56%	82	95.87%	606	-0.72	N/A	97.40%	77	94.92%	650
OR	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			15.63	38		N/A	13.5	2	8.02	41	0.84	Yes	1.5	2	13.78	37	-1.31	Yes	1.33	3	19.52	69
OR	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			16.33	21		N/A			22.05	37		N/A	5.33	3	9.52	29	-0.58	Yes	2	2	9.57	14
OR	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	45.43	7	66.89	55	-0.51	N/A	262	1	49.62	69	1.64	N/A	78	4	43.96	79	1.02	N/A	37.14	7	52.44	93
OR	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	4		22		0.81	N/A	-		26		-0.77	N/A	3		34		1.15	N/A	5		39	
OR	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	70.83%	48	77.27%	308	0.97	Yes	81.48%	27	81.31%	337	-0.02	Yes	76.47%	34	86.64%	277	1.51	Yes	75.61%	41	77.02%	383
OR	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	3:30:00	48	2:58:00	308	0.96	Yes	2:33:00	27	2:41:00	337	-0.15	Yes	2:57:00	34	2:13:00	277	1.38	Yes	2:59:00	41	3:13:00	383
OR	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	6.25%	48	9.09%	308	-0.64	Yes	3.70%	27	15.73%	337	-1.65	Yes	32.35%	34	24.19%	277	1.02	Yes	21.95%	41	24.54%	383
OR	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	4.76%	21	18.36%	207	-1.53	N/A	36.00%	25	28.30%	159	0.78	N/A	18.18%	33	26.29%	251
OR	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2.19%	2192	1.14%	26978	4.44	No	1.27%	2121	1.25%	26926	0.09	Yes	1.63%	2089	1.03%	26843	2.59	No	2.00%	2048	1.44%	26610
OR	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	0.99%	2121	0.77%	26926	1.12	N/A	1.20%	2089	0.59%	26843	3.47	N/A	1.61%	2048	0.94%	26610
OR	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	14.29%	56	24.14%	406	-1.62	N/A	10.00%	30	21.45%	429	-1.48	N/A	8.11%	37	20.40%	348	-1.76	N/A	4.65%	43	22.47%	494
OR	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	34	80.60%	67	-2.33	Yes	95.83%	24	91.15%	113	-0.73	Yes	96.67%	30	94.55%	110	-0.45	Yes	100.00%	19	95.60%	91
OR	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3.74	27	12.34	67	-2.22	Yes	4.48	23	7.64	114	-2.06	Yes	5	26	8.68	113	-1.65	Yes	4.24	17	6.88	92
OR	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	94.59%	37	86.96%	92	-1.17	Yes	94.59%	37	93.91%	115	-0.15	Yes	84.85%	33	95.15%	103	1.79	No	91.18%	34	92.38%	105
OR	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	37	97.39%	115	-0.87	N/A	87.88%	33	99.03%	103	2.43	N/A	100.00%	34	98.10%	105
OR	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			1	1		N/A			2.5	4		N/A						N/A	8	2	3.67	3
OR	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P			19.58	12		N/A	3	1	14.33	6	-0.99	Yes	20	1	28	6	-0.27	Yes			4	1
OR	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	1	1	183.92	49	-1.31	N/A			196.23	48		N/A			199.06	47		N/A	18	1	182.6	47
OR	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	-		12		-0.56	N/A			10			N/A			11			N/A	1		13	
OR	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	9	100.00%	97	.	Yes	92.31%	13	100.00%	86	1.59	Yes	100.00%	19	100.00%	60	.	Yes	100.00%	21	97.14%	70
OR	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	10	100.00%	97	.	Yes	100.00%	13	100.00%	87	.	Yes	100.00%	21	100.00%	60	.	Yes	100.00%	22	100.00%	70
OR	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:21:00	10	2:35:00	97	-0.21	Yes	3:41:00	13	2:13:00	87	1.29	Yes	3:21:00	21	3:08:00	60	0.36	Yes	3:00:00	22	4:32:00	70
OR	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	10.00%	10	16.49%	97	-0.53	Yes	15.38%	13	18.39%	87	-0.26	Yes	28.57%	21	20.00%	60	0.79	Yes	22.73%	22	25.71%	70
OR	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	20.00%	10	22.00%	50	-0.14	N/A	21.43%	14	18.52%	27	0.18	N/A	14.29%	14	29.73%	37
OR	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.70%	1425	1.10%	8822	-1.34	Yes	0.91%	1428	0.99%	8806	-0.28	Yes	1.47%	1433	0.67%	8926	3.41	No	1.52%	1445	0.77%	9043
OR	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.70%	1428	0.57%	8806	0.62	N/A	0.98%	1433	0.30%	8926	4.32	N/A	0.97%	1445	0.41%	9043
OR	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	28.57%	14	24.22%	128	0.37	N/A	7.14%	14	25.64%	117	-1.5	N/A	22.22%	27	33.33%	90	-1.07	N/A	8.33%	24	30.69%	101
OR	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	100.00%	10	95.91%	220	-0.64	Yes	100.00%	14	94.44%	252	-0.88	Yes	100.00%	8	93.10%	290	-0.76	Yes	100.00%	11	93.75%	288
OR	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	3.33	3	5.51	223	-2.07	Yes	4.5	10	5.67	256	-1.25	Yes	4.71	7	5.7	297	-0.92	Yes	4.25	8	5.85	289
OR	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	64.29%	14	100.00%	240	5.07	No	100.00%	16	98.92%	277	-0.41	Yes	100.00%	13	98.63%	293	-0.42	Yes	75.00%	8	97.81%	274
OR	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	100.00%	16	99.28%	277	-0.33	N/A	100.00%	13	98.63%	293	-0.42	N/A	75.00%	8	98.18%	274
OR	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			2.88	8		N/A			4.5	14		N/A			3	23		N/A			4.83	18
OR	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P						N/A						N/A						N/A				
OR	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	100.00%	11	93.60%	172	-0.84	Yes	100.00%	9	91.14%	237	-0.92	Yes	100.00%	9	94.23%	156	-0.72	Yes	100.00%	8	83.70%	270
OR	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	100.00%	11	98.26%	172	-0.43	Yes	100.00%	9	95.38%	238	-0.65	Yes	100.00%	9	98.09%	157	-0.41	Yes	100.00%	8	93.38%	272
OR	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	4:08:00	11	6:12:00	172	-0.46	Yes	2:49:00	9	10:11:00	238	-0.56	Yes	3:18:00	9	6:03:00	157	-0.62	Yes	2:14:00	8	13:29:00	272
OR	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	18.18%	11	20.35%	172	-0.17	Yes	0.00%	9	18.91%	238	-1.42	Yes	11.11%	9	32.48%	157	-1.33	Yes	12.50%	8	31.99%	272
OR	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A	0.00%	7	24.11%	141	-1.46	N/A	14.29%	7	33.80%	71	-1.04	N/A	20.00%	5	35.94%	128

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	-3.81	Yes	4.26	141	9.15	117	-4.34	Yes	0				
OR	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	-2.05	Yes	96.57%	204	93.01%	143	-1.28	Yes	0				
OR	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	-1.15	N/A	98.04%	204	97.20%	143	-0.47	N/A	0				
OR	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	3.72	No	13	4	19	6	-0.88	Yes	1	10	9.00	9.72	(0.72)
OR	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P		N/A			32	2		N/A	0				
OR	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	-2.01	N/A	14	4	168.37	46	-2.21	N/A	0				
OR	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	2.31	N/A	4		10		3	N/A	0				
OR	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	0.96	Yes	100.00%	26	100.00%	93	.	Yes	0				
OR	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	.	Yes	100.00%	26	100.00%	93	.	Yes	0				
OR	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	-0.08	Yes	2:36:00	26	1:56:00	93	1.28	Yes	0				
OR	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	-1.66	Yes	34.62%	26	22.58%	93	1.21	Yes	0				
OR	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	-1.58	N/A	29.41%	17	21.43%	42	0.63	N/A	0				
OR	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	-2.89	Yes	0.78%	3335	1.02%	9115	-1.18	Yes	0				
OR	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	-1.59	N/A	0.51%	3335	0.46%	9115	0.36	N/A	0				
OR	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	0.7	N/A	16.13%	31	23.14%	121	-0.83	N/A	0				
OR	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P		N/A			86.72%	595		N/A	0				
OR	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		N/A			13.79	704		N/A	0				
OR	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P		N/A			93.61%	626		N/A	0				
OR	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		N/A			96.01%	626		N/A	0				
OR	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			20.93	87		N/A	0				
OR	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			18.09	11		N/A	0				
OR	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		N/A			46.93	99		N/A	0				
OR	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS		N/A			48			N/A	0				
OR	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		N/A			83.74%	492		N/A	0				
OR	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		N/A			2:11:00	492		N/A	0				
OR	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		N/A			28.46%	492		N/A	0				
OR	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		N/A			29.33%	283		N/A	0				
OR	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	-0.32	Yes	0.00%	7	1.85%	26539	-0.36	Yes	0				
OR	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P	-0.26	N/A	0.00%	7	1.07%	26539	-0.27	N/A	0				
OR	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		N/A			15.90%	585		N/A	0				
OR	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	-0.91	Yes	95.08%	61	86.72%	595	-1.83	Yes	0				
OR	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	-2.82	Yes	8.74	73	13.79	704	-3.73	Yes	0				
OR	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	0.21	Yes	95.92%	98	93.61%	626	-0.87	Yes	0				
OR	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	-0.94	N/A	97.96%	98	96.01%	626	-0.92	N/A	0				
OR	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	-1.49	Yes	10.67	3	20.93	87	-0.82	Yes	0				
OR	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	-0.69	Yes	11.5	2	18.09	11	-0.39	Yes	0				
OR	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	-0.47	N/A	42.8	5	46.93	99	-0.12	N/A	0				
OR	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	1.45	N/A	3		48		0.45	N/A	0				
OR	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	0.22	Yes	75.51%	49	83.74%	492	1.42	Yes	0				
OR	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	-0.25	Yes	2:47:00	49	2:11:00	492	1.37	Yes	0				
OR	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	-0.37	Yes	40.82%	49	28.46%	492	1.76	No	1	199	22.11%	21.26%	0.85%
OR	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	-1	N/A	43.24%	37	29.33%	283	1.68	N/A	0				
OR	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	2.06	No	2.40%	2041	1.85%	26539	1.77	No	4	10,491	1.90%	1.34%	0.56%
OR	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	3.01	N/A	1.81%	2041	1.07%	26539	3.16	N/A	0				
OR	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	-2.69	N/A	10.91%	55	15.90%	585	-0.97	N/A	0				
OR	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	-0.85	Yes	96.67%	30	93.10%	116	-0.69	Yes	0				
OR	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	-1.88	Yes	4.96	27	9.15	117	-2.18	Yes	0				
OR	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	0.24	Yes	92.31%	39	93.01%	143	0.17	Yes	1	180	91.67%	92.47%	-0.81%
OR	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	-0.71	N/A	94.87%	39	97.20%	143	0.69	N/A	0				
OR	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	3.72	No	10	2	19	6	-1.05	Yes	1	4	9.00	9.72	(0.72)
OR	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P		N/A	1	1	32	2	-0.72	Yes	0				
OR	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	-1.18	N/A			168.37	46		N/A	0				
OR	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	1.08	N/A			10			N/A	0				
OR	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	-0.69	Yes	100.00%	15	100.00%	93	.	Yes	0				
OR	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	.	Yes	100.00%	16	100.00%	93	.	Yes	0				
OR	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	-0.84	Yes	3:01:00	16	1:56:00	93	1.9	No	1	82	3:07:19	2:46:22	0:20:57
OR	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	-0.28	Yes	6.25%	16	22.58%	93	-1.44	Yes	0				
OR	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	-1.08	N/A	7.14%	14	21.43%	42	-1.13	N/A	0				
OR	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	3.01	No	1.10%	1459	1.02%	9115	0.27	Yes	2	7,190	1.14%	0.91%	0.23%
OR	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	3.09	N/A	0.96%	1459	0.46%	9115	2.61	N/A	0				
OR	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	-2.13	N/A	0.00%	16	23.14%	121	-2.06	N/A	0				
OR	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	-0.84	Yes	100.00%	3	94.88%	254	-0.4	Yes	0				
OR	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	-1.13	Yes	3.33	3	6.03	258	-1.46	Yes	0				
OR	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	2.43	No	100.00%	15	98.38%	308	-0.49	Yes	2	66	89.39%	98.71%	-9.31%
OR	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	2.54	N/A	100.00%	15	99.35%	308	-0.31	N/A	0				
OR	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P		N/A			4.2	15		N/A	0				
OR	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P		N/A			6	1		N/A	0				
OR	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	-1.23	Yes	100.00%	7	86.90%	290	-1.02	Yes	0				
OR	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	-0.74	Yes	100.00%	7	93.79%	290	-0.67	Yes	0				
OR	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	-1.04	Yes	2:51:00	7	10:35:00	290	-0.67	Yes	0				
OR	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	-1.16	Yes	0.00%	7	39.31%	290	-2.1	Yes	0				
OR	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	-0.73	N/A	0.00%	4	43.26%	141	-1.72	N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
OR	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
OR	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
OR	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
OR	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
OR	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
OR	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	
OR	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
OR	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
OR	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
OR	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
OR	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
OR	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	
OR	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
OR	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
OR	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P	
OR	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
OR	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
OR	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
OR	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
OR	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
OR	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
OR	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS	
OR	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
OR	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
OR	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
OR	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
OR	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	
OR	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
OR	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
OR	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
OR	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
OR	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
OR	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
OR	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
OR	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
OR	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
OR	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	
OR	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
OR	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
OR	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
OR	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
OR	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
OR	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
OR	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
OR	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
OR	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
OR	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
OR	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
OR	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
OR	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
OR	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
OR	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	
OR	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
OR	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
OR	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
OR	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
OR	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
OR	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	
OR	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
OR	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
OR	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	
OR	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
OR	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
OR	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
OR	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
OR	04–06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
OR	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
OR	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
OR	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
OR	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
OR	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	1.11%	990	1.45%	11828	-0.87	Yes	0.89%	1008	1.96%	12131	-2.35	Yes	0.88%	1024	1.26%	12455	-1.05	Yes	0.76%	1058	2.12%	12806
OR	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	0.69%	1008	1.16%	12131	-1.33	N/A	0.68%	1024	0.57%	12455	0.46	N/A	0.47%	1058	1.00%	12806
OR	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	15.38%	13	57.00%	400	-2.98	N/A	18.18%	11	52.96%	506	-2.29	N/A	25.00%	12	55.14%	350	-2.06	N/A	0.00%	8	47.99%	523
OR	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			43.33%	30		N/A			75.00%	20		N/A			94.12%	34		N/A			77.42%	31
OR	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			27.74	35		N/A			11.58	31		N/A			14.21	47		N/A			19.52	50
OR	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			97.06%	34		N/A			97.50%	40		N/A			95.92%	49		N/A			97.67%	43
OR	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			97.50%	40		N/A			95.92%	49		N/A			97.67%	43
OR	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			10.8	5		N/A			14.33	3		N/A			37.5	2		N/A			13.13	8
OR	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			40.5	12		N/A			11	3		N/A			80	1		N/A			27	1
OR	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	2	1	63.33	18	-1.41	N/A			66.04	25		N/A			47.06	34		N/A			40.74	27
OR	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS	-		14		-1.82	N/A			22			N/A			27			N/A			20	
OR	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100.00%	4		N/A			72.73%	11		N/A			80.00%	15		N/A			75.00%	4
OR	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:00:00	4		N/A			3:02:00	11		N/A			1:59:00	15		N/A			4:17:00	4
OR	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			0.00%	4		N/A			18.18%	11		N/A			20.00%	15		N/A			0.00%	4
OR	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			33.33%	6		N/A			25.00%	8		N/A			0.00%	3
OR	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.23%	1756		N/A			0.64%	1729		N/A			0.87%	1721		N/A			0.24%	1698
OR	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.35%	1729		N/A			0.46%	1721		N/A			0.18%	1698
OR	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			33.33%	6		N/A			15.38%	13		N/A			16.67%	18		N/A			50.00%	8
OR	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03:00	1032				N/A	0:03:00	994				N/A	0:03:00	863				N/A	0:03:00	817		
OR	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A	0:01:00	1				N/A						N/A				
OR	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	100.00%	22				Yes	100.00%	11				Yes	100.00%	29				Yes	100.00%	24		
OR	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	99.40%	336				Yes	99.67%	305				Yes	99.27%	273				Yes	99.28%	279		
OR	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	336				N/A	0.00%	305				N/A	0.00%	273				N/A	0.00%	279		
OR	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	22				N/A	0.00%	11				N/A	0.00%	29				N/A	0.00%	24		
OR	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	100.00%	30				Yes	98.15%	54				Yes	99.27%	137				Yes	72.38%	105		
OR	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	10.32	25				Yes	9.31	48				Yes	10.24	128				Yes	10.26	98		
OR	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	100.00%	150	99.58%	14952	-0.79	Yes	99.19%	124	99.52%	16185	0.56	Yes	100.00%	94	99.60%	20855	-0.62	Yes	100.00%	41	99.44%	21043
OR	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%			93.89%	6778		N/A			94.48%	6740		N/A			94.53%	9454		N/A			94.75%	8573
OR	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3.01	141	3.55	12212	-4.93	Yes	2.96	120	3.62	13425	-3.18	Yes	2.97	87	3.63	17852	-3.11	Yes	3	35	3.75	17804
OR	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.08	6821		N/A			5.16	6777		N/A			5.28	9506		N/A			5.62	8640
OR	04–10	OP-5	New Service Install Quality, Line Sharing%		P	96.53%	144	98.44%	22380	1.64	Yes	96.69%	151	94.32%	26675	-1.26	Yes	93.28%	134	91.65%	30045	-0.68	Yes	96.15%	104	92.01%	29683
OR	04–10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	98.01%	151	95.27%	26675	-1.59	N/A	96.27%	134	93.62%	30045	-1.25	N/A	100.00%	104	93.77%	29683
OR	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			3.51	63		N/A	1	1	10.07	70	-0.43	N/A			7.43	74		N/A	12	1	6.9	131
OR	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			4.3	232		N/A			4.33	234		N/A			5.24	303		N/A			4.65	242
OR	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			2	3		N/A			3.09	11		N/A			12	11		N/A	8.21	24	35	4
OR	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			7.63	203		N/A			11.13	164		N/A			8.89	242		N/A	7	1	9.02	258
OR	04–10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	4	3				N/A	4.33	3				N/A	9.5	2				N/A	4.5	22		
OR	04–10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	3					N/A	3					N/A	2					N/A	22			
OR	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	92.31%	13	97.93%	1160	1.1	Yes	100.00%	6	96.53%	1239	-0.46	Yes	77.78%	9	99.04%	1461	2.95	No	70.00%	10	97.41%	1390
OR	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	100.00%	4	86.03%	7436	-0.81	Yes	100.00%	2	84.74%	6730	-0.6	Yes	62.50%	8	91.54%	6262	2.22	No	75.00%	4	87.53%	6104
OR	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	100.00%	13	99.41%	2387	-0.28	Yes	100.00%	6	99.65%	2587	-0.14	Yes	100.00%	10	99.84%	3093	-0.13	Yes	90.00%	10	99.41%	2875
OR	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	100.00%	4	97.01%	10021	-0.35	Yes	100.00%	2	97.42%	9004	-0.23	Yes	87.50%	8	98.32%	8380	1.5	Yes	100.00%	4	97.88%	8098
OR	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	7:09:00	13	5:08:00	2387	0.93	Yes	2:12:00	6	4:57:00	2587	-0.68	Yes	8:22:00	10	4:55:00	3093	1.58	Yes	1:09:00	10	6:15:00	2875
OR	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	8:53:00	4	16:16:00	10021	-0.99	Yes	10:57:00	2	16:15:00	9004	-0.54	Yes	22:38:00	8	15:16:00	8380	1.64	Yes	14:12:00	4	15:34:00	8098
OR	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	30.77%	13	21.13%	142	0.79	N/A	16.67%	6	15.38%	169	0.12	N/A	30.00%	10	31.85%	135	-0.12	N/A	30.00%	10	31.00%	200
OR	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	60.00%	5	16.67%	30	1.86	N/A	0.00%	2	27.54%	69	-0.86	N/A	37.50%	8	36.36%	22	0.01	N/A	25.00%	4	34.72%	72
OR	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	33.33%	3	20.39%	103	0.48	N/A	50.00%	4	32.20%	59	0.66	N/A			34.78%	92
OR	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	0.00%	2	34.21%	38	-0.99	N/A	25.00%	4	41.67%	12	-0.59	N/A			38.89%	36
OR	04–10	MR-8	Trouble Rate, Line Sharing%		P	1.19%	1511	1.13%	1117751	0.21	Yes	0.55%	1448	1.06%	1123046	-1.87	Yes	1.32%	1366	1.04%	1126838	1	Yes	1.07%	1310	0.99%	1129714
OR	04–10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.35%	1448	0.85%	1123046	-2.1	N/A	0.59%	1366	0.80%	1126838	-0.9	N/A	0.00%	1310	0.78%	1129714
OR	04–12	OP-3	Install Commit Met, Dark Fiber - Loop%		NS						N/A	100.00%	2				N/A						N/A				
OR	04–12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS						N/A	20	4				N/A	20	2				N/A				
OR	04–12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	100.00%	2				N/A	100.00%	3				N/A	100.00%	1				N/A				
OR	04–12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS						N/A	100.00%	3				N/A	100.00%	1				N/A				
OR	04–12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS	0	2				N/A						N/A						N/A	1	4		
OR	04–12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop		NS	-					N/A						N/A						N/A	4			
OR	04–12	MR-6	Mean Time to Restore, Dark Fiber - Loop, Hrs:Min		NS	0:02:00	1				N/A						N/A						N/A				
OR	04–12	MR-7	Repair Repeat Report Rate, Dark Fiber - Loop%		NS	0.00%	1				N/A						N/A						N/A				
OR	04–12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	9.09%	11				N/A	0.00%	11				N/A	0.00%	9				N/A	0.00%	5		
OR	04–12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0.00%	11				N/A	0.00%	9				N/A	0.00%	5		
OR	05–01	OP-3	Install Commit Met, UDIT DS1%		P			89.62%	443		N/A			83.75%	443		N/A			89.17%	545		N/A			86.26%	495
OR	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P			14.1	490		N/A			12.4	499		N/A			11.29	618		N/A			12.65	571
OR	05–01	OP-5	New Service Install Quality, UDIT DS1%		P			95.44%	504		N/A			95.25%	568		N/A			93.07%	606		N/A	100.00%	1	94.00%	650
OR	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			97.36%	568		N/A			95.87%	606		N/A	100.00%	1	94.92%	650
OR	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			15.63	38		N/A			8.02	41		N/A			13.78	37		N/A			19.52	69
OR	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			16.33	21		N/A			22.05	37		N/A			9.52	29		N/A			9.57	14
OR	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			66.89	55		N/A			49.62	69		N/A			43.96	79		N/A			52.44	93
OR	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS			22			N/A			26			N/A			34			N/A			39	
OR	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			77.27%	308		N/A			81.31%	337		N/A	100.00%	1	86.64%	277	-0.39	Yes	100.00%	2	77.02%	383
OR	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:58:00	308		N/A			2:41:00	337		N/A	0:26:00	1	2:13:00	277	-0.66	Yes	1:20:00	2	3:13:00	383
OR	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			9.09%	308		N/A			15.73%	337		N/A	0.00%	1	24.19%	277	-0.56	Yes	0.00%	2	24.54%	383
OR	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			18.36%	207		N/A	0.00%	1	28.30%	159	-0.63	N/A	0.00%	2	26.29%	251

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	-2.97	Yes	0.64%	1093	2.20%	13179	-3.38	Yes	0				
OR	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	-1.66	N/A	0.37%	1093	1.07%	13179	-2.17	N/A	0				
OR	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	-2.7	N/A	12.50%	8	48.21%	560	-2.01	N/A	0				
OR	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		N/A			72.22%	18		N/A	0				
OR	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		N/A			18.37	35		N/A	0				
OR	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		N/A			93.75%	32		N/A	0				
OR	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		N/A			100.00%	32		N/A	0				
OR	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A			15.4	10		N/A	0				
OR	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A						N/A	0				
OR	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS		N/A			48.75	20		N/A	0				
OR	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS		N/A			13			N/A	0				
OR	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		N/A			100.00%	19		N/A	0				
OR	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		N/A			0:39:00	19		N/A	0				
OR	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			10.53%	19		N/A	0				
OR	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			0.00%	5		N/A	0				
OR	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		N/A			1.12%	1701		N/A	0				
OR	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		N/A			0.29%	1701		N/A	0				
OR	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		N/A			9.52%	21		N/A	0				
OR	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS		N/A	0:03:00	963				N/A	0				
OR	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS		N/A						N/A	0				
OR	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%		Yes	90.63%	32				No	1	118	97.46%		
OR	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%		Yes	100.00%	347				Yes	0				
OR	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS		N/A	0.00%	347				N/A	0				
OR	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS		N/A	0.00%	32				N/A	0				
OR	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%		No	96.23%	106				Yes	1	432	91.90%		
OR	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15		Yes	9.94	100				Yes	0				
OR	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	-0.48	Yes	100.00%	52	99.38%	20947	-0.57	Yes	0				
OR	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.00%		N/A			93.89%	8643		N/A	0				
OR	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	-2.2	Yes	2.77	48	3.54	16676	-3.21	Yes	0				
OR	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		N/A			5.41	8682		N/A	0				
OR	04--10	OP-5	New Service Install Quality, Line Sharing%		P	-1.56	Yes	96.52%	115	91.18%	28914	-2.02	Yes	0				
OR	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	-2.62	N/A	99.13%	115	93.05%	28914	-2.56	N/A	0				
OR	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	1.31	N/A			6.93	117		N/A	0				
OR	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		N/A			3.75	254		N/A	0				
OR	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	-1.15	N/A	9	1	7.23	13	0.97	N/A	0				
OR	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	-0.15	N/A			7.92	283		N/A	0				
OR	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS		N/A	4.6	20				N/A	0				
OR	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS		N/A	19					N/A	0				
OR	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	3.12	No	40.00%	5	98.25%	2059	4.07	No	3	43	79.07%	97.91%	-18.83%
OR	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	0.69	Yes			88.63%	6352		N/A	1	18	77.78%	87.60%	-9.82%
OR	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	1.89	No	100.00%	5	99.71%	3839	-0.12	Yes	1	44	97.73%	99.62%	-1.89%
OR	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	-0.29	Yes			98.08%	8594		N/A	0				
OR	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	3.72	No	17:54:00	5	5:59:00	3839	2.58	No	2	44	12:03:50	5:29:38	6:34:13
OR	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	-0.18	Yes			15:35:00	8594		N/A	0				
OR	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	-0.07	N/A	0.00%	5	33.94%	221	-1.58	N/A	0				
OR	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	-0.4	N/A			56.52%	69		N/A	0				
OR	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		N/A	0.00%	1	37.27%	110	-0.77	N/A	0				
OR	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS		N/A			64.52%	31		N/A	0				
OR	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.28	Yes	0.40%	1265	1.12%	1133197	-2.45	Yes	0				
OR	04--10	MR-8*	Trouble Rate, Line Sharing%		P	-3.2	N/A	0.08%	1265	0.87%	1133197	-3.03	N/A	0				
OR	04--12	OP-3	Install Commit Met, Dark Fiber - Loop%		NS		N/A						N/A	0				
OR	04--12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS		N/A						N/A	0				
OR	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS		N/A						N/A	0				
OR	04--12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS		N/A						N/A	0				
OR	04--12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS		N/A						N/A	0				
OR	04--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop		NS		N/A						N/A	0				
OR	04--12	MR-6	Mean Time to Restore, Dark Fiber - Loop, Hrs:Min		NS		N/A						N/A	0				
OR	04--12	MR-7	Repair Repeat Report Rate, Dark Fiber - Loop%		NS		N/A						N/A	0				
OR	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS		N/A	0.00%	5				N/A	0				
OR	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS		N/A	0.00%	5				N/A	0				
OR	05--01	OP-3	Install Commit Met, UDIT DS1%		P		N/A	100.00%	2	86.72%	595	-0.55	Yes	0				
OR	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		N/A	4.5	2	13.79	704	-1.19	Yes	0				
OR	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	-0.25	Yes	100.00%	1	93.61%	626	-0.26	Yes	0				
OR	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	-0.23	N/A	100.00%	1	96.01%	626	-0.2	N/A	0				
OR	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		N/A			20.93	87		N/A	0				
OR	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		N/A			18.09	11		N/A	0				
OR	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		N/A			46.93	99		N/A	0				
OR	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS		N/A			48			N/A	0				
OR	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	-0.77	Yes	100.00%	1	83.74%	492	-0.44	Yes	0				
OR	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	-0.47	Yes	0:37:00	1	2:11:00	492	-0.57	Yes	0				
OR	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	-0.8	Yes	0.00%	1	28.46%	492	-0.63	Yes	0				
OR	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	-0.84	N/A			29.33%	283		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
OR	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
OR	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
OR	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
OR	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
OR	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
OR	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
OR	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
OR	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
OR	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
OR	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS	
OR	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
OR	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
OR	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
OR	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
OR	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
OR	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
OR	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
OR	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
OR	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	
OR	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	
OR	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	
OR	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
OR	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
OR	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	
OR	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		1.5	
OR	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	
OR	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%	
OR	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
OR	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
OR	04–10	OP-5	New Service Install Quality, Line Sharing%		P	
OR	04–10	OP-5*	New Service Install Quality, Line Sharing%		P	
OR	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
OR	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
OR	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
OR	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
OR	04–10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	
OR	04–10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	
OR	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
OR	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
OR	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
OR	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
OR	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
OR	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
OR	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
OR	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
OR	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
OR	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
OR	04–10	MR-8	Trouble Rate, Line Sharing%		P	
OR	04–10	MR-8*	Trouble Rate, Line Sharing%		P	
OR	04–12	OP-3	Install Commit Met, Dark Fiber - Loop%		NS	
OR	04–12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS	
OR	04–12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	
OR	04–12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS	
OR	04–12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS	
OR	04–12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop		NS	
OR	04–12	MR-6	Mean Time to Restore, Dark Fiber - Loop, Hrs:Min		NS	
OR	04–12	MR-7	Repair Repeat Report Rate, Dark Fiber - Loop%		NS	
OR	04–12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	
OR	04–12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS	
OR	05–01	OP-3	Install Commit Met, UDIT DS1%		P	
OR	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
OR	05–01	OP-5	New Service Install Quality, UDIT DS1%		P	
OR	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P	
OR	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
OR	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
OR	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
OR	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	
OR	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
OR	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
OR	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
OR	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	05–01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	170	1.14%	26978	-1.4	Yes	0.00%	174	1.25%	26926	-1.48	Yes	0.55%	182	1.03%	26843	-0.64	Yes	1.10%	182	1.44%	26610
OR	05–01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	174	0.77%	26926	-1.16	N/A	0.55%	182	0.59%	26843	-0.08	N/A	1.10%	182	0.94%	26610
OR	05–01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			24.14%	406		N/A			21.45%	429		N/A	0.00%	1	20.40%	348	-0.51	N/A	0.00%	2	22.47%	494
OR	05–02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100.00%	1	43.33%	30	-1.12	Yes	100.00%	1	75.00%	20	-0.56	Yes	100.00%	3	94.12%	34	-0.42	Yes	100.00%	2	77.42%	31
OR	05–02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	6	1	27.74	35	-0.89	Yes	9	2	11.58	31	-0.41	Yes	8.5	4	14.21	47	-0.7	Yes	16	2	19.52	50
OR	05–02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	2	97.06%	34	-0.24	Yes	100.00%	3	97.50%	40	-0.27	Yes	100.00%	3	95.92%	49	-0.35	Yes	100.00%	2	97.67%	43
OR	05–02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100.00%	3	97.50%	40	-0.27	N/A	100.00%	3	95.92%	49	-0.35	N/A	100.00%	2	97.67%	43
OR	05–02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			10.8	5		N/A			14.33	3		N/A			37.5	2		N/A			13.13	8
OR	05–02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			40.5	12		N/A			11	3		N/A			80	1		N/A			27	1
OR	05–02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			63.33	18		N/A			66.04	25		N/A			47.06	34		N/A			40.74	27
OR	05–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			14			N/A			22			N/A			27			N/A			20	
OR	05–02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100.00%	4		N/A	100.00%	3	72.73%	11	-0.94	Yes			80.00%	15		N/A			75.00%	4
OR	05–02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			1:00:00	4		N/A	1:00:00	3	3:02:00	11	-0.66	Yes			1:59:00	15		N/A			4:17:00	4
OR	05–02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			0.00%	4		N/A	0.00%	3	18.18%	11	-0.72	Yes			20.00%	15		N/A			0.00%	4
OR	05–02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	0.00%	2	33.33%	6	-0.87	N/A			25.00%	8		N/A			0.00%	3
OR	05–02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	96	0.23%	1756	-0.46	Yes	3.13%	96	0.64%	1729	2.12	No	0.00%	99	0.87%	1721	-0.91	Yes	0.00%	95	0.24%	1698
OR	05–02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	2.08%	96	0.35%	1729	1.88	N/A	0.00%	99	0.46%	1721	-0.66	N/A	0.00%	95	0.18%	1698
OR	05–02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			33.33%	6		N/A	0.00%	3	15.38%	13	-0.67	N/A			16.67%	18		N/A	100.00%	1	50.00%	8
OR	05–03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS						N/A						N/A						N/A	100.00%	1		
OR	05–03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS						N/A						N/A						N/A	0	1		
OR	05–03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS						N/A						N/A	100.00%	1				N/A	100.00%	1		
OR	05–03	OP-5*	New Service Install Quality, Dark Fiber - IOF%		NS						N/A						N/A	100.00%	1				N/A	100.00%	1		
OR	05–03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	0.00%	36				N/A	0.00%	36				N/A	0.00%	36				N/A	0.00%	36		
OR	05–03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS						N/A	0.00%	36				N/A	0.00%	36				N/A	0.00%	36		
OR	07–01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	3:05:00	69566				N/A	2:08:00	89518				N/A	3:09:00	99876				N/A	2:19:00	99553		
OR	07–01	OP-3	Install Commit Met, E911%		P						N/A						N/A						N/A	100.00%	2		
OR	07–01	OP-4	Install Interv, E911, Avg Days		P	640	1	17	1	.	N/A						N/A						N/A	10.67	3		
OR	07–01	OP-5	New Service Install Quality, E911%		P	100.00%	1	100.00%	1	.	Yes						N/A	100.00%	2				N/A	100.00%	3		
OR	07–01	OP-5*	New Service Install Quality, E911%		P						N/A						N/A	100.00%	2				N/A	100.00%	3		
OR	07–01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A						N/A				
OR	07–01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	100.00%	1				N/A	100.00%	1				N/A	100.00%	2	100.00%	2	.	Yes				
OR	07–01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	3:15:00	1				N/A	0:05:00	1				N/A	1:29:00	2	0:01:00	2	.	N/A				
OR	07–01	MR-7	Repair Repeat Report Rate, E911%		P	0.00%	1				N/A	0.00%	1				N/A	0.00%	2	0.00%	2	.	Yes				
OR	07–01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A	0.00%	1				N/A	0.00%	1	0.00%	2	.	Yes				
OR	07–01	MR-8	Trouble Rate, E911%		P	0.39%	255	0.00%	710	1.15	Yes	0.39%	254	0.00%	707	1.15	Yes	0.79%	254	0.28%	707	0.98	Yes	0.00%	254	0.00%	707
OR	07–01	MR-8*	Trouble Rate, E911%		P						N/A	0.39%	254	0.00%	707	1.15	N/A	0.39%	254	0.28%	707	0.25	N/A	0.00%	254	0.00%	707
OR	07–01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	50.00%	2				N/A	0.00%	1				N/A	0.00%	2	0.00%	2	.	N/A			100.00%	1
OR	07–02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.01	1		N/A			8.45	1		N/A			8.66	1		N/A			8.68	1
OR	07–02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.88	1		N/A			8.33	1		N/A			8.52	1		N/A			8.69	1
OR	08–01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.12	199271				N/A	0.14	230796				N/A	0.08	151565				N/A	0.05	126877		
OR	08–01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	98.80%	184593				N/A	98.57%	191626				N/A	97.64%	125335				N/A	97.50%	104343		
OR	09–01	NP-1A	NXX Code Activation, All%		P	100.00%	4				N/A						N/A	100.00%	3				N/A				
OR	09–01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0.00%	4				N/A						N/A	0.00%	3				N/A				
OR	10–01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700				N/A	1.27	6131698		
OR	11–01	OP-8B	LNP Timeliness, LNP%		95.00%	99.89%	908				Yes	99.65%	861				Yes	99.86%	726				Yes	99.70%	656		
OR	11–01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	99.76%	4996				Yes	98.72%	4366				Yes	99.96%	4890				Yes	99.84%	1912		
OR	11–01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.97%	5974				Yes	100.00%	5647				Yes	100.00%	5690				Yes	100.00%	3295		
OR	11–01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	5974				N/A	100.00%	5647				N/A	100.00%	5690				N/A	100.00%	3295		
OR	11–01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	100.00%	1	62.93%	1160	-0.77	N/A			65.46%	1239		N/A			63.66%	1461		N/A			55.11%	1390
OR	11–01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	1	2	0.99	2387	0.11	Yes	1	2	1	2587	-0.08	Yes			1	3093		N/A			0.99	2875
OR	13–01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	100.00%	10967.51				Yes	100.00%	11125.24				Yes	100.00%	10915.566				Yes	100.00%	10840.29		
OR	13–01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	100.00%	10967.51				Yes	100.00%	11125.24				Yes	100.00%	10915.566				Yes	100.00%	10840.29		
OR	14–01	OP-3	Install Commit Met, Residence%	ND	P	99.76%	414	99.59%	14532	-0.52	Yes	100.00%	471	99.54%	15776	-1.45	Yes	99.64%	562	99.63%	20347	-0.07	Yes	99.85%	645	99.44%	20624
OR	14–01	OP-3	Install Commit Met, Residence%	D	P	95.77%	71	94.08%	5305	-0.6	Yes	98.84%	86	94.59%	5302	-1.73	Yes	98.02%	101	94.86%	7575	-1.43	Yes	92.31%	91	95.12%	6885
OR	14–01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.99	309	3.56	11961	-7.7	Yes	2.99	387	3.63	13210	-5.49	Yes	2.98	454	3.64	17554	-6.96	Yes	2.94	522	3.76	17552
OR	14–01	OP-4	Install Interv, Residence, Avg Days	D	P	3.83	72	5	5337	-2.14	Yes	3.2	86	5.01	5329	-2.47	Yes	3.69	102	5.19	7616	-3.34	Yes	4.54	92	5.48	6936
OR	14–01	OP-5	New Service Install Quality, Residence%		P	98.85%	522	98.51%	20498	-0.63	Yes	95.09%	611	94.41%	24545	-0.72	Yes	96.01%	701	91.97%	27782	-3.88	Yes	96.92%	778	92.27%	27483
OR	14–01	OP-5*	New Service Install Quality, Residence%		P						N/A	95.42%	611	95.32%	24545	-0.11	N/A	96.58%	701	93.83%	27782	-2.98	N/A	97.17%	778	93.96%	27483
OR	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			3.59	59		N/A			10.6	65		N/A	11	1	8.07	67	0.99	Yes	2	1	6.97	129
OR	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	2.5	2	4.42	169	-0.4	Yes			4.39	176		N/A	2	1	5.55	219	-0.32	Yes	3	4	4.5	173
OR	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	8	1	2	3	0.94	Yes			3.09	11		N/A	6	1	13	10	-0.2	Yes			35	4
OR	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	6	2	7.18	160	-0.16	Yes	5	1	11.09	131	-0.19	Yes	7	2	7.87	192	-0.12	Yes	7	4	8.61	203
OR	14–01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	152	4	120.21	849	0.55	N/A	285	2	113.87	869	1.72	N/A	274.5	2	100.56	948	1.94	N/A	258.5	2	94.8	933
OR	14–01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	1		192		0.15	N/A	1		200		0.73	N/A	1		220		0.73	N/A	-		238	
OR	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	75.00%	4	97.82%	1057	1.71	No	100.00%	6	96.38%	1104	-0.47	Yes	100.00%	10	98.97%	1268	-0.32	Yes	100.00%	12	97.26%	1240
OR	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	90.28%	72	85.47%	6614	-1.15	Yes	96.67%	60	84.30%	5944	-2.62	Yes	94.92%	59	91.38%	5461	-0.96	Yes	90.63%	64	87.42%	5372
OR	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	96.70%	91	96.89%	9033	0.17	Yes	98.61%	72	97.32%	8053	-0.68	Yes	98.55%	69	98.44%	7389	-0.07	Yes	94.52%	73	97.93%	7159
OR	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	94.12%	17	99.39%	2120	1.61	Yes	100.00%	19	99.69%	2255	-0.24	Yes	100.00%	26	99.81%	2641	-0.22	Yes	100.00%	27	99.36%	2503
OR	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:53:00	17	5:26:00	2120	0.37	Yes	3:18:00	19	5:07:00	2255	-0.78	Yes	4:09:00	26	5:11:00	2641	-0.68	Yes	4:46:00	27	6:36:00	2503
OR	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	13:40:00	91	16:46:00	9033	-1.98	Yes	11:13:00	72	16:38:00	8053	-3.35	Yes	13:34:00	69	15:44:00	7389	-1.14	Yes	14:08:00	73	15:57:00	7159
OR	14–01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	11.76%	17	10.98%	2123	0.17	Yes	15.79%	19	10.86%	2255	0.7	Yes	7.69%	26	12.27%	2641	-0.71	Yes	37.04%	27	11.31%	2503
OR	14–01	MR-7	Repair Repeat Report Rate, Residence%	D	P	13.04%	92	11.96%	9282	0.35	Yes	6.85%	73	9.83%	8302	-0.85	Yes	12.86%	70	11.92%	7636	0.28	Yes	12.16%	74	12.72%	7375

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	05--01	MR-8	Trouble Rate, UDIT DS1%		P	-0.38	Yes	0.54%	185	1.85%	26539	-1.32	Yes	0				
OR	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	0.3	N/A	0.00%	185	1.07%	26539	-1.41	N/A	0				
OR	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	-0.76	N/A	0.00%	1	15.90%	585	-0.43	N/A	0				
OR	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	-0.74	Yes			72.22%	18		N/A	0				
OR	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	-0.3	Yes	7	1	18.37	35	-0.85	Yes	0				
OR	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	-0.21	Yes	100.00%	2	93.75%	32	-0.35	Yes	0				
OR	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	-0.21	N/A	100.00%	2	100.00%	32	.	Yes	0				
OR	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A			15.4	10		N/A	0				
OR	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A						N/A	0				
OR	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS		N/A			48.75	20		N/A	0				
OR	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS		N/A			13			N/A	0				
OR	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P		N/A	100.00%	1	100.00%	19	.	Yes	0				
OR	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P		N/A	1:54:00	1	0:39:00	19	1.07	Yes	0				
OR	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		N/A	0.00%	1	10.53%	19	-0.33	Yes	0				
OR	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		N/A	0.00%	1	0.00%	5	.	Yes	0				
OR	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	-0.46	Yes	1.09%	92	1.12%	1701	-0.03	Yes	1	478	0.84%	0.62%	0.22%
OR	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	-0.4	N/A	1.09%	92	0.29%	1701	1.03	N/A	0				
OR	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	0.57	N/A	0.00%	1	9.52%	21	-0.32	N/A	0				
OR	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS		N/A						N/A	0				
OR	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS		N/A						N/A	0				
OR	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS		N/A						N/A	0				
OR	05--03	OP-5*	New Service Install Quality, Dark Fiber - IOF%		NS		N/A						N/A	0				
OR	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS		N/A	0.00%	35				N/A	0				
OR	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS		N/A	0.00%	35				N/A	0				
OR	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD		N/A	2:22:00	107588				N/A	0				
OR	07--01	OP-3	Install Commit Met, E911%		P		N/A	0.00%	1				N/A	0				
OR	07--01	OP-4	Install Interv, E911, Avg Days		P		N/A	20	1				N/A	0				
OR	07--01	OP-5	New Service Install Quality, E911%		P		N/A	100.00%	2	100.00%	1	.	Yes	0				
OR	07--01	OP-5*	New Service Install Quality, E911%		P		N/A	100.00%	2	100.00%	1	.	Yes	0				
OR	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P		N/A	10	1				N/A	0				
OR	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P		N/A			100.00%	1		N/A	0				
OR	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P		N/A			0:02:00	1		N/A	0				
OR	07--01	MR-7	Repair Repeat Report Rate, E911%		P		N/A			0.00%	1		N/A	0				
OR	07--01	MR-7*	Repair Repeat Report Rate, E911%		P		N/A			0.00%	1		N/A	0				
OR	07--01	MR-8	Trouble Rate, E911%		P	.	Yes	0.00%	248	0.14%	706	-0.51	Yes	0				
OR	07--01	MR-8*	Trouble Rate, E911%		P	.	Yes	0.00%	248	0.14%	706	-0.51	N/A	0				
OR	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS		N/A			50.00%	2		N/A	0				
OR	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		N/A			8.36	.		N/A	0				
OR	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		N/A			8.92	.		N/A	0				
OR	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD		N/A	0.05	135561				N/A	0				
OR	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD		N/A	96.81%	111541				N/A	0				
OR	09--01	NP-1A	NXX Code Activation, All%		P		N/A						N/A	0				
OR	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS		N/A						N/A	0				
OR	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD		N/A	1.26	7637235				N/A	0				
OR	11--01	OP-8B	LNP Timeliness, LNP%		95.00%		Yes	97.78%	810				Yes	0				
OR	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%		Yes	96.61%	5816				Yes	0				
OR	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%		Yes	99.99%	8159				Yes	0				
OR	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS		N/A	100.00%	8159				N/A	0				
OR	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		N/A	100.00%	1	58.04%	2059	-0.85	N/A	0				
OR	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1		N/A	1	1	1	3839	0.05	Yes	0				
OR	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%		Yes	100.00%	10743.446				Yes	0				
OR	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%		Yes	100.00%	10743.446				Yes	0				
OR	14--01	OP-3	Install Commit Met, Residence%	ND	P	-1.36	Yes	100.00%	699	99.39%	20465	-2.04	Yes	0				
OR	14--01	OP-3	Install Commit Met, Residence%	D	P	1.19	Yes	98.31%	118	94.22%	6863	-1.89	Yes	0				
OR	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	-9.14	Yes	2.93	546	3.55	16369	-8.78	Yes	0				
OR	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	-2	Yes	3.51	118	5.25	6893	-4.08	Yes	0				
OR	14--01	OP-5	New Service Install Quality, Residence%		P	-4.79	Yes	95.46%	749	91.54%	26623	-3.8	Yes	0				
OR	14--01	OP-5*	New Service Install Quality, Residence%		P	-3.71	N/A	96.40%	749	93.31%	26623	-3.34	N/A	0				
OR	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	-0.35	Yes			7.08	113		N/A	0				
OR	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	-0.55	Yes			4.21	172		N/A	0				
OR	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		N/A			7.23	13		N/A	0				
OR	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	-0.22	Yes	7	2	8.08	235	-0.21	Yes	0				
OR	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	1.91	N/A	248.5	2	76.38	1070	2	N/A	0				
OR	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	-0.83	N/A	-		249		-0.78	N/A	0				
OR	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	-0.58	Yes	100.00%	14	98.20%	1832	-0.5	Yes	1	46	97.83%	97.80%	0.03%
OR	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	-0.77	Yes	96.77%	62	88.09%	5590	-2.1	Yes	0				
OR	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	1.74	No	100.00%	75	98.18%	7632	-1.17	Yes	1	380	97.63%	97.71%	-0.08%
OR	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	-0.41	Yes	100.00%	42	99.76%	3355	-0.31	Yes	0				
OR	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	-1	Yes	3:38:00	42	6:09:00	3355	-2.09	Yes	0				
OR	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	-1.06	Yes	13:48:00	75	16:00:00	7632	-1.43	Yes	0				
OR	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	3.46	No	21.43%	42	11.06%	3355	1.95	No	2	131	19.85%	11.31%	8.54%
OR	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	-0.14	Yes	18.67%	75	13.27%	7854	1.33	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	05–01	MR-8	Trouble Rate, UDIT DS1%		P	
OR	05–01	MR-8*	Trouble Rate, UDIT DS1%		P	
OR	05–01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
OR	05–02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
OR	05–02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
OR	05–02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
OR	05–02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
OR	05–02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
OR	05–02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
OR	05–02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
OR	05–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS	
OR	05–02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
OR	05–02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
OR	05–02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
OR	05–02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
OR	05–02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
OR	05–02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
OR	05–02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
OR	05–03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS	
OR	05–03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	
OR	05–03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS	
OR	05–03	OP-5*	New Service Install Quality, Dark Fiber - IOF%		NS	
OR	05–03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	
OR	05–03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	
OR	07–01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
OR	07–01	OP-3	Install Commit Met, E911%		P	
OR	07–01	OP-4	Install Interv, E911, Avg Days		P	
OR	07–01	OP-5	New Service Install Quality, E911%		P	
OR	07–01	OP-5*	New Service Install Quality, E911%		P	
OR	07–01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	
OR	07–01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
OR	07–01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
OR	07–01	MR-7	Repair Repeat Report Rate, E911%		P	
OR	07–01	MR-7*	Repair Repeat Report Rate, E911%		P	
OR	07–01	MR-8	Trouble Rate, E911%		P	
OR	07–01	MR-8*	Trouble Rate, E911%		P	
OR	07–01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
OR	07–02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
OR	07–02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
OR	08–01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
OR	08–01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
OR	09–01	NP-1A	NXX Code Activation, All%		P	
OR	09–01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
OR	10–01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
OR	11–01	OP-8B	LNP Timeliness, LNP%		95.00%	
OR	11–01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	
OR	11–01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
OR	11–01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
OR	11–01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
OR	11–01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	
OR	13–01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	
OR	13–01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	
OR	14–01	OP-3	Install Commit Met, Residence%	ND	P	
OR	14–01	OP-3	Install Commit Met, Residence%	D	P	
OR	14–01	OP-4	Install Interv, Residence, Avg Days	ND	P	
OR	14–01	OP-4	Install Interv, Residence, Avg Days	D	P	
OR	14–01	OP-5	New Service Install Quality, Residence%		P	
OR	14–01	OP-5*	New Service Install Quality, Residence%		P	
OR	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
OR	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
OR	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
OR	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
OR	14–01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
OR	14–01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	
OR	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
OR	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
OR	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
OR	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
OR	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
OR	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
OR	14–01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
OR	14–01	MR-7	Repair Repeat Report Rate, Residence%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	14–01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0.00%	6	10.69%	861	-0.84	N/A	0.00%	13	15.18%	955	-1.52	N/A	40.00%	15	12.28%	969
OR	14–01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	5.71%	70	9.65%	7692	-1.11	N/A	12.90%	62	11.72%	7003	0.33	N/A	12.12%	66	12.63%	6753
OR	14–01	MR-8	Trouble Rate, Residence%		P	1.23%	8878	1.24%	916309	-0.14	Yes	1.05%	8759	1.15%	919886	-0.85	Yes	1.11%	8638	1.11%	922174	-0.03	Yes	1.20%	8415	1.07%	923345
OR	14–01	MR-8*	Trouble Rate, Residence%		P						N/A	0.87%	8759	0.93%	919886	-0.6	N/A	0.87%	8638	0.86%	922174	0.05	N/A	0.96%	8415	0.84%	923345
OR	14–01	MR-9	Repair Appoint Met, Residence%	ND	P	94.12%	17	98.54%	2123	1.15	Yes	100.00%	19	98.94%	2255	-0.45	Yes	100.00%	26	99.39%	2641	-0.4	Yes	100.00%	27	98.48%	2503
OR	14–01	MR-9	Repair Appoint Met, Residence%	D	P	95.65%	92	89.97%	9282	-1.81	Yes	98.63%	73	91.56%	8302	-2.16	Yes	97.14%	70	94.05%	7636	-1.09	Yes	98.65%	74	93.80%	7375
OR	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	35.50%	169	40.07%	19032	-1.21	N/A	34.75%	141	39.58%	17474	-1.17	N/A	37.25%	153	38.89%	16817	-0.41	N/A	29.37%	143	35.62%	15344
OR	14–02	OP-3	Install Commit Met, Business%	ND	P	100.00%	37	99.05%	420	-0.57	Yes	97.40%	77	98.78%	409	0.87	Yes	100.00%	73	98.43%	508	-1.01	Yes	100.00%	95	99.52%	419
OR	14–02	OP-3	Install Commit Met, Business%	D	P	92.86%	14	93.21%	1473	0.14	Yes	100.00%	19	94.09%	1438	-1.09	Yes	100.00%	15	93.19%	1879	-1.04	Yes	92.86%	14	93.25%	1688
OR	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	3.23	13	3.21	251	0.22	Yes	2.96	53	3.11	215	-0.41	Yes	2.71	41	2.97	298	-1.01	Yes	2.09	45	3.26	252
OR	14–02	OP-4	Install Interv, Business, Avg Days	D	P	6.19	16	5.37	1484	0.75	Yes	3.89	19	5.71	1448	-1.24	Yes	4.94	16	5.65	1890	-0.34	Yes	7.43	14	6.2	1704
OR	14–02	OP-5	New Service Install Quality, Business%		P	97.33%	75	97.61%	1882	0.22	Yes	95.70%	93	93.24%	2130	-0.92	Yes	75.00%	100	87.63%	2264	3.36	No	90.08%	121	88.82%	2200
OR	14–02	OP-5*	New Service Install Quality, Business%		P						N/A	96.77%	93	94.65%	2130	-0.89	N/A	80.00%	100	91.03%	2264	3.3	N/A	92.56%	121	91.45%	2200
OR	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			2.25	4		N/A	2	2	3.2	5	-0.87	Yes			1.29	7		N/A			2.5	2
OR	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			3.98	63		N/A			4.16	58		N/A	13	1	4.44	84	1.55	Yes	1	1	5.01	69
OR	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A			2	1		N/A				
OR	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	6	1	9.33	43	-0.21	Yes			11.27	33		N/A			12.82	50		N/A			10.53	55
OR	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	196	2	143.47	206	0.57	N/A	115.67	3	137.24	198	-0.26	N/A	146	2	131.82	199	0.29	N/A	80.33	3	106.68	239
OR	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	-		51		-0.81	N/A	1		60		0.12	N/A	-		54		-0.86	N/A	-		72	
OR	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	7	99.03%	103	-0.25	Yes	100.00%	8	97.78%	135	-0.41	Yes	100.00%	3	99.48%	193	-0.12	Yes	81.82%	11	98.67%	150
OR	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	97.73%	44	90.51%	822	-1.59	Yes	94.44%	36	88.04%	786	-1.16	Yes	94.44%	36	92.63%	801	-0.41	Yes	83.33%	36	88.39%	732
OR	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	22	99.63%	267	-0.28	Yes	100.00%	39	99.40%	332	-0.46	Yes	100.00%	35	100.00%	452	.	Yes	100.00%	33	99.73%	372
OR	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	47	98.08%	988	-0.94	Yes	97.83%	46	98.32%	951	0.3	Yes	97.83%	46	97.38%	991	-0.19	Yes	100.00%	41	97.44%	939
OR	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3:12:00	22	2:48:00	267	0.54	Yes	1:48:00	39	3:49:00	332	-1.37	Yes	1:18:00	35	3:21:00	452	-2.05	Yes	3:19:00	33	3:56:00	372
OR	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	7:14:00	47	11:44:00	988	-2.04	Yes	10:23:00	46	12:55:00	951	-1.09	Yes	11:03:00	46	11:46:00	991	-0.36	Yes	11:09:00	41	12:38:00	939
OR	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	18.75%	48	10.30%	1010	1.73	No	14.89%	47	8.76%	970	1.36	Yes	21.28%	47	12.86%	1011	1.58	Yes	14.29%	42	13.05%	958
OR	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	4.55%	22	10.11%	267	-0.83	Yes	17.95%	39	9.64%	332	1.51	Yes	11.43%	35	10.18%	452	0.28	Yes	15.15%	33	8.33%	372
OR	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	18.52%	27	10.29%	175	1.2	N/A	5.26%	19	12.22%	221	-0.89	N/A	14.29%	21	7.62%	210
OR	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	14.63%	41	8.65%	867	1.26	N/A	22.22%	36	12.51%	879	1.6	N/A	13.51%	37	13.25%	830
OR	14–02	MR-8	Trouble Rate, Business%		P	0.67%	10379	0.63%	201442	0.51	Yes	0.88%	9783	0.64%	203160	2.88	No	0.90%	9161	0.71%	204664	2	No	0.90%	8310	0.64%	206369
OR	14–02	MR-8*	Trouble Rate, Business%		P						N/A	0.70%	9783	0.51%	203160	2.46	N/A	0.60%	9161	0.54%	204664	0.81	N/A	0.70%	8310	0.50%	206369
OR	14–02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	22	99.25%	267	-0.39	Yes	97.44%	39	97.29%	332	-0.05	Yes	100.00%	35	98.89%	452	-0.6	Yes	96.97%	33	98.39%	372
OR	14–02	MR-9	Repair Appoint Met, Business%	D	P	91.67%	48	85.84%	1010	-1.13	Yes	89.36%	47	86.08%	970	-0.63	Yes	89.36%	47	87.54%	1011	-0.37	Yes	90.48%	42	86.74%	958
OR	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	37.50%	112	36.47%	2010	0.23	N/A	28.33%	120	35.74%	2026	-1.64	N/A	29.31%	116	36.97%	2321	-1.67	N/A	36.44%	118	35.90%	2075
OR	14–03	OP-3	Install Commit Met, Centrex%	ND	P			100.00%	1		N/A			100.00%	1		N/A			100.00%	5		N/A			85.71%	7
OR	14–03	OP-3	Install Commit Met, Centrex%	D	P			98.55%	69		N/A			88.04%	92		N/A			97.50%	120		N/A			90.64%	171
OR	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P			5	1		N/A			2	1		N/A			3.8	5		N/A			4	7
OR	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P			5.46	69		N/A			5.01	94		N/A			4.02	120		N/A			4.39	173
OR	14–03	OP-5	New Service Install Quality, Centrex%		P			100.00%	83		N/A			97.27%	110		N/A			94.77%	153		N/A			94.12%	170
OR	14–03	OP-5*	New Service Install Quality, Centrex%		P						N/A			99.09%	110		N/A			96.73%	153		N/A			96.47%	170
OR	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A			3	1
OR	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			1	1		N/A			1	11		N/A			1	2		N/A			1.67	15
OR	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A			10	1		N/A			3	1
OR	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	491	1	89.33	9	1.55	N/A	470	1	91.29	7	1.55	N/A	450	1	60.44	9	3.72	N/A	427	1	49.38	8
OR	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	-		-		.	N/A	-		-		.	N/A	-		-		.	N/A	-		-	
OR	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	42.86%	7	87.88%	33	2.36	No			88.10%	42		N/A	100.00%	1	91.89%	37	-0.29	Yes			83.33%	24
OR	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100.00%	26		N/A	100.00%	1	100.00%	22	.	Yes	100.00%	2	100.00%	15	.	Yes			100.00%	11
OR	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	100.00%	1	100.00%	34	.	Yes	100.00%	1	100.00%	36	.	Yes	100.00%	3	96.43%	28	-0.32	Yes			100.00%	31
OR	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100.00%	13	97.44%	39	-0.51	Yes			92.45%	53		N/A	100.00%	2	95.92%	49	-0.29	Yes			92.11%	38
OR	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0:02:00	1	2:59:00	34	-0.6	Yes	1:13:00	1	4:11:00	36	-0.53	Yes	5:28:00	3	5:56:00	28	-0.05	Yes			4:01:00	31
OR	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	17:51:00	13	12:24:00	39	1.07	Yes			13:34:00	53		N/A	12:12:00	2	12:26:00	49	-0.02	Yes			13:59:00	38
OR	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	0.00%	1	8.82%	34	-0.31	Yes	0.00%	1	19.44%	36	-0.48	Yes	0.00%	3	7.14%	28	-0.46	Yes			9.68%	31
OR	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	7.69%	13	7.50%	40	0.01	Yes			7.41%	54		N/A	0.00%	2	6.00%	50	-0.35	Yes			7.50%	40
OR	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A	0.00%	1	16.67%	24	-0.44	N/A	0.00%	2	15.38%	13	-0.56	N/A			7.14%	14
OR	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			2.78%	36		N/A	0.00%	2	4.65%	43	-0.31	N/A			8.57%	35
OR	14–03	MR-8	Trouble Rate, Centrex%		P	2.47%	567	0.32%	23269	8.99	No	0.17%	595	0.34%	26599	-0.71	Yes	0.77%	652	0.28%	27592	2.3	No	0.00%	249	0.25%	28585
OR	14–03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.17%	595	0.23%	26599	-0.29	N/A	0.61%	652	0.20%	27592	2.3	N/A	0.00%	249	0.17%	28585
OR	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P	100.00%	1	95.45%	22	-0.21	Yes	100.00%	1	90.63%	32	-0.32	Yes	100.00%	2	92.86%	28	-0.38	Yes			96.55%	29
OR	14–03	MR-9	Repair Appoint Met, Centrex%	D	P	38.46%	13	56.41%	39	1.03	Yes			66.00%	50		N/A	50.00%	2	68.00%	50	0.42	Yes			57.89%	38
OR	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	6.67%	15	29.52%	105	-1.82	N/A	0.00%	1	35.71%	140	-0.74	N/A	28.57%	7	32.76%	116	-0.23	N/A	100.00%	1	33.02%	106
OR	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P			97.87%	47		N/A			100.00%	40		N/A	100.00%	1	100.00%	44	.	Yes	100.00%	2	100.00%	50
OR	14–04	OP-3	Install Commit Met, Centrex 21%	D	P			97.87%	47		N/A			88.16%	76		N/A			96.55%	87		N/A			92.31%	104
OR	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			4.91	34		N/A			2.91	22		N/A	5	1	4.21	28	0.93	Yes	3	1	3.29	28
OR	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			6.77	47		N/A			4.78	78		N/A			5.91	88		N/A			6.8	105
OR	14–04	OP-5	New Service Install Quality, Centrex 21%		P			97.20%	107		N/A	100.00%	1	84.00%	125	-0.43	Yes	100.00%	2	84.72%	144	-0.6	Yes	100.00%	1	81.16%	138
OR	14–04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	1	88.00%	125	-0.37	N/A	100.00%	2	89.58%	144	-0.48	N/A	100.00%	1	86.23%	138
OR	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			2	1		N/A						N/A						N/A				
OR	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			1	1		N/A			1.67	9		N/A			4	2		N/A			4.57	7
OR	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P						N/A			7	1		N/A			5	2		N/A			9	1
OR	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			146	8		N/A			128.63	8		N/A			132.2	10		N/A			134.11	9
OR	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			-			N/A			-			N/A			2			N/A			1	
OR	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			94.12%	17		N/A			100.00%	26		N/A			100.00%	20		N/A			100.00%	27

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	14–01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	2.68	N/A	17.39%	23	11.80%	1509	0.82	N/A	0				
OR	14–01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	-0.12	N/A	16.92%	65	12.86%	7238	0.97	N/A	0				
OR	14–01	MR-8	Trouble Rate, Residence%		P	1.16	Yes	1.39%	8418	1.21%	926008	1.5	Yes	0				
OR	14–01	MR-8*	Trouble Rate, Residence%		P	1.27	N/A	1.05%	8418	0.94%	926008	0.95	N/A	0				
OR	14–01	MR-9	Repair Appoint Met, Residence%	ND	P	-0.64	Yes	100.00%	42	99.43%	3355	-0.49	Yes	0				
OR	14–01	MR-9	Repair Appoint Met, Residence%	D	P	-1.72	Yes	96.00%	75	94.35%	7854	-0.62	Yes	0				
OR	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	-1.55	N/A	25.48%	157	33.99%	16981	-2.24	N/A	0				
OR	14–02	OP-3	Install Commit Met, Business%	ND	P	-0.61	Yes	99.11%	112	99.17%	482	0.08	Yes	0				
OR	14–02	OP-3	Install Commit Met, Business%	D	P	0.14	Yes	94.74%	19	92.64%	1780	-0.35	Yes	0				
OR	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	-2.81	Yes	2.43	49	3.33	307	-1.73	Yes	0				
OR	14–02	OP-4	Install Interv, Business, Avg Days	D	P	0.84	Yes	4.74	19	6.01	1789	-0.85	Yes	0				
OR	14–02	OP-5	New Service Install Quality, Business%		P	-0.43	Yes	83.54%	158	86.91%	2291	1.19	Yes	1	547	87.38%	90.57%	-3.19%
OR	14–02	OP-5*	New Service Install Quality, Business%		P	-0.42	N/A	87.97%	158	90.09%	2291	0.86	N/A	0				
OR	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P		N/A	1	1	2.75	4	-0.54	Yes	0				
OR	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	-0.39	Yes			2.78	82		N/A	0				
OR	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P		N/A						N/A	0				
OR	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P		N/A	8	1	7.15	48	0.5	Yes	0				
OR	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	-0.37	N/A	95	2	91.24	251	0.3	N/A	0				
OR	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	-1.13	N/A	-		86		-1.02	N/A	0				
OR	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	2.34	No	100.00%	8	98.68%	227	-0.32	Yes	1	37	94.60%	98.76%	-4.17%
OR	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	0.91	Yes	100.00%	36	92.65%	762	-1.65	Yes	0				
OR	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	-0.29	Yes	100.00%	38	99.38%	484	-0.47	Yes	0				
OR	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	-1.02	Yes	100.00%	42	97.30%	962	-1.06	Yes	0				
OR	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	-0.52	Yes	3:53:00	38	4:48:00	484	-0.53	Yes	0				
OR	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	-0.58	Yes	8:06:00	42	12:13:00	962	-1.86	Yes	0				
OR	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.27	Yes	11.90%	42	13.16%	988	-0.24	Yes	1	226	16.37%	11.63%	4.74%
OR	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	1.25	Yes	18.42%	38	12.19%	484	1.09	Yes	0				
OR	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	1.01	N/A	10.53%	19	12.95%	278	-0.3	N/A	0				
OR	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P	0.09	N/A	10.81%	37	12.30%	854	-0.27	N/A	0				
OR	14–02	MR-8	Trouble Rate, Business%		P	2.88	No	1.01%	7887	0.71%	207189	3.15	No	4	45,520	0.86%	0.67%	0.20%
OR	14–02	MR-8*	Trouble Rate, Business%		P	2.45	N/A	0.71%	7887	0.55%	207189	1.94	N/A	0				
OR	14–02	MR-9	Repair Appoint Met, Business%	ND	P	0.56	Yes	100.00%	38	98.35%	484	-0.77	Yes	0				
OR	14–02	MR-9	Repair Appoint Met, Business%	D	P	-0.7	Yes	90.48%	42	89.88%	988	-0.13	Yes	0				
OR	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	0.12	N/A	31.03%	116	33.87%	2226	-0.63	N/A	0				
OR	14–03	OP-3	Install Commit Met, Centrex%	ND	P		N/A			100.00%	6		N/A	0				
OR	14–03	OP-3	Install Commit Met, Centrex%	D	P		N/A			83.55%	152		N/A	0				
OR	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P		N/A			3	6		N/A	0				
OR	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P		N/A			5.71	154		N/A	0				
OR	14–03	OP-5	New Service Install Quality, Centrex%		P		N/A			85.86%	99		N/A	0				
OR	14–03	OP-5*	New Service Install Quality, Centrex%		P		N/A			91.92%	99		N/A	0				
OR	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P		N/A						N/A	0				
OR	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		N/A			2.06	18		N/A	0				
OR	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		N/A			7.57	7		N/A	0				
OR	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	1.51	N/A	407	1	27.5	10	1.77	N/A	0				
OR	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	.	N/A	-		2		-0.48	N/A	0				
OR	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P		N/A			81.25%	32		N/A	1	8	50.00%	86.91%	-36.90%
OR	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P		N/A	100.00%	1	100.00%	33	.	Yes	0				
OR	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P		N/A	100.00%	1	100.00%	57	.	Yes	0				
OR	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P		N/A	100.00%	1	91.89%	37	-0.29	Yes	0				
OR	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P		N/A	0:38:00	1	4:50:00	57	-0.67	Yes	0				
OR	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P		N/A	16:47:00	1	15:18:00	37	0.36	Yes	0				
OR	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P		N/A	0.00%	1	10.53%	57	-0.34	Yes	0				
OR	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P		N/A	0.00%	1	7.89%	38	-0.29	Yes	0				
OR	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P		N/A	0.00%	1	8.00%	25	-0.29	N/A	0				
OR	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P		N/A	0.00%	1	6.25%	32	-0.25	N/A	0				
OR	14–03	MR-8	Trouble Rate, Centrex%		P	-0.78	Yes	0.72%	279	0.33%	28936	1.04	Yes	2	2,342	0.94%	0.30%	0.64%
OR	14–03	MR-8*	Trouble Rate, Centrex%		P	-0.65	N/A	0.72%	279	0.20%	28936	1.55	N/A	0				
OR	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P		N/A	100.00%	1	93.62%	47	-0.26	Yes	0				
OR	14–03	MR-9	Repair Appoint Met, Centrex%	D	P		N/A	100.00%	1	55.88%	34	-0.88	Yes	0				
OR	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	0.97	N/A	33.33%	3	28.03%	132	0.19	N/A	0				
OR	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P	.	Yes			95.24%	42		N/A	0				
OR	14–04	OP-3	Install Commit Met, Centrex 21%	D	P		N/A			93.51%	77		N/A	0				
OR	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	-0.19	Yes			3.73	26		N/A	0				
OR	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P		N/A			5.74	78		N/A	0				
OR	14–04	OP-5	New Service Install Quality, Centrex 21%		P	-0.48	Yes	50.00%	2	85.12%	168	1.03	Yes	0				
OR	14–04	OP-5*	New Service Install Quality, Centrex 21%		P	-0.4	N/A	50.00%	2	91.07%	168	1.33	N/A	0				
OR	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P		N/A			6	2		N/A	0				
OR	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		N/A			1.5	4		N/A	0				
OR	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		N/A			3	2		N/A	0				
OR	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		N/A			91.25	12		N/A	0				
OR	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS		N/A			2			N/A	0				
OR	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P		N/A	100.00%	1	100.00%	29	.	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	14–01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
OR	14–01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
OR	14–01	MR-8	Trouble Rate, Residence%		P	
OR	14–01	MR-8*	Trouble Rate, Residence%		P	
OR	14–01	MR-9	Repair Appoint Met, Residence%	ND	P	
OR	14–01	MR-9	Repair Appoint Met, Residence%	D	P	
OR	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
OR	14–02	OP-3	Install Commit Met, Business%	ND	P	
OR	14–02	OP-3	Install Commit Met, Business%	D	P	
OR	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	
OR	14–02	OP-4	Install Interv, Business, Avg Days	D	P	
OR	14–02	OP-5	New Service Install Quality, Business%		P	
OR	14–02	OP-5*	New Service Install Quality, Business%		P	
OR	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	
OR	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	
OR	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P	
OR	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	
OR	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	
OR	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	
OR	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	
OR	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	
OR	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	
OR	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	
OR	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	
OR	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	
OR	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	
OR	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	
OR	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	
OR	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P	
OR	14–02	MR-8	Trouble Rate, Business%		P	
OR	14–02	MR-8*	Trouble Rate, Business%		P	
OR	14–02	MR-9	Repair Appoint Met, Business%	ND	P	
OR	14–02	MR-9	Repair Appoint Met, Business%	D	P	
OR	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	
OR	14–03	OP-3	Install Commit Met, Centrex%	ND	P	
OR	14–03	OP-3	Install Commit Met, Centrex%	D	P	
OR	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P	
OR	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P	
OR	14–03	OP-5	New Service Install Quality, Centrex%		P	
OR	14–03	OP-5*	New Service Install Quality, Centrex%		P	
OR	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P	
OR	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	
OR	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	
OR	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	
OR	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	
OR	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	
OR	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	
OR	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	
OR	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	
OR	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	
OR	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	
OR	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	
OR	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	
OR	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	
OR	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	
OR	14–03	MR-8	Trouble Rate, Centrex%		P	
OR	14–03	MR-8*	Trouble Rate, Centrex%		P	
OR	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P	
OR	14–03	MR-9	Repair Appoint Met, Centrex%	D	P	
OR	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	
OR	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P	
OR	14–04	OP-3	Install Commit Met, Centrex 21%	D	P	
OR	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	
OR	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	
OR	14–04	OP-5	New Service Install Quality, Centrex 21%		P	
OR	14–04	OP-5*	New Service Install Quality, Centrex 21%		P	
OR	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P	
OR	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	
OR	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	
OR	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	
OR	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS	
OR	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			87.95%	83		N/A			93.67%	79		N/A			92.55%	94		N/A			87.64%	89
OR	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100.00%	1	97.50%	40	-0.16	Yes	100.00%	1	100.00%	51	.	Yes			100.00%	43		N/A	100.00%	1	100.00%	69
OR	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			98.08%	104		N/A			97.96%	98		N/A			98.20%	111		N/A			95.65%	115
OR	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	2:29:00	1	3:38:00	40	-0.11	Yes	2:58:00	1	4:12:00	51	-0.19	Yes			2:33:00	43		N/A	2:09:00	1	4:23:00	69
OR	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			10:28:00	104		N/A			9:24:00	98		N/A			10:31:00	111		N/A			14:32:00	115
OR	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0.00%	1	5.00%	40	-0.23	Yes	0.00%	1	9.80%	51	-0.33	Yes			18.60%	43		N/A	0.00%	1	14.49%	69
OR	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			10.38%	106		N/A			12.75%	102		N/A			10.43%	115		N/A			10.08%	119
OR	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A	0.00%	1	13.33%	30	-0.39	N/A			23.81%	21		N/A	0.00%	1	15.63%	32
OR	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			11.25%	80		N/A			10.00%	90		N/A			10.10%	99
OR	14–04	MR-8	Trouble Rate, Centrex 21%		P	0.43%	233	0.44%	33269	-0.02	Yes	0.45%	224	0.46%	33432	-0.02	Yes	0.00%	221	0.47%	33383	-1.02	Yes	1.04%	96	0.56%	33448
OR	14–04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.45%	224	0.33%	33432	0.38	N/A	0.00%	221	0.33%	33383	-0.86	N/A	1.04%	96	0.39%	33448
OR	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100.00%	1	97.50%	40	-0.16	Yes	100.00%	1	98.04%	51	-0.14	Yes			100.00%	43		N/A	100.00%	1	97.10%	69
OR	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P			81.13%	106		N/A			83.33%	102		N/A			80.87%	115		N/A			73.95%	119
OR	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	0.00%	1	33.64%	220	-0.71	N/A	0.00%	1	30.14%	219	-0.66	N/A			36.29%	248		N/A	0.00%	1	29.06%	265
OR	14–05	OP-3	Install Commit Met, PBX%	ND	P	0.00%	1	100.00%	3	1.25	Yes						N/A	100.00%	1	100.00%	2	.	Yes			100.00%	2
OR	14–05	OP-3	Install Commit Met, PBX%	D	P			100.00%	4		N/A			100.00%	4		N/A			90.91%	11		N/A			66.67%	3
OR	14–05	OP-3	Install Commit Met, PBX%		P	75.00%	4	95.24%	21	1.01	Yes	100.00%	5	82.76%	29	-0.94	Yes	100.00%	10	100.00%	23	.	Yes	90.91%	11	86.67%	15
OR	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P	5	1	3.33	3	-0.05	Yes						N/A	4	1	0.5	2	0.63	Yes			1	2
OR	14–05	OP-4	Install Interv, PBX, Avg Days	D	P			6.5	4		N/A			1.25	4		N/A			2.55	11		N/A			4.67	3
OR	14–05	OP-4	Install Interv, PBX, Avg Days		P	5.25	4	9.93	30	-1.28	Yes	5.2	5	10.9	41	-1.82	Yes	4.33	9	11.19	32	-1.85	Yes	6.75	4	10.45	20
OR	14–05	OP-5	New Service Install Quality, PBX%		P	100.00%	6	100.00%	42	.	Yes	100.00%	9	100.00%	46	.	Yes	78.57%	14	94.29%	35	1.47	Yes	73.33%	15	95.45%	44
OR	14–05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	9	100.00%	46	.	Yes	85.71%	14	100.00%	35	1.79	N/A	86.67%	15	95.45%	44
OR	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P	2	1				N/A						N/A						N/A				
OR	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A			1	1		N/A				
OR	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	2	1	13.67	3	-0.92	Yes			6	7		N/A			32	1		N/A	17	1	5	2
OR	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A			4	1
OR	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P						N/A			4	1		N/A						N/A			10	1
OR	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	280	1	74	6	0.61	N/A	259	1	225.67	3	-0.46	N/A	239	1	119.83	6	0.23	N/A	216	1	81.75	8
OR	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS	-		2		-0.65	N/A	-		2		-1.22	N/A	-		2		-0.65	N/A	-		4	
OR	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	4	100.00%	25	.	Yes	100.00%	7	100.00%	42	.	Yes	100.00%	2	100.00%	41	.	Yes	100.00%	5	100.00%	50
OR	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	100.00%	1	94.12%	34	-0.25	Yes	100.00%	2	97.67%	43	-0.21	Yes	66.67%	3	87.50%	16	0.7	Yes			91.67%	24
OR	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	4	100.00%	28	.	Yes	100.00%	8	100.00%	48	.	Yes	100.00%	3	100.00%	47	.	Yes	100.00%	6	100.00%	53
OR	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100.00%	1	97.30%	37	-0.16	Yes	100.00%	2	97.73%	44	-0.21	Yes	66.67%	3	89.47%	19	0.82	Yes			96.43%	28
OR	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:13:00	4	0:59:00	28	0.43	Yes	2:53:00	8	1:58:00	48	0.79	Yes	0:40:00	3	1:37:00	47	-0.53	Yes	1:27:00	6	2:00:00	53
OR	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	14:54:00	1	8:11:00	37	0.68	Yes	2:45:00	2	6:35:00	44	-0.59	Yes	23:48:00	3	22:11:00	19	0.34	Yes			9:52:00	28
OR	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P	0.00%	1	10.81%	37	-0.34	Yes	50.00%	2	2.27%	44	1.78	No	0.00%	3	0.00%	19	.	Yes			17.86%	28
OR	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.00%	4	10.71%	28	-0.65	Yes	0.00%	8	6.25%	48	-0.68	Yes	0.00%	3	17.02%	47	-0.76	Yes	16.67%	6	11.32%	53
OR	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	6	3.45%	29	-0.42	N/A	0.00%	1	14.29%	14	-0.39	N/A	0.00%	4	10.71%	28
OR	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A	50.00%	2	2.70%	37	1.7	N/A	0.00%	3	0.00%	15	.	Yes			17.39%	23
OR	14–05	MR-8	Trouble Rate, PBX%		P	0.20%	2511	0.12%	52897	1.07	Yes	0.39%	2565	0.17%	53304	2.59	No	0.23%	2567	0.13%	51698	1.47	Yes	0.24%	2514	0.16%	52111
OR	14–05	MR-8*	Trouble Rate, PBX%		P						N/A	0.31%	2565	0.12%	53304	2.65	N/A	0.16%	2567	0.06%	51698	2.08	N/A	0.16%	2514	0.10%	52111
OR	14–05	MR-9	Repair Appoint Met, PBX%	ND	P			100.00%	4		N/A	100.00%	1	100.00%	9	.	Yes	100.00%	2	94.44%	18	-0.33	Yes	100.00%	1	100.00%	6
OR	14–05	MR-9	Repair Appoint Met, PBX%	D	P	100.00%	1	70.59%	17	-0.63	Yes	100.00%	2	77.78%	18	-0.72	Yes	100.00%	3	85.71%	14	-0.64	Yes			76.92%	13
OR	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	44.44%	9	35.00%	100	0.54	N/A	9.09%	11	29.77%	131	-1.44	N/A	33.33%	9	42.61%	115	-0.54	N/A	14.29%	7	27.68%	112
OR	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A			100.00%	1		N/A				
OR	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100.00%	1		N/A			50.00%	4		N/A						N/A				
OR	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P			80.30%	66		N/A	100.00%	1	92.66%	109	-0.28	Yes	100.00%	2	94.50%	109	-0.34	Yes			95.60%	91
OR	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A			0	1		N/A				
OR	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			4	1		N/A			3.5	4		N/A						N/A				
OR	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			12.47	66		N/A	9	1	7.79	110	0.56	Yes	8	2	8.76	112	-0.1	Yes			6.88	92
OR	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	100.00%	1	100.00%	92	.	Yes	100.00%	2	100.00%	115	.	Yes	100.00%	1	95.15%	103	-0.22	Yes			92.38%	105
OR	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100.00%	2	100.00%	115	.	Yes	100.00%	1	99.03%	103	-0.1	N/A			98.10%	105
OR	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A			2	2		N/A						N/A				
OR	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			1	1		N/A			3	2		N/A						N/A			3.67	3
OR	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A						N/A				
OR	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			19.58	12		N/A			14.33	6		N/A			28	6		N/A			4	1
OR	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			183.92	49		N/A			196.23	48		N/A			199.06	47		N/A			182.6	47
OR	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			12			N/A			10			N/A			11			N/A			13	
OR	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	100.00%	1	100.00%	61	.	Yes			100.00%	55		N/A			100.00%	35		N/A			100.00%	37
OR	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100.00%	36		N/A	100.00%	1	100.00%	31	.	Yes			100.00%	25		N/A			93.94%	33
OR	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	100.00%	1	100.00%	61	.	Yes			100.00%	56		N/A			100.00%	35		N/A			100.00%	37
OR	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100.00%	36		N/A	100.00%	1	100.00%	31	.	Yes			100.00%	25		N/A			100.00%	33
OR	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	2:53:00	1	1:17:00	61	1.09	Yes			1:29:00	56		N/A			1:15:00	35		N/A			1:35:00	37
OR	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:49:00	36		N/A	0:58:00	1	3:34:00	31	-0.99	Yes			5:46:00	25		N/A			7:50:00	33
OR	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	0.00%	1	21.31%	61	-0.52	Yes			16.07%	56		N/A			22.86%	35		N/A			32.43%	37
OR	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			8.33%	36		N/A	0.00%	1	22.58%	31	-0.53	Yes			16.00%	25		N/A			18.18%	33
OR	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			15.38%	26		N/A			20.00%	10		N/A			54.55%	11
OR	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			29.17%	24		N/A			17.65%	17		N/A			19.23%	26
OR	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.98%	102	1.10%	8822	-0.11	Yes	1.01%	99	0.99%	8806	0.12	Yes	0.00%	94	0.67%	8926	-0.79	Yes	0.00%	80	0.77%	9043
OR	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	99	0.57%	8806	-0.75	N/A	0.00%	94	0.30%	8926	-0.53	N/A	0.00%	80	0.41%	9043
OR	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A			100.00%	1		N/A						N/A				
OR	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			100.00%	1		N/A						N/A						N/A				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P		N/A			88.10%	84		N/A	0				
OR	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	.	Yes	100.00%	1	98.63%	73	-0.12	Yes	0				
OR	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P		N/A			98.10%	105		N/A	0				
OR	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	-0.34	Yes	0:34:00	1	5:31:00	73	-0.5	Yes	0				
OR	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P		N/A			15:10:00	105		N/A	0				
OR	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	-0.41	Yes	0.00%	1	5.48%	73	-0.24	Yes	0				
OR	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P		N/A			20.95%	105		N/A	0				
OR	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	-0.42	N/A	0.00%	1	3.45%	29	-0.19	N/A	0				
OR	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P		N/A			22.47%	89		N/A	0				
OR	14–04	MR-8	Trouble Rate, Centrex 21%		P	0.64	Yes	1.06%	94	0.53%	33516	0.69	Yes	0				
OR	14–04	MR-8*	Trouble Rate, Centrex 21%		P	0.89	N/A	1.06%	94	0.35%	33516	0.98	N/A	0				
OR	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	-0.17	Yes	100.00%	1	97.26%	73	-0.17	Yes	0				
OR	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P		N/A			82.86%	105		N/A	0				
OR	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	-0.64	N/A	0.00%	1	31.27%	259	-0.67	N/A	0				
OR	14–05	OP-3	Install Commit Met, PBX%	ND	P		N/A	100.00%	1	100.00%	3	.	Yes	0				
OR	14–05	OP-3	Install Commit Met, PBX%	D	P		N/A			91.67%	12		N/A	0				
OR	14–05	OP-3	Install Commit Met, PBX%		P	-0.31	Yes	92.31%	13	90.00%	20	-0.22	Yes	0				
OR	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P		N/A			2.67	3		N/A	0				
OR	14–05	OP-4	Install Interv, PBX, Avg Days	D	P		N/A			4.42	12		N/A	0				
OR	14–05	OP-4	Install Interv, PBX, Avg Days		P	-0.66	Yes	6.33	6	12.29	48	-0.83	Yes	0				
OR	14–05	OP-5	New Service Install Quality, PBX%		P	2.16	No	89.47%	19	98.28%	58	1.42	Yes	1	63	85.71%	97.78%	-12.07%
OR	14–05	OP-5*	New Service Install Quality, PBX%		P	1.05	N/A	94.74%	19	98.28%	58	0.66	N/A	0				
OR	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P		N/A						N/A	0				
OR	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P		N/A			1	1		N/A	0				
OR	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	.	N/A	52	1	23.17	6	0.14	Yes	0				
OR	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P		N/A						N/A	0				
OR	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P		N/A	3	1	1	1	.	N/A	0				
OR	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	0.49	N/A	196	1	107	5	0.01	N/A	0				
OR	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS	-0.94	N/A	-		3		-1.12	N/A	0				
OR	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	.	Yes	100.00%	6	100.00%	42	.	Yes	0				
OR	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		N/A			91.43%	35		N/A	0				
OR	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	.	Yes	100.00%	6	100.00%	46	.	Yes	0				
OR	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P		N/A			100.00%	38		N/A	0				
OR	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	-0.33	Yes	2:21:00	6	2:46:00	46	-0.24	Yes	0				
OR	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P		N/A			8:10:00	38		N/A	0				
OR	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P		N/A			10.53%	38		N/A	1	6	16.67%	8.43%	8.23%
OR	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.35	Yes	0.00%	6	4.35%	46	-0.49	Yes	0				
OR	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	-0.65	N/A	0.00%	4	8.33%	24	-0.56	N/A	0				
OR	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P		N/A			10.71%	28		N/A	0				
OR	14–05	MR-8	Trouble Rate, PBX%		P	1.03	Yes	0.26%	2348	0.14%	60918	1.51	Yes	1	12,505	0.26%	0.14%	0.12%
OR	14–05	MR-8*	Trouble Rate, PBX%		P	0.96	N/A	0.17%	2348	0.09%	60918	1.38	N/A	0				
OR	14–05	MR-9	Repair Appoint Met, PBX%	ND	P	.	Yes	100.00%	1	100.00%	11	.	Yes	0				
OR	14–05	MR-9	Repair Appoint Met, PBX%	D	P		N/A			72.22%	18		N/A	0				
OR	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	-0.77	N/A	25.00%	8	29.41%	119	-0.27	N/A	0				
OR	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P		N/A						N/A	0				
OR	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		N/A			100.00%	3		N/A	0				
OR	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P		N/A			92.92%	113		N/A	0				
OR	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P		N/A						N/A	0				
OR	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		N/A			3.33	3		N/A	0				
OR	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		N/A			9.31	114		N/A	0				
OR	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P		N/A	100.00%	1	93.01%	143	-0.27	Yes	0				
OR	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P		N/A	100.00%	1	97.20%	143	-0.17	N/A	0				
OR	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P		N/A						N/A	0				
OR	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A			19	6		N/A	0				
OR	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P		N/A						N/A	0				
OR	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A			32	2		N/A	0				
OR	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS		N/A			168.37	46		N/A	0				
OR	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS		N/A			10			N/A	0				
OR	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P		N/A			100.00%	65		N/A	0				
OR	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		N/A			100.00%	28		N/A	0				
OR	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P		N/A			100.00%	65		N/A	0				
OR	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		N/A			100.00%	28		N/A	0				
OR	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P		N/A			1:38:00	65		N/A	0				
OR	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		N/A			2:38:00	28		N/A	0				
OR	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		N/A			27.69%	65		N/A	0				
OR	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			10.71%	28		N/A	0				
OR	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		N/A			32.00%	25		N/A	0				
OR	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			5.88%	17		N/A	0				
OR	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	-0.79	Yes	0.00%	87	1.02%	9115	-0.94	Yes	0				
OR	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	-0.57	N/A	0.00%	87	0.46%	9115	-0.63	N/A	0				
OR	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		N/A						N/A	0				
OR	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P		N/A						N/A	0				

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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	0.00%	1	24.22%	128	-0.56	N/A	50.00%	2	25.64%	117	0.63	N/A			33.33%	90		N/A			30.69%	101
OR	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P	89.47%	19	99.65%	3154	3.08	No	100.00%	8	99.35%	2629	-0.23	Yes	100.00%	14	99.35%	3381	-0.3	Yes	100.00%	19	98.83%	2908
OR	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P	100.00%	2	95.91%	220	-0.29	Yes	100.00%	2	94.44%	252	-0.34	Yes	100.00%	1	93.01%	286	-0.27	Yes			93.66%	284
OR	14–07	OP-3	Install Commit Met, Qwest DSL%		P	100.00%	1	91.67%	12	-0.29	Yes	100.00%	2	100.00%	8	.	Yes			92.31%	13		N/A	100.00%	1	100.00%	14
OR	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	5.17	12	4.89	1942	2.58	No	5	6	4.93	1904	1.52	Yes	4.44	9	4.92	2480	-0.96	Yes	5.08	12	4.86	2157
OR	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	6.5	2	5.51	223	0.92	Yes	2	2	5.67	256	-1.77	Yes	5	1	5.72	293	-0.26	Yes			5.7	285
OR	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P	3	1	3.8	10	-0.25	Yes	4	2	9.75	8	-0.84	Yes			2.64	11		N/A	7	1	7.21	14
OR	14–07	OP-5	New Service Install Quality, Qwest DSL%		P	100.00%	17	100.00%	3144	.	Yes	100.00%	14	99.91%	3293	-0.11	Yes	100.00%	18	99.88%	3449	-0.14	Yes	100.00%	26	99.82%	3377
OR	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	14	99.94%	3293	-0.09	N/A	100.00%	18	99.88%	3449	-0.14	N/A	100.00%	26	99.85%	3377
OR	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	2.5	2	2.55	11	-0.03	Yes			3.8	15		N/A			5.35	20		N/A			4.24	29
OR	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			2.88	8		N/A			4.5	14		N/A			3	23		N/A			4.83	18
OR	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			2	1		N/A						N/A			33	2		N/A				
OR	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A			7	1		N/A			33.5	2		N/A			1	1
OR	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P						N/A						N/A						N/A				
OR	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			93.60%	172		N/A	100.00%	1	91.14%	237	-0.31	Yes			94.23%	156		N/A			83.70%	270
OR	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			98.26%	172		N/A	100.00%	1	95.38%	238	-0.22	Yes			98.09%	157		N/A			93.38%	272
OR	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			6:12:00	172		N/A	0:17:00	1	10:11:00	238	-0.26	Yes			6:03:00	157		N/A			13:29:00	272
OR	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			20.35%	172		N/A	0.00%	1	18.91%	238	-0.48	Yes			32.48%	157		N/A			31.99%	272
OR	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			24.11%	141		N/A			33.80%	71		N/A			35.94%	128
OR	14–07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	13	1.45%	11828	-0.44	Yes	7.69%	13	1.96%	12131	1.14	Yes	0.00%	12	1.26%	12455	-0.39	Yes	0.00%	11	2.12%	12806
OR	14–07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	13	1.16%	12131	-0.39	N/A	0.00%	12	0.57%	12455	-0.26	N/A	0.00%	11	1.00%	12806
OR	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			57.00%	400		N/A	0.00%	1	52.96%	506	-1.06	N/A			55.14%	350		N/A			47.99%	523
OR	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100.00%	6		N/A						N/A						N/A				
OR	14–08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A						N/A				
OR	14–08	OP-3	Install Commit Met, ISDN Primary%		P			100.00%	7		N/A			98.77%	81		N/A	100.00%	1	94.83%	58	-0.23	Yes			52.31%	216
OR	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			0	6		N/A						N/A						N/A				
OR	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A				
OR	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P			17.29	17		N/A			15.03	90		N/A	6	1	14.17	64	-1.24	Yes			44.8	234
OR	14–08	OP-5	New Service Install Quality, ISDN Primary%		P			98.31%	59		N/A	100.00%	1	100.00%	80	.	Yes	0.00%	1	100.00%	152	2.82	No			100.00%	182
OR	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100.00%	1	100.00%	80	.	Yes	0.00%	1	100.00%	152	2.82	N/A			100.00%	182
OR	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P						N/A						N/A						N/A				
OR	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P						N/A						N/A						N/A				
OR	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			19.2	5		N/A			17.71	7		N/A			12.75	8		N/A			62.83	103
OR	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P						N/A			41	1		N/A						N/A				
OR	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			4.5	2		N/A			42	1		N/A			10.4	10		N/A			34.63	8
OR	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS			1			N/A			1			N/A			10			N/A			6	
OR	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	0.00%	1	100.00%	7	1.65	No	100.00%	4	92.31%	13	-0.5	Yes	100.00%	6	100.00%	9	.	Yes	100.00%	3	92.31%	13
OR	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	4:17:00	1	1:08:00	7	1.48	Yes	1:15:00	4	1:36:00	13	-0.5	Yes	0:50:00	6	0:39:00	9	0.62	Yes	0:54:00	3	2:18:00	13
OR	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0.00%	1	0.00%	7	.	Yes	0.00%	4	0.00%	13	.	Yes	16.67%	6	11.11%	9	0.19	Yes	0.00%	3	0.00%	13
OR	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A	0.00%	2	0.00%	1	.	Yes	25.00%	4	20.00%	5	0.02	N/A	0.00%	2	0.00%	5
OR	14–08	MR-8	Trouble Rate, ISDN Primary%		P	0.16%	617	0.01%	62199	3.51	No	0.69%	582	0.02%	62222	11.07	No	1.10%	547	0.01%	62330	20.98	No	0.55%	547	0.02%	62247
OR	14–08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.34%	582	0.00%	62222	20.49	N/A	0.73%	547	0.01%	62330	18.8	N/A	0.37%	547	0.01%	62247
OR	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0.00%	1	46.15%	13	-0.89	N/A	20.00%	5	23.53%	17	-0.16	N/A	33.33%	9	35.71%	14	-0.12	N/A	0.00%	3	7.14%	14
OR	14–09	OP-3	Install Commit Met, DS0%	ND	P	100.00%	1				N/A						N/A			100.00%	1		N/A				
OR	14–09	OP-3	Install Commit Met, DS0%	D	P			0.00%	1		N/A						N/A			100.00%	2		N/A				
OR	14–09	OP-3	Install Commit Met, DS0%		P			100.00%	6		N/A	100.00%	3	80.00%	15	-0.79	Yes	0.00%	1	77.78%	27	1.19	Yes	100.00%	2	42.31%	26
OR	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P	8	1				N/A						N/A			5	1		N/A				
OR	14–09	OP-4	Install Interv, DS0, Avg Days	D	P			31	1		N/A						N/A			3	2		N/A				
OR	14–09	OP-4	Install Interv, DS0, Avg Days		P			8.86	7		N/A	4.5	2	8.21	14	-0.74	Yes	6	1	8.43	30	-0.23	Yes	6	2	11.12	43
OR	14–09	OP-5	New Service Install Quality, DS0%		P	100.00%	2	76.92%	13	-0.72	Yes	100.00%	2	88.00%	25	-0.5	Yes	0.00%	2	47.37%	38	1.1	Yes	90.00%	10	26.32%	38
OR	14–09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	2	92.00%	25	-0.4	N/A	0.00%	2	55.26%	38	1.3	N/A	90.00%	10	57.89%	38
OR	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A				
OR	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P			18	1		N/A						N/A						N/A				
OR	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P						N/A						N/A	1	1	17	4	-0.64	Yes			15.13	15
OR	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A			2	3		N/A			2.5	2		N/A			3	2
OR	14–09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			184.5	12		N/A			220.2	10		N/A	144	1	204.6	10	-0.26	N/A			137.14	14
OR	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			3			N/A			4			N/A	1		2		1.15	N/A			6	
OR	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	33.33%	3	85.29%	340	1.89	No	80.00%	10	87.40%	365	0.68	Yes	83.33%	6	80.94%	299	-0.15	Yes	100.00%	8	84.72%	360
OR	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	4:10:00	3	2:10:00	340	1.22	Yes	2:29:00	10	2:22:00	365	0.53	Yes	1:48:00	6	3:06:00	299	-0.27	Yes	1:36:00	8	2:41:00	360
OR	14–09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	3	12.35%	340	-0.65	Yes	40.00%	10	16.16%	365	1.77	No	33.33%	6	16.39%	299	1	Yes	0.00%	8	19.44%	360
OR	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	44.44%	9	15.38%	221	2	N/A	33.33%	6	16.43%	213	0.99	N/A	0.00%	5	19.35%	248
OR	14–09	MR-8	Trouble Rate, DS0%		P	0.31%	955	0.50%	68033	-0.81	Yes	1.03%	971	0.53%	68424	2.11	No	0.62%	967	0.44%	68180	0.85	Yes	0.83%	962	0.54%	67029
OR	14–09	MR-8*	Trouble Rate, DS0%		P						N/A	0.93%	971	0.32%	68424	3.29	N/A	0.62%	967	0.31%	68180	1.7	N/A	0.52%	962	0.37%	67029
OR	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	40.00%	5	30.75%	491	0.43	N/A	0.00%	10	27.29%	502	-1.92	N/A	0.00%	6	23.53%	391	-1.35	N/A	0.00%	8	31.56%	526
OR	14–10	OP-3	Install Commit Met, DS1%		P			89.62%	443		N/A			83.75%	443		N/A	100.00%	1	89.17%	545	-0.35	Yes	100.00%	1	86.26%	495
OR	14–10	OP-4	Install Interv, DS1, Avg Days		P			14.1	490		N/A			12.4	499		N/A	8	2	11.29	618	-0.65	Yes	1	1	12.65	571
OR	14–10	OP-5	New Service Install Quality, DS1%		P			95.44%	504		N/A	100.00%	1	95.25%	568	-0.22	Yes	0.00%	2	93.07%	606	2.84	No	0.00%	1	94.00%	650
OR	14–10	OP-5*	New Service Install Quality, DS1%		P						N/A	100.00%	1	97.36%	568	-0.16	N/A	50.00%	2	95.87%	606	1.74	N/A	0.00%	1	94.92%	650
OR	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			15.63	38		N/A			8.02	41		N/A			13.78	37		N/A			19.52	69
OR	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			16.33	21		N/A			22.05	37		N/A			9.52	29		N/A			9.57	14
OR	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			66.89	55		N/A			49.62	69		N/A			43.96	79		N/A			52.44	93
OR	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS			22			N/A			26			N/A			34			N/A			39	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS		N/A			23.14%	121		N/A	0				
OR	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	-0.47	Yes	96.55%	29	99.42%	3271	1.37	Yes	1	89	96.63%	99.33%	-2.70%
OR	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P		N/A	100.00%	1	95.24%	252	-0.22	Yes	0				
OR	14--07	OP-3	Install Commit Met, Qwest DSL%		P	.	Yes	100.00%	2	80.00%	15	-0.66	Yes	0				
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	1.57	Yes	5.05	21	4.9	2231	1.59	Yes	1	60	4.98	4.90	0.08
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		N/A	5	1	6.07	256	-0.34	Yes	0				
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	-0.02	Yes	3	1	6.07	15	-0.44	Yes	0				
OR	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	-0.21	Yes	100.00%	36	99.87%	3872	-0.21	Yes	0				
OR	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	-0.2	N/A	100.00%	36	99.95%	3872	-0.14	N/A	0				
OR	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		N/A	2	1	6.78	18	-0.5	Yes	0				
OR	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P		N/A			4.43	14		N/A	0				
OR	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		N/A			2	3		N/A	0				
OR	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P		N/A			10	1		N/A	0				
OR	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P		N/A			6	1		N/A	0				
OR	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		N/A			86.90%	290		N/A	0				
OR	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		N/A			93.79%	290		N/A	0				
OR	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		N/A			10:35:00	290		N/A	0				
OR	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		N/A			39.31%	290		N/A	0				
OR	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		N/A			43.26%	141		N/A	0				
OR	14--07	MR-8	Trouble Rate, Qwest DSL%		P	-0.49	Yes	0.00%	12	2.20%	13179	-0.52	Yes	0				
OR	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	-0.33	N/A	0.00%	12	1.07%	13179	-0.36	N/A	0				
OR	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		N/A			48.21%	560		N/A	0				
OR	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		N/A						N/A	0				
OR	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P		N/A						N/A	0				
OR	14--08	OP-3	Install Commit Met, ISDN Primary%		P		N/A			40.35%	57		N/A	0				
OR	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		N/A						N/A	0				
OR	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P		N/A						N/A	0				
OR	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		N/A			22.87	126		N/A	0				
OR	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		N/A			99.64%	275		N/A	1	2	50.00%	99.73%	-49.73%
OR	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		N/A			100.00%	275		N/A	0				
OR	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P		N/A						N/A	0				
OR	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P		N/A						N/A	0				
OR	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P		N/A			15.28	92		N/A	0				
OR	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P		N/A			108	1		N/A	0				
OR	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS		N/A			60.79	105		N/A	0				
OR	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS		N/A			85			N/A	0				
OR	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	-0.45	Yes	100.00%	1	100.00%	8	.	Yes	1	15	93.33%	96.00%	-2.67%
OR	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	-1.09	Yes	0:14:00	1	1:26:00	8	-0.93	Yes	0				
OR	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	.	Yes	0.00%	1	0.00%	8	.	Yes	0				
OR	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	.	Yes			0.00%	3		N/A	0				
OR	14--08	MR-8	Trouble Rate, ISDN Primary%		P	8.5	No	0.21%	486	0.01%	59841	1.83	No	5	2,779	0.54%	0.01%	0.53%
OR	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	9.29	N/A	0.00%	486	0.01%	59841	-0.16	N/A	0				
OR	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	-0.44	N/A	50.00%	2	46.67%	15	-0.04	N/A	0				
OR	14--09	OP-3	Install Commit Met, DS0%	ND	P		N/A						N/A	0				
OR	14--09	OP-3	Install Commit Met, DS0%	D	P		N/A						N/A	0				
OR	14--09	OP-3	Install Commit Met, DS0%		P	-1.59	Yes	87.50%	16	76.67%	30	-0.83	Yes	0				
OR	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P		N/A						N/A	0				
OR	14--09	OP-4	Install Interv, DS0, Avg Days	D	P		N/A						N/A	0				
OR	14--09	OP-4	Install Interv, DS0, Avg Days		P	-0.37	Yes	7.2	15	8.06	33	-0.51	Yes	0				
OR	14--09	OP-5	New Service Install Quality, DS0%		P	-4.07	Yes	100.00%	11	14.71%	34	-6.94	Yes	0				
OR	14--09	OP-5*	New Service Install Quality, DS0%		P	-1.83	N/A	100.00%	11	44.12%	34	-3.24	N/A	0				
OR	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P		N/A						N/A	0				
OR	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		N/A						N/A	0				
OR	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		N/A	8.5	2	6.29	7	0.08	Yes	0				
OR	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P		N/A	1	1	18	1	.	N/A	0				
OR	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS		N/A			130.4	15		N/A	0				
OR	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS		N/A			3			N/A	0				
OR	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	-1.19	Yes			81.57%	483		N/A	1	27	81.48%	83.92%	-2.44%
OR	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	-0.74	Yes			2:41:00	483		N/A	0				
OR	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	-1.37	Yes			20.29%	483		N/A	1	27	22.22%	17.22%	5.01%
OR	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	-1.08	N/A			19.82%	333		N/A	0				
OR	14--09	MR-8	Trouble Rate, DS0%		P	1.24	Yes	0.00%	1009	0.72%	66674	-2.69	Yes	1	4,864	0.55%	0.55%	0.01%
OR	14--09	MR-8*	Trouble Rate, DS0%		P	0.76	N/A	0.00%	1009	0.50%	66674	-2.23	N/A	0				
OR	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	-1.91	N/A			22.60%	624		N/A	0				
OR	14--10	OP-3	Install Commit Met, DS1%		P	-0.4	Yes			86.72%	595		N/A	0				
OR	14--10	OP-4	Install Interv, DS1, Avg Days		P	-1.03	Yes			13.79	704		N/A	0				
OR	14--10	OP-5	New Service Install Quality, DS1%		P	1.89	No	0.00%	1	93.61%	626	1.86	No	3	5	20.00%	94.21%	-74.21%
OR	14--10	OP-5*	New Service Install Quality, DS1%		P	1.96	N/A	100.00%	1	96.01%	626	-0.2	N/A	0				
OR	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		N/A			20.93	87		N/A	0				
OR	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		N/A			18.09	11		N/A	0				
OR	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		N/A			46.93	99		N/A	0				
OR	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS		N/A			48			N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
OR	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
OR	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P	
OR	14–07	OP-3	Install Commit Met, Qwest DSL%		P	
OR	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
OR	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
OR	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
OR	14–07	OP-5	New Service Install Quality, Qwest DSL%		P	
OR	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P	
OR	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
OR	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
OR	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	
OR	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	
OR	14–07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	
OR	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
OR	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
OR	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
OR	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
OR	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
OR	14–07	MR-8	Trouble Rate, Qwest DSL%		P	
OR	14–07	MR-8*	Trouble Rate, Qwest DSL%		P	
OR	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
OR	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
OR	14–08	OP-3	Install Commit Met, ISDN Primary%	D	P	
OR	14–08	OP-3	Install Commit Met, ISDN Primary%		P	
OR	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
OR	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	
OR	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
OR	14–08	OP-5	New Service Install Quality, ISDN Primary%		P	
OR	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P	
OR	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	ND	P	
OR	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	
OR	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
OR	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
OR	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
OR	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS	
OR	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
OR	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
OR	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
OR	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
OR	14–08	MR-8	Trouble Rate, ISDN Primary%		P	
OR	14–08	MR-8*	Trouble Rate, ISDN Primary%		P	
OR	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
OR	14–09	OP-3	Install Commit Met, DS0%	ND	P	
OR	14–09	OP-3	Install Commit Met, DS0%	D	P	
OR	14–09	OP-3	Install Commit Met, DS0%		P	
OR	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P	
OR	14–09	OP-4	Install Interv, DS0, Avg Days	D	P	
OR	14–09	OP-4	Install Interv, DS0, Avg Days		P	
OR	14–09	OP-5	New Service Install Quality, DS0%		P	
OR	14–09	OP-5*	New Service Install Quality, DS0%		P	
OR	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
OR	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
OR	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
OR	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
OR	14–09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
OR	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS	
OR	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
OR	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
OR	14–09	MR-7	Repair Repeat Report Rate, DS0%		P	
OR	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P	
OR	14–09	MR-8	Trouble Rate, DS0%		P	
OR	14–09	MR-8*	Trouble Rate, DS0%		P	
OR	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
OR	14–10	OP-3	Install Commit Met, DS1%		P	
OR	14–10	OP-4	Install Interv, DS1, Avg Days		P	
OR	14–10	OP-5	New Service Install Quality, DS1%		P	
OR	14–10	OP-5*	New Service Install Quality, DS1%		P	
OR	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
OR	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
OR	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
OR	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
OR	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	7	77.27%	308	-1.42	Yes	72.73%	11	81.31%	337	0.71	Yes	88.89%	9	86.64%	277	-0.19	Yes	88.89%	9	77.02%	383
OR	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:21:00	7	2:58:00	308	-1.2	Yes	7:48:00	11	2:41:00	337	2.37	No	1:45:00	9	2:13:00	277	-0.52	Yes	3:03:00	9	3:13:00	383
OR	14–10	MR-7	Repair Repeat Report Rate, DS1%		P	28.57%	7	9.09%	308	1.45	Yes	18.18%	11	15.73%	337	0.26	Yes	11.11%	9	24.19%	277	-0.9	Yes	11.11%	9	24.54%	383
OR	14–10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	0.00%	6	18.36%	207	-1.15	N/A	0.00%	4	28.30%	159	-1.24	N/A	11.11%	9	26.29%	251
OR	14–10	MR-8	Trouble Rate, DS1%		P	4.00%	175	1.14%	26978	2.8	No	6.55%	168	1.25%	26926	4.38	No	5.29%	170	1.03%	26843	3.92	No	5.66%	159	1.44%	26610
OR	14–10	MR-8*	Trouble Rate, DS1%		P						N/A	3.57%	168	0.77%	26926	3.05	N/A	2.35%	170	0.59%	26843	2.29	N/A	5.66%	159	0.94%	26610
OR	14–10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	22.22%	9	24.14%	406	-0.13	N/A	8.33%	12	21.45%	429	-1.09	N/A	0.00%	9	20.40%	348	-1.5	N/A	10.00%	10	22.47%	494
OR	14–11	OP-3	Install Commit Met, DS3%		P			43.33%	30		N/A			75.00%	20		N/A			94.12%	34		N/A			77.42%	31
OR	14–11	OP-4	Install Interv, DS3, Avg Days		P			27.74	35		N/A			11.58	31		N/A			14.21	47		N/A			19.52	50
OR	14–11	OP-5	New Service Install Quality, DS3%		P			97.06%	34		N/A			97.50%	40		N/A			95.92%	49		N/A			97.67%	43
OR	14–11	OP-5*	New Service Install Quality, DS3%		P						N/A			97.50%	40		N/A			95.92%	49		N/A			97.67%	43
OR	14–11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			10.8	5		N/A			14.33	3		N/A			37.5	2		N/A			13.13	8
OR	14–11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			40.5	12		N/A			11	3		N/A			80	1		N/A			27	1
OR	14–11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			63.33	18		N/A			66.04	25		N/A			47.06	34		N/A			40.74	27
OR	14–11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			14			N/A			22			N/A			27			N/A			20	
OR	14–11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100.00%	4		N/A			72.73%	11		N/A			80.00%	15		N/A			75.00%	4
OR	14–11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:00:00	4		N/A			3:02:00	11		N/A			1:59:00	15		N/A			4:17:00	4
OR	14–11	MR-7	Repair Repeat Report Rate, DS3%		P			0.00%	4		N/A			18.18%	11		N/A			20.00%	15		N/A			0.00%	4
OR	14–11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			33.33%	6		N/A			25.00%	8		N/A			0.00%	3
OR	14–11	MR-8	Trouble Rate, DS3%		P			0.23%	1756		N/A			0.64%	1729		N/A	0.00%	1	0.87%	1721	-0.09	Yes			0.24%	1698
OR	14–11	MR-8*	Trouble Rate, DS3%		P						N/A			0.35%	1729		N/A	0.00%	1	0.46%	1721	-0.07	N/A			0.18%	1698
OR	14–11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			33.33%	6		N/A			15.38%	13		N/A			16.67%	18		N/A			50.00%	8
OR	14–12	OP-3	Install Commit Met, Frame Relay%		P			89.31%	159		N/A			92.31%	143		N/A			90.08%	131		N/A			76.30%	135
OR	14–12	OP-4	Install Interv, Frame Relay, Avg Days		P			15.29	31		N/A			17.98	51		N/A			16.38	39		N/A			16.04	46
OR	14–12	OP-5	New Service Install Quality, Frame Relay%		P			97.48%	159		N/A			97.26%	146		N/A			97.22%	144		N/A			94.44%	144
OR	14–12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			98.63%	146		N/A			97.22%	144		N/A			96.53%	144
OR	14–12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			12.36	14		N/A			3.83	6		N/A			4.7	10		N/A			8.68	28
OR	14–12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			12.83	6		N/A			7.8	5		N/A			13.8	5		N/A			16.22	9
OR	14–12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			141.62	13		N/A			80.81	21		N/A			118.24	17		N/A			137	13
OR	14–12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			4			N/A			7			N/A			8			N/A			5	
OR	14–12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			82.42%	91		N/A			85.71%	98		N/A			86.17%	94		N/A			90.74%	108
OR	14–12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:28:00	91		N/A			2:40:00	98		N/A			2:11:00	94		N/A			2:26:00	108
OR	14–12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			8.79%	91		N/A			18.37%	98		N/A			19.15%	94		N/A			12.96%	108
OR	14–12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			14.29%	63		N/A			19.64%	56		N/A			13.85%	65
OR	14–12	MR-8	Trouble Rate, Frame Relay%		P	0.00%	8	0.95%	9615	-0.28	Yes	0.00%	8	1.01%	9678	-0.29	Yes	0.00%	8	0.98%	9622	-0.28	Yes	0.00%	8	1.11%	9697
OR	14–12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	0.00%	8	0.65%	9678	-0.23	N/A	0.00%	8	0.58%	9622	-0.22	N/A	0.00%	8	0.67%	9697
OR	14–12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			29.46%	129		N/A			25.19%	131		N/A			15.32%	111		N/A			23.40%	141
SD	01–01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	4	80.00%	5	-0.75	Yes	100.00%	11	100.00%	3	.	Yes	100.00%	4	87.50%	8	-0.62	Yes	100.00%	10	100.00%	5
SD	01–01	OP-4	Install Interv, LIS Trunk, Avg Days		P	14.75	4	19.5	6	-1.36	Yes	16.36	11	13.33	3	0.61	Yes	16.83	6	15.63	8	0.42	Yes	18.3	10	17.8	5
SD	01–01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	8	100.00%	5	.	Yes	100.00%	9	100.00%	6	.	Yes	100.00%	8	71.43%	7	-1.22	Yes	100.00%	8	100.00%	4
SD	01–01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	9	100.00%	6	.	Yes	100.00%	8	71.43%	7	-1.22	N/A	100.00%	8	100.00%	4
SD	01–01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			10	2		N/A						N/A			4	1		N/A				
SD	01–01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A						N/A				
SD	01–01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS						N/A						N/A						N/A				
SD	01–01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P			100.00%	4		N/A	100.00%	2	100.00%	5	.	Yes			83.33%	6		N/A			100.00%	4
SD	01–01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P			0:53:00	4		N/A	1:19:00	2	1:23:00	5	-0.08	Yes			4:37:00	6		N/A			0:47:00	4
SD	01–01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P			0.00%	4		N/A	0.00%	2	40.00%	5	-0.98	Yes			33.33%	6		N/A			50.00%	4
SD	01–01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0.00%	2	25.00%	4	-0.67	N/A			33.33%	6		N/A			100.00%	2
SD	01–01	MR-8	Trouble Rate, LIS Trunk%		P	0.00%	11496	0.03%	12942	-1.37	Yes	0.02%	11496	0.04%	12702	-0.86	Yes	0.00%	11184	0.05%	12594	-1.68	Yes	0.00%	10920	0.03%	12786
SD	01–01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.02%	11496	0.03%	12702	-0.62	N/A	0.00%	11184	0.05%	12594	-1.68	N/A	0.00%	10920	0.02%	12786
SD	01–01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	100.00%	1	0.00%	4	1.39	N/A	0.00%	2	16.67%	6	-0.55	N/A			14.29%	7		N/A			20.00%	5
SD	01–01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	0.00%	120				Yes	0.00%	120				Yes	0.00%	120				Yes	0.00%	120		
SD	01–01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	0.00%	3648	0.00%	3297	.	Yes	0.00%	4464	0.01%	3297	-16.89	Yes	0.00%	4512	0.00%	3297	.	Yes	0.00%	5064	0.00%	4473
SD	01–01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.00%	120				N/A	0.00%	120				N/A	0.00%	120				N/A	0.00%	120		
SD	01–01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	3648	0.00%	3297	.	N/A	0.00%	4464	0.01%	3297	-16.89	N/A	0.00%	4512	0.00%	3297	.	N/A	0.00%	5064	0.00%	4473
SD	01–02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150						N/A						N/A						N/A				
SD	01–02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%						N/A						N/A						N/A				
SD	01–02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A						N/A	7	1		
SD	01–02	CP-4	Collocation Feas Study Commit Met, All%		90.00%						N/A						N/A						N/A	100.00%	1		
SD	02–01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.05	3103322	3.49	988010	-419.15	Yes	1.11	3283792	3.93	956173	-413.28	Yes	1.19	3822389	4.05	1094122	-427.74	Yes	1.13	3412905	4.31	1061587
SD	02–01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	100.00%	36460				Yes	100.00%	33623				Yes	100.00%	35111				Yes	100.00%	27393		
SD	02–01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.04	2633592	3.49	988010	-412.39	N/A	1.07	2800601	3.93	956173	-411.27	N/A	1.15	3300471	4.05	1094122	-425.4	N/A	1.1	2931402	4.31	1061587
SD	02–01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.12	469730	3.49	988010	-265.78	N/A	1.35	483191	3.93	956173	-249.5	N/A	1.4	521918	4.05	1094122	-255	N/A	1.32	481503	4.31	1061587
SD	02–01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	1611				N/A	100.00%	1626				N/A	100.00%	1644				N/A	100.00%	1635		
SD	02–01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	98.21%	1206799	99.21%	8977973.4	116.37	No	97.35%	1297585	99.29%	9357924.51	247.83	No	98.32%	1331115.7	98.94%	9132577.87	65.94	No	99.51%	1317721.2	99.07%	9338564.93
SD	02–01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.13%	4134	97.82%	24165	-5.34	Yes	94.34%	4543	88.15%	30134	-12.04	Yes	98.52%	4787	98.10%	29723	-1.95	Yes	94.83%	5027	90.47%	33206
SD	02–01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	100.00%	238				Yes	99.60%	252				Yes	99.64%	279				Yes	99.70%	331		
SD	02–01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	100.00%	227				Yes	100.00%	155				Yes	100.00%	252				Yes	100.00%	164		
SD	02–01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880				Yes	100.00%	28080		
SD	02–01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880				Yes	100.00%	28080		
SD	02–01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520				Yes	100.00%	112320		
SD	02–01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880				Yes	99.95%	28080		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
OR	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	-0.84	Yes	100.00%	8	83.74%	492	-1.24	Yes	0				
OR	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	-0.09	Yes	1:19:00	8	2:11:00	492	-0.88	Yes	1	44	3:23:10	2:38:12	0:44:57
OR	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	-0.93	Yes	50.00%	8	28.46%	492	1.25	Yes	0				
OR	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	-1.02	N/A			29.33%	283		N/A	0				
OR	14--10	MR-8	Trouble Rate, DS1%		P	3.42	No	5.41%	148	1.85%	26539	2.64	No	5	820	5.37%	1.34%	4.03%
OR	14--10	MR-8*	Trouble Rate, DS1%		P	4.21	N/A	0.00%	148	1.07%	26539	-1.26	N/A	0				
OR	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	-0.94	N/A	11.11%	9	15.90%	585	-0.39	N/A	0				
OR	14--11	OP-3	Install Commit Met, DS3%		P		N/A			72.22%	18		N/A	0				
OR	14--11	OP-4	Install Interv, DS3, Avg Days		P		N/A			18.37	35		N/A	0				
OR	14--11	OP-5	New Service Install Quality, DS3%		P		N/A			93.75%	32		N/A	0				
OR	14--11	OP-5*	New Service Install Quality, DS3%		P		N/A			100.00%	32		N/A	0				
OR	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		N/A			15.4	10		N/A	0				
OR	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P		N/A						N/A	0				
OR	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS		N/A			48.75	20		N/A	0				
OR	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS		N/A			13			N/A	0				
OR	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		N/A			100.00%	19		N/A	0				
OR	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		N/A			0:39:00	19		N/A	0				
OR	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		N/A			10.53%	19		N/A	0				
OR	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		N/A			0.00%	5		N/A	0				
OR	14--11	MR-8	Trouble Rate, DS3%		P		N/A			1.12%	1701		N/A	0				
OR	14--11	MR-8*	Trouble Rate, DS3%		P		N/A			0.29%	1701		N/A	0				
OR	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		N/A			9.52%	21		N/A	0				
OR	14--12	OP-3	Install Commit Met, Frame Relay%		P		N/A			77.50%	120		N/A	0				
OR	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		N/A			18.69	45		N/A	0				
OR	14--12	OP-5	New Service Install Quality, Frame Relay%		P		N/A			97.93%	145		N/A	0				
OR	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		N/A			99.31%	145		N/A	0				
OR	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		N/A			18.33	21		N/A	0				
OR	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		N/A			19.08	12		N/A	0				
OR	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		N/A			91.89	19		N/A	0				
OR	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS		N/A			12			N/A	0				
OR	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		N/A			85.25%	122		N/A	0				
OR	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		N/A			2:09:00	122		N/A	0				
OR	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		N/A			16.39%	122		N/A	0				
OR	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		N/A			22.39%	67		N/A	0				
OR	14--12	MR-8	Trouble Rate, Frame Relay%		P	-0.3	Yes	0.00%	8	1.25%	9787	-0.32	Yes	0				
OR	14--12	MR-8*	Trouble Rate, Frame Relay%		P	-0.23	N/A	0.00%	8	0.68%	9787	-0.23	N/A	0				
OR	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		N/A			24.69%	162		N/A	0				
SD	01--01	OP-3	Install Commit Met, LIS Trunk%		P	.	Yes	100.00%	5	100.00%	2	.	Yes	0				
SD	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	0.49	Yes	15.4	5	8.5	2	1.3	Yes	0				
SD	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	.	Yes	100.00%	4	100.00%	4	.	Yes	0				
SD	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	.	Yes	100.00%	4	100.00%	4	.	Yes	0				
SD	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P		N/A						N/A	0				
SD	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS		N/A						N/A	0				
SD	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS		N/A						N/A	0				
SD	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P		N/A	100.00%	3	100.00%	3	.	Yes	0				
SD	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P		N/A	0:37:00	3	0:39:00	3	-0.11	Yes	0				
SD	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P		N/A	33.33%	3	33.33%	3	0	Yes	0				
SD	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P		N/A	0.00%	2	0.00%	2	.	Yes	0				
SD	01--01	MR-8	Trouble Rate, LIS Trunk%		P	-1.36	Yes	0.03%	10032	0.02%	12834	0.32	Yes	0				
SD	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	-0.96	N/A	0.02%	10032	0.02%	12834	0.26	N/A	0				
SD	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS		N/A	0.00%	3	57.14%	7	-1.67	N/A	0				
SD	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%		Yes	0.00%	120				Yes	0				
SD	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	.	Yes	0.00%	4992	0.00%	4473	-5.8	Yes	0				
SD	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS		N/A	0.00%	120				N/A	0				
SD	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	.	N/A	0.00%	4992	0.00%	4473	-5.8	N/A	0				
SD	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150		N/A	141	1				Yes	0				
SD	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%		N/A	100.00%	1				Yes	0				
SD	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10		Yes						N/A	0				
SD	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%		Yes						N/A	0				
SD	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	-443	Yes	1.52	3851620	5.28	1148562	-396.08	Yes	0				
SD	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%		Yes	100.00%	27934				Yes	0				
SD	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	-438.9	N/A	1.5	3354795	5.28	1148562	-391.56	N/A	0				
SD	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	-266.4	N/A	1.65	496825	5.28	1148562	-239.21	N/A	0				
SD	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD		N/A	100.00%	1662				N/A	0				
SD	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	-49.96	Yes	97.68%	1170933.5	98.19%	8894047.76	38.67	No	4	6,324,154	98.23%	98.95%	-0.72%
SD	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	-9.8	Yes	97.65%	3410	98.29%	31333	2.72	No	1	21,901	96.79%	94.37%	2.41%
SD	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%		Yes	100.00%	233				Yes	0				
SD	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%		Yes	96.38%	221				Yes	0				
SD	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%		Yes	98.75%	29340				No	1	144,720	99.43%		
SD	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%		Yes	100.00%	29700				Yes	0				
SD	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%		Yes	99.96%	118800				Yes	0				
SD	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%		Yes	100.00%	29700				Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
OR	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
OR	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
OR	14–10	MR-7	Repair Repeat Report Rate, DS1%		P	
OR	14–10	MR-7*	Repair Repeat Report Rate, DS1%		P	
OR	14–10	MR-8	Trouble Rate, DS1%		P	
OR	14–10	MR-8*	Trouble Rate, DS1%		P	
OR	14–10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
OR	14–11	OP-3	Install Commit Met, DS3%		P	
OR	14–11	OP-4	Install Interv, DS3, Avg Days		P	
OR	14–11	OP-5	New Service Install Quality, DS3%		P	
OR	14–11	OP-5*	New Service Install Quality, DS3%		P	
OR	14–11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
OR	14–11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
OR	14–11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
OR	14–11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	
OR	14–11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
OR	14–11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
OR	14–11	MR-7	Repair Repeat Report Rate, DS3%		P	
OR	14–11	MR-7*	Repair Repeat Report Rate, DS3%		P	
OR	14–11	MR-8	Trouble Rate, DS3%		P	
OR	14–11	MR-8*	Trouble Rate, DS3%		P	
OR	14–11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	
OR	14–12	OP-3	Install Commit Met, Frame Relay%		P	
OR	14–12	OP-4	Install Interv, Frame Relay, Avg Days		P	
OR	14–12	OP-5	New Service Install Quality, Frame Relay%		P	
OR	14–12	OP-5*	New Service Install Quality, Frame Relay%		P	
OR	14–12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	
OR	14–12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	
OR	14–12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	
OR	14–12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS	
OR	14–12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	
OR	14–12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	
OR	14–12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	
OR	14–12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	
OR	14–12	MR-8	Trouble Rate, Frame Relay%		P	
OR	14–12	MR-8*	Trouble Rate, Frame Relay%		P	
OR	14–12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	
SD	01–01	OP-3	Install Commit Met, LIS Trunk%		P	
SD	01–01	OP-4	Install Interv, LIS Trunk, Avg Days		P	
SD	01–01	OP-5	New Service Install Quality, LIS Trunk%		P	
SD	01–01	OP-5*	New Service Install Quality, LIS Trunk%		P	
SD	01–01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	
SD	01–01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	
SD	01–01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	
SD	01–01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	
SD	01–01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	
SD	01–01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	
SD	01–01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	
SD	01–01	MR-8	Trouble Rate, LIS Trunk%		P	
SD	01–01	MR-8*	Trouble Rate, LIS Trunk%		P	
SD	01–01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	
SD	01–01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	
SD	01–01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	
SD	01–01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	
SD	01–01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	
SD	01–02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	
SD	01–02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	
SD	01–02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	
SD	01–02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	
SD	02–01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	
SD	02–01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		95.00%	
SD	02–01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
SD	02–01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
SD	02–01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
SD	02–01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
SD	02–01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
SD	02–01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		95.00%	
SD	02–01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		95.00%	
SD	02–01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
SD	02–01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
SD	02–01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
SD	02–01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880				Yes	99.80%	28080		
SD	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240				Yes	99.94%	41040		
SD	02–01	GA-4	System Avail - EXACT, %		99.25%	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860				Yes	100.00%	21060		
SD	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670				Yes	100.00%	37185		
SD	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%						N/A						N/A						N/A				
SD	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.	Yes	97.82%	29677	82.25%	3340161
SD	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.	Yes	85.75%	21172	86.24%	481264
SD	02–01	OA-1	Order Accuracy, %		NS	99.77%	2174				N/A	99.32%	1770				N/A	99.63%	1874				N/A	99.28%	2084		
SD	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.3	2385				N/A	0.44	2067				N/A	0.6	2020				N/A	0.56	2137		
SD	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.43	2385				N/A	1.47	2067				N/A	1.68	2020				N/A	1.77	2137		
SD	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.29	614				N/A	0.36	539				N/A	0.43	564				N/A	0.47	340		
SD	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.91	614				N/A	4.96	539				N/A	5.19	564				N/A	4.87	340		
SD	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.2	614				N/A	5.32	539				N/A	5.62	564				N/A	5.34	340		
SD	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.73	2385				Yes	1.91	2067				Yes	2.28	2020				Yes	2.33	2137		
SD	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.37	4271				N/A	0.41	3762				N/A	0.52	3887				N/A	0.5	3447		
SD	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.49	4271				N/A	7.25	3762				N/A	6.87	3887				N/A	6.75	3447		
SD	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	7.86	4271				Yes	7.66	3762				Yes	7.4	3887				Yes	7.25	3447		
SD	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.41	857				N/A	0.55	727				N/A	0.74	651				N/A	0.7	572		
SD	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	6.89	857				N/A	7.33	727				N/A	7.16	651				N/A	7.48	572		
SD	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.3	857				Yes	7.88	727				Yes	7.9	651				Yes	8.18	572		
SD	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.81	9793				N/A	1.09	8442				N/A	1.32	8471				N/A	1.31	7185		
SD	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.82	9793				N/A	4.37	8442				N/A	4.75	8471				N/A	5.1	7185		
SD	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.64	9793				Yes	5.47	8442				Yes	6.07	8471				Yes	6.41	7185		
SD	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.67	1134				N/A	0.61	1069				N/A	0.7	1049				N/A	0.7	856		
SD	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.22	1134				N/A	5.71	1069				N/A	5.74	1049				N/A	5.59	856		
SD	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.89	1134				Yes	6.32	1069				Yes	6.44	1049				Yes	6.28	856		
SD	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.29	1370				N/A	0.61	1266				N/A	0.82	1274				N/A	0.79	1300		
SD	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	5.05	1370				N/A	4.83	1266				N/A	4.45	1274				N/A	4.5	1300		
SD	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1370				N/A	0.66	1266				N/A	0.62	1274				N/A	0.66	1300		
SD	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	6.06	1370				Yes	6.11	1266				Yes	5.9	1274				Yes	5.94	1300		
SD	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.74	3777				N/A	0.94	3255				N/A	1.1	3271				N/A	1.05	1794		
SD	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.88	3777				Yes	6.74	3255				Yes	6.82	3271				Yes	5.75	1794		
SD	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.62	3777				N/A	7.68	3255				N/A	7.92	3271				N/A	6.8	1794		
SD	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.8	487				N/A	0.72	390				N/A	0.92	426				N/A	0.91	363		
SD	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.94	487				Yes	8.14	390				Yes	6.14	426				Yes	5.63	363		
SD	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.74	487				N/A	8.86	390				N/A	7.06	426				N/A	6.54	363		
SD	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	1007				N/A	0.36	898				N/A	0.54	845				N/A	0.44	1018		
SD	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.79	1007				N/A	8.89	898				N/A	8.13	845				N/A	8.25	1018		
SD	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	9.06	1007				N/A	9.25	898				N/A	8.67	845				N/A	8.69	1018		
SD	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.36	5665				Yes	3.34	5263				Yes	3.54	4718				Yes	3.55	4994		
SD	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	5.28	965				N/A	5.54	879				N/A	5.45	811				N/A	5.41	429		
SD	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.9	5372				Yes	7.2	4986				Yes	7.07	4527				Yes	6.61	4823		
SD	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.37	479				Yes	6.65	443				Yes	6.96	377				Yes	7.33	380		
SD	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.54	9145				Yes	2.57	8470				Yes	2.69	7646				Yes	2.88	8391		
SD	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.14	2329				Yes	3.05	2192				Yes	3.1	1616				Yes	2.66	908		
SD	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.46	2865				Yes	5.41	2622				Yes	5.21	2404				Yes	5.18	2634		
SD	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	6.84	3007				Yes	7.09	2739				Yes	7.28	2555				Yes	7.24	2809		
SD	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	5.79	972				Yes	6.51	894				Yes	6.88	819				Yes	5.74	917		
SD	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	8.4	929				N/A	8.51	849				N/A	8.48	730				N/A	8.03	830		
SD	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535				Yes	0.04%	19020		
SD	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240				Yes	0.24%	27180		
SD	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.32	8973				N/A	1.33	8533				N/A	1.36	7724				N/A	1.34	7776		
SD	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.87	8417				N/A	1.88	7767				N/A	1.94	7075				N/A	1.84	7939		
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	36.96%	92				N/A	30.15%	136				N/A	29.36%	109				N/A	38.78%	49		
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	66.39%	830				N/A	58.76%	776				N/A	59.23%	807				N/A	53.48%	617		
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	72.45%	2036				N/A	63.44%	1901				N/A	61.48%	2357				N/A	59.94%	1902		
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	54.72%	159				N/A	56.27%	263				N/A	71.00%	300				N/A	45.28%	159		
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	9.70%	763				N/A	13.19%	675				N/A	38.63%	233				N/A	17.17%	495		
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS						N/A	0.00%	3				N/A	0.00%	2				N/A	0.00%	1		
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	28.13%	32				N/A	32.43%	37				N/A	35.48%	31				N/A	30.43%	46		
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	75.00%	12				N/A	75.00%	4				N/A						N/A				
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%	98.07%	1504				Yes	94.81%	1272				No	96.92%	1495				Yes	97.35%	1171		
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%	95.60%	91				Yes	93.08%	159				Yes	96.38%	221				Yes	79.12%	91		
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%	87.18%	39				Yes	85.42%	48				Yes	88.89%	36				Yes	90.48%	21		
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%	98.75%	558				Yes	97.23%	469				Yes	98.96%	483				Yes	96.77%	341		
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%	81.82%	11				No	100.00%	3				Yes						N/A				
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%	100.00%	9				Yes	100.00%	12				Yes	100.00%	11				Yes	100.00%	14		
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%	92.50%	80				Yes	97.80%	91				Yes	94.74%	95				Yes	98.84%	86		
SD	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	13:22:00	130				No	4:49:00	143				Yes	6:33:00	164				Yes	4:45:00	119		
SD	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	24373				Yes	0:03:00	26497				Yes	0:03:00	27642				Yes	0:03:00	28557		
SD	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	1:39:00	99				Yes	1:44:00	117				Yes	1:10:00	86				Yes	1:31:00	87		
SD	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	0:03:00	20060				Yes	0:03:00	22881				Yes	0:05:00	18746				Yes	0:05:00	15106		

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%		Yes	98.26%	29340				No	1	144,720	99.34%		
SD	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%		Yes	99.31%	43020				Yes	0				
SD	02–01	GA-4	System Avail - EXACT, %		99.25%		Yes	100.00%	22500				Yes	0				
SD	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%		Yes	99.92%	38955				Yes	0				
SD	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%		N/A	100.00%	1				Yes	0				
SD	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
SD	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	.	No	87.02%	23847	84.85%	529360	.	Yes	1	92,320	89.18%	87.97%	1.21%
SD	02–01	OA-1	Order Accuracy, %		NS		N/A	99.42%	1714				N/A	0				
SD	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS		N/A	0.55	2460				N/A	0				
SD	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS		N/A	2.24	2460				N/A	0				
SD	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS		N/A	0.48	494				N/A	0				
SD	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS		N/A	13.51	494				N/A	0				
SD	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.		N/A	14	494				N/A	0				
SD	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10		Yes	2.79	2460				Yes	0				
SD	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS		N/A	0.51	3738				N/A	0				
SD	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS		N/A	6.37	3738				N/A	0				
SD	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25		Yes	6.89	3738				Yes	0				
SD	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS		N/A	0.7	690				N/A	0				
SD	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS		N/A	7.63	690				N/A	0				
SD	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25		Yes	8.33	690				Yes	0				
SD	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS		N/A	1.34	6366				N/A	0				
SD	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS		N/A	4.67	6366				N/A	0				
SD	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10		Yes	6.01	6366				Yes	0				
SD	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS		N/A	0.72	954				N/A	0				
SD	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS		N/A	5.82	954				N/A	0				
SD	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5		Yes	6.54	954				Yes	0				
SD	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS		N/A	0.8	1560				N/A	0				
SD	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS		N/A	4.69	1560				N/A	0				
SD	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS		N/A	0.71	1560				N/A	0				
SD	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10		Yes	6.2	1560				Yes	0				
SD	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS		N/A	0.96	3197				N/A	0				
SD	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20		Yes	7.9	3197				Yes	0				
SD	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS		N/A	8.86	3197				N/A	0				
SD	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS		N/A	0.91	419				N/A	0				
SD	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20		Yes	6.09	419				Yes	0				
SD	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS		N/A	7	419				N/A	0				
SD	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS		N/A	0.47	2135				N/A	0				
SD	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS		N/A	14.1	2135				N/A	0				
SD	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.		N/A	14.56	2135				N/A	0				
SD	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10		Yes	3.99	5238				Yes	0				
SD	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS		N/A	13.09	867				N/A	0				
SD	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25		Yes	6.23	4831				Yes	0				
SD	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25		Yes	6.75	473				Yes	0				
SD	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10		Yes	2.52	7982				Yes	0				
SD	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5		Yes	2.6	795				Yes	0				
SD	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10		Yes	5.06	2639				Yes	0				
SD	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20		Yes	9.67	3631				Yes	0				
SD	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20		Yes	5.16	821				Yes	0				
SD	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS		N/A	12.37	1453				N/A	0				
SD	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%		Yes	0.02%	22018				Yes	0				
SD	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%		Yes	0.02%	28735				Yes	0				
SD	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS		N/A	1.36	4648				N/A	0				
SD	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS		N/A	2.15	8281				N/A	0				
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS		N/A	43.75%	96				N/A	0				
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS		N/A	48.09%	549				N/A	0				
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS		N/A	64.00%	2347				N/A	0				
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS		N/A	60.66%	183				N/A	0				
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS		N/A	23.08%	481				N/A	0				
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS		N/A	0.00%	4				N/A	0				
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS		N/A	26.47%	34				N/A	0				
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS		N/A						N/A	0				
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%		Yes	96.84%	1551				Yes	1	6,993	96.84%		
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%		No	93.28%	119				Yes	1	681	92.66%		
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%		Yes	89.36%	47				Yes	0				
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%		Yes	96.00%	275				Yes	0				
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%		N/A						N/A	1	11	81.82%		
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%		Yes	100.00%	9				Yes	0				
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%		Yes	98.23%	113				Yes	0				
SD	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	3:45:00	161				Yes	1	717	10:51:51		
SD	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:03:00	31140				Yes	0				
SD	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00		Yes	2:00:00	114				Yes	0				
SD	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18		Yes	0:05:00	16788				Yes	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	02–01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
SD	02–01	GA-3	Gateway Avail - EB-TA, %		99.25%	
SD	02–01	GA-4	System Avail - EXACT, %		99.25%	
SD	02–01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
SD	02–01	GA-7	Timely Outage Resolution following Software Releases , %		95.00%	
SD	02–01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	
SD	02–01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	
SD	02–01	OA-1	Order Accuracy, %		NS	
SD	02–01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	
SD	02–01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	
SD	02–01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	
SD	02–01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	
SD	02–01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	
SD	02–01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	
SD	02–01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	
SD	02–01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	
SD	02–01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	
SD	02–01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	
SD	02–01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	
SD	02–01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	
SD	02–01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	
SD	02–01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	
SD	02–01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	
SD	02–01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	
SD	02–01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	
SD	02–01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	
SD	02–01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	
SD	02–01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	
SD	02–01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	
SD	02–01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	
SD	02–01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	
SD	02–01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	
SD	02–01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	
SD	02–01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	
SD	02–01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	
SD	02–01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	
SD	02–01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	
SD	02–01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	
SD	02–01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	
SD	02–01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		NS	
SD	02–01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	
SD	02–01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	
SD	02–01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	
SD	02–01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	
SD	02–01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	
SD	02–01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale%		95.00%	
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90.00%	
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80.00%	
SD	02–01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95.00%	
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90.00%	
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale%		95.00%	
SD	02–01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80.00%	
SD	02–01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
SD	02–01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	
SD	02–01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00:00	
SD	02–01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		0:00:18	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	24:46:00	7				No	11:51:00	4				Yes	7:36:00	7				Yes	10:52:00	19		
SD	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729				N/A	2.20%	90491		
SD	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729				N/A	31.56%	90491		
SD	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637				N/A	4.67%	72657		
SD	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637				N/A	20.79%	72657		
SD	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	53.85%	13				N/A	13.79%	29				N/A	15.56%	45				N/A	33.93%	56		
SD	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	100.00%	1493				Yes	99.85%	1292				Yes	98.71%	1622				Yes	100.00%	1180		
SD	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	100.00%	32				Yes	100.00%	39				Yes	100.00%	31				Yes	100.00%	16		
SD	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	100.00%	505				Yes	99.53%	426				Yes	98.18%	440				Yes	100.00%	313		
SD	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	100.00%	18				Yes	100.00%	13				Yes	100.00%	11				Yes	100.00%	14		
SD	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	100.00%	73				Yes	98.81%	84				Yes	97.62%	84				Yes	100.00%	83		
SD	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	99.15%	591				Yes	84.17%	834				No	76.23%	1195				No	90.23%	778		
SD	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	100.00%	51				Yes	98.82%	85				Yes	100.00%	66				Yes	100.00%	34		
SD	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	100.00%	260				Yes	100.00%	292				Yes	100.00%	305				Yes	99.23%	261		
SD	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	100.00%	233				Yes	99.34%	302				Yes	99.60%	247				Yes	100.00%	239		
SD	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	100.00%	683				Yes	100.00%	586				Yes	100.00%	139				Yes	100.00%	409		
SD	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%						N/A	100.00%	2				Yes	100.00%	2				Yes	100.00%	1		
SD	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	100.00%	2				Yes	100.00%	12				Yes	100.00%	22				Yes	100.00%	12		
SD	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	3				Yes	100.00%	5				Yes	100.00%	1				Yes	100.00%	11		
SD	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	100.00%	1				Yes	100.00%	8				Yes	100.00%	12				Yes	100.00%	10		
SD	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	100.00%	8				Yes	100.00%	12				Yes	100.00%	4				Yes	100.00%	1		
SD	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	0:16:00	2859				Yes	0:16:00	2712				Yes	1:03:00	3304				Yes	1:43:00	2380		
SD	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	0:20:00	1095				Yes	0:07:00	611				Yes	0:23:00	627				Yes	1:31:00	681		
SD	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	97.92%	2357	97.81%	22191	-0.35	Yes	97.38%	2479	97.48%	24298	0.3	Yes	96.38%	2958	97.41%	32609	3.35	No	97.22%	1763	97.31%	28601
SD	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			97.81%	22191		N/A			97.48%	24298		N/A			97.41%	32609		N/A			97.31%	28601
SD	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2.85	13	5.6	73	1.3	Yes	5.86	7	4.89	94	-0.42	Yes	2.36	14	4.7	141	2.2	No	6.27	11	5.06	126
SD	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.67	15	5.6	73	0.1	Yes	4.17	6	4.89	94	0.12	Yes	5	6	4.7	141	-0.16	Yes	4.86	7	5.06	126
SD	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A				
SD	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2	2	5.6	73	0.58	Yes	2	1	4.89	94	0.2	Yes	1.5	2	4.7	141	1.14	Yes			5.06	126
SD	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	44.44%	9	25.00%	76	-1.27	Yes	33.33%	3	20.25%	79	-0.55	Yes	25.00%	16	30.00%	130	0.36	Yes	50.00%	6	30.25%	119
SD	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	22.22%	9	25.00%	76	0.09	Yes	0.00%	1	20.25%	79	0.21	Yes	0.00%	2	30.00%	130	0.7	Yes	0.00%	3	30.25%	119
SD	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A						N/A			0.00%	1		N/A				
SD	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			25.00%	76		N/A			20.25%	79		N/A	100.00%	1	30.00%	130	-1.52	Yes			30.25%	119
SD	02–01	PO-10	LSR Accountability, Product Aggr%		NS	100.00%	82233				N/A	100.00%	91895				N/A	99.99%	106810				N/A	100.00%	76079		
SD	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.02	2614	0.04	2648	-3.21	N/A	0.02	1630	0.04	3120	-3.13	N/A	0.02	1930	0.04	3828	-3.26	N/A	0.02	1829	0.04	3755
SD	02–01	PO-16	Timely Release Notifs, %		92.50%	100.00%	2				Yes						N/A	100.00%	7				Yes	100.00%	2		
SD	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	98.28%	524				Yes	97.61%	712				Yes	99.11%	671				Yes	98.89%	631		
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS						N/A						N/A						N/A	98.94%	188		
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS						N/A	95.77%	189				N/A	100.00%	189				N/A	98.94%	189		
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	98.46%	195				N/A	97.42%	194				N/A	99.48%	193				N/A	98.45%	193		
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	100.00%	111				N/A	100.00%	111				N/A	92.31%	65				N/A	100.00%	61		
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	97.25%	218				N/A	98.17%	218				N/A	100.00%	224				N/A				
SD	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS						N/A	97.06%	170				N/A						N/A				
SD	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	97.38%	420				N/A	96.47%	397				N/A	97.50%	440				N/A	94.42%	394		
SD	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	94.40%	500				N/A	95.20%	500				N/A	97.22%	540				N/A	96.88%	480		
SD	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	59	99.37%	1590	-0.6	Yes	100.00%	102	99.49%	1762	-0.7	Yes	100.00%	194	98.40%	2068	-1.7	Yes	100.00%	57	99.07%	2147
SD	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	94.12%	17	91.88%	813	-0.33	Yes	100.00%	8	91.62%	811	-0.85	Yes	88.89%	9	91.98%	1122	0.38	Yes	100.00%	13	89.86%	937
SD	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.76	21	3.55	1285	-1.39	Yes	2.92	60	3.68	1443	-2	Yes	3.05	98	3.82	1720	-2.78	Yes	3	26	3.78	1785
SD	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	5.35	17	5.36	821	-0.01	Yes	3.88	8	5.49	827	-0.83	Yes	3.44	9	6	1140	-1.28	Yes	6.62	13	6.97	956
SD	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	100.00%	94	98.60%	2502	-1.13	Yes	97.45%	157	90.41%	2899	-2.92	Yes	96.35%	137	87.45%	3156	-3.08	Yes	96.15%	78	87.86%	3411
SD	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	98.09%	157	90.93%	2899	-3.04	N/A	97.08%	137	88.75%	3156	-3.02	N/A	96.15%	78	89.21%	3411
SD	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	5	1	9	10	-0.17	Yes	5	1	15.22	9	-0.47	Yes			9.77	30		N/A			5.27	15
SD	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	1	2.54	37	-0.59	Yes			3.83	30		N/A			4.42	24		N/A			5.56	27
SD	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			7	1		N/A			3	1		N/A			18.33	3		N/A			4.67	6
SD	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			5.28	32		N/A			6.07	41		N/A	3	1	8.9	68	-0.51	Yes			8.61	72
SD	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	1	2	146.84	117	-1.26	N/A			130.82	135		N/A			96.79	190		N/A	4	1	75.97	212
SD	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	-		53		-1.28	N/A			62			N/A			66			N/A	-		71	
SD	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	4	100.00%	126		Yes	50.00%	2	97.44%	117	1.88	No	50.00%	2	99.05%	211	2.25	No	100.00%	4	95.58%	181
SD	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	100.00%	5	94.35%	655	-0.55	Yes	87.50%	8	92.77%	802	0.56	Yes	100.00%	8	91.32%	1314	-0.87	Yes	63.64%	11	85.97%	1219
SD	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	10	99.59%	241	-0.2	Yes	33.33%	3	99.63%	272	3.8	No	100.00%	14	99.77%	430	-0.18	Yes	100.00%	5	98.71%	387
SD	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	5	97.67%	860	-0.34	Yes	100.00%	10	97.34%	1053	-0.52	Yes	100.00%	11	97.08%	1641	-0.57	Yes	80.00%	15	93.69%	1601
SD	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:03:00	10	4:05:00	241	-0.45	Yes	15:04:00	3	5:09:00	272	3.09	No	3:41:00	14	5:31:00	430	-0.86	Yes	3:56:00	5	7:06:00	387
SD	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	6:58:00	5	13:17:00	860	-1.12	Yes	8:57:00	10	14:47:00	1053	-1.31	Yes	10:24:00	11	14:38:00	1641	-1.01	Yes	2:23:00	15	17:48:00	1601
SD	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	20.00%	10	5.81%	241	1.49	Yes	33.33%	3	6.25%	272	1.31	Yes	42.86%	14	12.09%	430	2.81	No	0.00%	5	12.66%	387
SD	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	0.00%	5	8.90%	876	-0.7	Yes	20.00%	10	9.39%	1076	1.04	Yes	0.00%	11	11.24%	1672	-1.18	Yes	25.00%	16	12.30%	1626
SD	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	50.00%	2	7.03%	128	1.45	N/A	0.00%	4	9.55%	220	-0.64	N/A	0.00%	4	12.50%	168
SD	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	20.00%	10	9.15%	1016	1.07	N/A	0.00%	9	11.02%	1597	-1.05	N/A	16.67%	12	11.95%	1540
SD	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.57%	2624	0.65%	172678	-0.48	Yes	0.50%	2615	0.77%	174766	-1.59	Yes	0.97%	2579	1.19%	176613	-1.03	Yes	0.85%	2473	1.13%	178521
SD	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.46%	2615	0.65%	174766	-1.23	N/A	0.50%	2579	1.03%	176613	-2.62	N/A	0.65%	2473	0.96%	178521
SD	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	10	99.59%	241	-0.2	Yes	66.67%	3	98.16%	272	1.88	No	100.00%	14	98.84%	430	-0.4	Yes	100.00%	5	99.22%	387
SD	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100.00%	5	97.03%	876	-0.39	Yes	100.00%	10	94.98%	1076	-0.72	Yes	100.00%	11	93.78%	1672	-0.85	Yes	81.25%	16	93.11%	1626
SD	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	34.78%	23	34.98%	1718	-0.02	N/A	35.00%	20	32.80%	2006	0.22	N/A	34.21%	38	29.39%	2977	0.65	N/A	30.00%	30	30.27%	2887

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00		Yes	6:29:00	15				Yes	1	52	11:06:33		
SD	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS		N/A	2.41%	100214				N/A	0				
SD	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS		N/A	31.07%	100214				N/A	0				
SD	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS		N/A	4.57%	82784				N/A	0				
SD	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS		N/A	20.28%	82784				N/A	0				
SD	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS		N/A	32.61%	46				N/A	0				
SD	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%		Yes	100.00%	1575				Yes	0				
SD	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%		Yes	100.00%	40				Yes	0				
SD	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%		Yes	100.00%	246				Yes	0				
SD	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%		Yes	100.00%	8				Yes	0				
SD	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%		Yes	100.00%	111				Yes	0				
SD	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%		Yes	97.79%	906				Yes	2	4,304	87.98%		
SD	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%		Yes	100.00%	49				Yes	0				
SD	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%		Yes	100.00%	257				Yes	0				
SD	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%		Yes	99.38%	324				Yes	0				
SD	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%		Yes	100.00%	364				Yes	0				
SD	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%		Yes	100.00%	4				Yes	0				
SD	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%		Yes	100.00%	5				Yes	0				
SD	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%		Yes	100.00%	15				Yes	0				
SD	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%		Yes	100.00%	10				Yes	0				
SD	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%		Yes	100.00%	8				Yes	0				
SD	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00		Yes	2:16:00	2733				Yes	0				
SD	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00		Yes	3:15:00	768				Yes	0				
SD	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	0.22	Yes	97.33%	2400	97.59%	33966	0.81	Yes	1	11,957	97.21%	97.51%	-0.30%
SD	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P		N/A			97.59%	33966		N/A	0				
SD	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	-0.64	Yes	3.67	9	6.68	126	1.52	Yes	1	54	3.95	5.38	(1.43)
SD	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	-0.19	Yes	4	2	6.68	126	0.22	Yes	0				
SD	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P		N/A						N/A	0				
SD	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P		N/A			6.68	126		N/A	0				
SD	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	-1.03	Yes	0.00%	6	23.64%	110	1.34	Yes	0				
SD	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	0.98	Yes			23.64%	110		N/A	0				
SD	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P		N/A						N/A	0				
SD	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P		N/A	0.00%	2	23.64%	110	0.55	Yes	0				
SD	02–01	PO-10	LSR Accountability, Product Aggr%		NS		N/A	100.00%	99240				N/A	0				
SD	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	-2.79	N/A	0.02	2340	0.03	4321	-2.81	N/A	0				
SD	02–01	PO-16	Timely Release Notifs, %		92.50%		Yes	100.00%	1				Yes	0				
SD	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%		Yes	99.37%	632				Yes	0				
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS		N/A	99.47%	188				N/A	0				
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS		N/A	100.00%	189				N/A	0				
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS		N/A	98.45%	194				N/A	0				
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS		N/A	100.00%	61				N/A	0				
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS		N/A						N/A	0				
SD	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS		N/A						N/A	0				
SD	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS		N/A	95.16%	434				N/A	0				
SD	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS		N/A	92.78%	540				N/A	0				
SD	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	-0.72	Yes	98.59%	71	99.62%	2605	1.07	Yes	0				
SD	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	-1.2	Yes	92.31%	13	93.07%	1082	0.18	Yes	0				
SD	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	-2.27	Yes	2.97	33	3.58	1986	-2.32	Yes	0				
SD	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	-0.21	Yes	5.43	14	6.81	1111	-0.73	Yes	0				
SD	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	-2.22	Yes	97.18%	71	84.74%	3461	-2.89	Yes	0				
SD	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	-1.95	N/A	100.00%	71	86.74%	3461	-3.26	N/A	0				
SD	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P		N/A	7	1	2.75	8	0.82	Yes	0				
SD	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P		N/A	2	1	6.19	27	-0.24	Yes	0				
SD	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P		N/A			1.5	2		N/A	0				
SD	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P		N/A			9.47	49		N/A	0				
SD	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	-0.61	N/A			91.52	164		N/A	0				
SD	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	-0.71	N/A			91			N/A	0				
SD	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	-0.43	Yes	100.00%	5	97.49%	319	-0.36	Yes	2	17	88.24%	97.80%	-9.56%
SD	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	1.84	No	73.68%	19	87.75%	1878	1.67	No	2	51	80.39%	89.60%	-9.21%
SD	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	-0.25	Yes	100.00%	10	99.84%	606	-0.13	Yes	1	42	95.24%	99.54%	-4.30%
SD	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	1.78	No	90.91%	22	94.34%	2351	0.7	Yes	1	63	92.06%	95.60%	-3.54%
SD	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	-0.64	Yes	5:55:00	10	6:34:00	606	-0.25	Yes	1	42	6:37:17	5:55:55	0:41:22
SD	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	1.64	Yes	21:47:00	22	17:33:00	2351	1.11	Yes	0				
SD	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	-0.85	Yes	20.00%	10	13.20%	606	0.63	Yes	1	42	26.19%	10.95%	15.24%
SD	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	1.4	Yes	13.64%	22	13.96%	2399	-0.04	Yes	0				
SD	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	-0.75	N/A	33.33%	6	11.97%	234	1.33	N/A	0				
SD	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	0.53	N/A	15.00%	20	13.87%	2271	0.2	N/A	0				
SD	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	-1.3	Yes	1.31%	2443	1.66%	180741	-1.35	Yes	0				
SD	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	-1.57	N/A	1.06%	2443	1.39%	180741	-1.35	N/A	0				
SD	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	-0.2	Yes	90.00%	10	98.68%	606	1.48	Yes	1	42	95.24%	98.86%	-3.63%
SD	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	1.59	Yes	77.27%	22	91.75%	2399	2.09	No	1	64	87.50%	93.54%	-6.04%
SD	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	-0.03	N/A	28.89%	45	31.27%	4372	-0.34	N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY
CO, NM, OR, SD; AUG-DEC 2002

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	02–01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	
SD	02–01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	
SD	02–01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	
SD	02–01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	
SD	02–01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	
SD	02–01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	
SD	02–01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.00%	
SD	02–01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.00%	
SD	02–01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.00%	
SD	02–01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.00%	
SD	02–01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.00%	
SD	02–01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	
SD	02–01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	
SD	02–01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	
SD	02–01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	
SD	02–01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	
SD	02–01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	
SD	02–01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	
SD	02–01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	
SD	02–01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	
SD	02–01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	
SD	02–01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00:00	
SD	02–01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00:00	
SD	02–01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	
SD	02–01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P	
SD	02–01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	
SD	02–01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	
SD	02–01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	
SD	02–01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	
SD	02–01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	
SD	02–01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	
SD	02–01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	
SD	02–01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	
SD	02–01	PO-10	LSR Accountability, Product Aggr%		NS	
SD	02–01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	
SD	02–01	PO-16	Timely Release Notifs, %		92.50%	
SD	02–01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.00%	
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		NS	
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		NS	
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		NS	
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		NS	
SD	02–01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		NS	
SD	02–01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		NS	
SD	02–01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	
SD	02–01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	
SD	02–02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	
SD	02–02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	
SD	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	
SD	02–02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	
SD	02–02	OP-5	New Service Install Quality, UNE - P, POTS%		P	
SD	02–02	OP-5*	New Service Install Quality, UNE - P, POTS%		P	
SD	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
SD	02–02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	
SD	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P	
SD	02–02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	
SD	02–02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	
SD	02–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	
SD	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	
SD	02–02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	
SD	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	
SD	02–02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	
SD	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	
SD	02–02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	
SD	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
SD	02–02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
SD	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	
SD	02–02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P	
SD	02–02	MR-8	Trouble Rate, UNE - P, POTS%		P	
SD	02–02	MR-8*	Trouble Rate, UNE - P, POTS%		P	
SD	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	
SD	02–02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	
SD	02–02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	93.33%	15				N/A	100.00%	15				N/A	96.00%	25				N/A	100.00%	24		
SD	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	100.00%	40	93.75%	48	-1.21	Yes	97.14%	35	96.67%	30	-0.11	Yes	93.33%	30	98.15%	54	1.02	Yes	92.59%	27	93.88%	49
SD	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	4.5	14				N/A	5.07	15				N/A	4.04	25				N/A	3.74	23		
SD	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	4.45	40	7.76	49	-2.06	Yes	4.89	35	8.53	30	-1.54	Yes	5.2	30	12.02	54	-2.41	Yes	6.14	28	12	50
SD	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	100.00%	53	100.00%	40	.	Yes	100.00%	53	100.00%	42	.	Yes	87.04%	54	90.57%	53	0.53	Yes	92.06%	63	96.43%	56
SD	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	100.00%	53	100.00%	42	.	Yes	90.74%	54	92.45%	53	0.25	N/A	95.24%	63	96.43%	56
SD	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	1	1				N/A						N/A	1	1				N/A				
SD	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			8.33	3		N/A	1	1				N/A	2	2				N/A	3	1	1	1
SD	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A				
SD	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A			1	1		N/A			11	1		N/A	8	1	6	2
SD	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	23.33	3				N/A	8.33	3	21	1	.	N/A			3	1		N/A	11	1		
SD	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	2					N/A	3		-		1.25	N/A			-			N/A	-			
SD	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	11	100.00%	5	.	Yes	100.00%	9	100.00%	2	.	Yes	100.00%	8	100.00%	7	.	Yes	100.00%	4	66.67%	3
SD	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	95.00%	20	92.86%	14	-0.24	Yes	100.00%	14	100.00%	11	.	Yes	96.00%	25	100.00%	18	0.53	Yes	84.78%	46	80.00%	15
SD	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	18	100.00%	7	.	Yes	100.00%	15	100.00%	5	.	Yes	100.00%	23	100.00%	8	.	Yes	100.00%	25	100.00%	6
SD	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	96.30%	27	93.75%	16	-0.33	Yes	100.00%	18	100.00%	11	.	Yes	96.88%	32	100.00%	19	0.44	Yes	98.15%	54	90.00%	20
SD	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	2:12:00	18	1:52:00	7	0.34	Yes	2:11:00	15	3:13:00	5	-0.42	Yes	3:29:00	23	7:02:00	8	-1.14	Yes	1:39:00	25	10:17:00	6
SD	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	12:04:00	27	12:06:00	16	0	Yes	11:05:00	18	14:28:00	11	-0.99	Yes	13:23:00	32	7:00:00	19	1.64	Yes	15:48:00	54	18:35:00	20
SD	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	22.22%	18	0.00%	7	1.27	Yes	6.67%	15	20.00%	5	-0.65	Yes	13.04%	23	12.50%	8	-0.15	Yes	32.00%	25	0.00%	6
SD	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	6.90%	29	0.00%	18	0.94	Yes	16.67%	18	0.00%	11	1.29	Yes	6.25%	32	25.00%	20	-1.52	Yes	12.50%	56	8.33%	24
SD	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	0.00%	8				N/A	8.33%	12	0.00%	6	0.36	N/A	26.67%	15	0.00%	4
SD	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	17.65%	17	0.00%	11	1.34	N/A	6.67%	30	27.78%	18	-1.58	N/A	12.77%	47	9.52%	21
SD	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.53%	8897	0.15%	16463	7.35	No	0.33%	10143	0.10%	16441	5.79	No	0.53%	10364	0.17%	16448	6.97	No	0.75%	10868	0.18%	16466
SD	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.25%	10143	0.07%	16441	5.5	N/A	0.41%	10364	0.15%	16448	5.42	N/A	0.57%	10868	0.15%	16466
SD	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	26.56%	64	10.71%	28	1.71	N/A	40.00%	55	51.52%	33	-1.05	N/A	30.38%	79	31.71%	41	-0.15	N/A	26.36%	110	33.33%	45
SD	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	94.12%	34	100.00%	8	0.44	Yes	98.72%	78	100.00%	5	-0.19	Yes	100.00%	238	100.00%	8	.	Yes	100.00%	53	100.00%	11
SD	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100.00%	15	91.67%	12	-0.78	Yes	80.00%	5	90.91%	11	0.43	Yes	100.00%	7	75.00%	16	-1.27	Yes	100.00%	4	100.00%	7
SD	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	3	15	3.75	4	-1.39	Yes	2.95	37	2.33	3	1.54	Yes	2.81	21	3	4	-0.43	Yes	3.45	29	3.09	11
SD	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	4.53	15	4.25	12	0.28	Yes	5.8	5	7.55	11	-0.41	Yes	5	7	7.13	16	-0.57	Yes	4.5	4	6.75	8
SD	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	98.48%	66	100.00%	18	0.15	Yes	98.78%	164	85.00%	20	-1.63	Yes	96.03%	151	63.64%	22	-2.95	Yes	93.10%	58	83.33%	18
SD	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	98.78%	164	95.00%	20	-0.73	N/A	96.03%	151	77.27%	22	-1.96	N/A	93.10%	58	94.44%	18
SD	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	2	2				N/A	3	1				N/A						N/A				
SD	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P						N/A	1	1	8	1	.	N/A			2	2		N/A			1	1
SD	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A				
SD	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			3	1		N/A						N/A			3.5	2		N/A				
SD	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			76.11	9		N/A	13	1	77.57	7	-0.43	N/A			75.83	6		N/A			97.83	6
SD	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			-			N/A	1		-		1.65	N/A			1			N/A			1	
SD	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			100.00%	5		N/A	100.00%	2	100.00%	4	.	Yes	100.00%	1	100.00%	8	.	Yes	100.00%	3	100.00%	2
SD	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	4	100.00%	7	.	Yes	100.00%	6	81.25%	16	-1	Yes	100.00%	16	100.00%	22	.	Yes	66.67%	3	83.33%	6
SD	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	3	100.00%	10	.	Yes	100.00%	8	100.00%	9	.	Yes	100.00%	12	100.00%	18	.	Yes	100.00%	4	100.00%	9
SD	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	4	100.00%	7	.	Yes	100.00%	7	100.00%	18	.	Yes	100.00%	16	96.30%	27	-0.62	Yes	100.00%	4	100.00%	11
SD	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	0:02:00	3	3:29:00	10	-0.86	Yes	2:33:00	8	5:59:00	9	-0.81	Yes	1:38:00	12	3:43:00	18	-1.15	Yes	8:41:00	4	7:32:00	9
SD	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	6:00:00	4	6:34:00	7	-0.16	Yes	8:09:00	7	11:48:00	18	-0.84	Yes	10:07:00	16	11:46:00	27	-0.4	Yes	20:03:00	4	15:21:00	11
SD	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	0.00%	3	0.00%	10	.	Yes	12.50%	8	0.00%	9	0.68	Yes	16.67%	12	22.22%	18	-0.36	Yes	0.00%	4	22.22%	9
SD	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0.00%	4	14.29%	7	-0.65	Yes	14.29%	7	11.11%	18	0.15	Yes	5.88%	17	14.81%	27	-0.81	Yes	0.00%	4	0.00%	13
SD	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	14.29%	7	0.00%	2	0.14	N/A	22.22%	9	33.33%	9	-0.5	N/A	0.00%	2	33.33%	3
SD	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	14.29%	7	11.76%	17	0.11	N/A	5.88%	17	20.00%	20	-1.07	N/A	0.00%	4	0.00%	6
SD	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.26%	2655	0.32%	5236	-0.45	Yes	0.60%	2481	0.51%	5274	0.53	Yes	1.35%	2150	0.86%	5209	2.04	No	0.46%	1741	0.42%	5265
SD	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.56%	2481	0.36%	5274	1.4	N/A	1.21%	2150	0.56%	5209	3.42	N/A	0.34%	1741	0.17%	5265
SD	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	56.25%	16	46.88%	32	0.51	N/A	25.00%	20	18.18%	33	0.56	N/A	29.27%	41	26.23%	61	0.32	N/A	33.33%	12	47.62%	42
SD	02–05	OP-3	Install Commit Met, EELs%		90.00%						N/A	0.00%	1				No	100.00%	1				Yes	100.00%	3		
SD	02–05	OP-4	Install Interv, EELs, Avg Days		NS						N/A	27	1				N/A						N/A				
SD	02–05	OP-5	New Service Install Quality, EELs%		NS	100.00%	1				N/A	0.00%	1				N/A	100.00%	2				N/A	100.00%	3		
SD	02–05	OP-5*	New Service Install Quality, EELs%		NS						N/A	0.00%	1				N/A	100.00%	2				N/A	100.00%	3		
SD	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS						N/A						N/A						N/A				
SD	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS						N/A	20	1				N/A						N/A				
SD	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS						N/A						N/A	17	1				N/A				
SD	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS						N/A						N/A	1					N/A				
SD	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS						N/A	0.00%	1				N/A						N/A	0.00%	1		
SD	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS						N/A	7:23:00	1				N/A						N/A	4:24:00	1		
SD	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS						N/A	0.00%	1				N/A						N/A	0.00%	1		
SD	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	0.00%	1				N/A						N/A	0.00%	1		
SD	02–05	MR-8	Trouble Rate, EELs%		NS	0.00%	24				N/A	4.00%	25				N/A	0.00%	23				N/A	4.55%	22		
SD	02–05	MR-8*	Trouble Rate, EELs%		NS						N/A	4.00%	25				N/A	0.00%	23				N/A	4.55%	22		
SD	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%						N/A						N/A						N/A				
SD	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	99.30%	1576	91.88%	813	-6.29	Yes	99.82%	544	91.62%	811	-5.34	Yes	99.36%	470	91.98%	1122	-4.95	Yes	99.12%	791	89.86%	937
SD	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A						N/A						N/A				
SD	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.84	438	5.36	821	-1.46	Yes	5.17	109	5.49	827	-0.58	Yes	5.13	129	6	1140	-1.57	Yes	4.99	285	6.97	956
SD	04–01	OP-5	New Service Install Quality, UBL Analog%		P	98.68%	1060	95.75%	824	-3.12	Yes	99.61%	507	71.75%	984	-11.32	Yes	97.46%	631	62.21%	1048	-14.43	Yes	98.37%	1043	59.96%	1034
SD	04–01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.61%	507	73.27%	984	-10.88	N/A	97.78%	631	66.13%	1048	-13.27	N/A	98.95%	1043	64.41%	1034
SD	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
SD	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	2.33	3	2.54	37	-0.13	Yes	1	1	3.83	30	-0.99	Yes	1.67	3	4.42	24	-0.6	Yes	1.43	7	5.56	27

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P		N/A	96.30%	27				N/A	0				
SD	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	0.16	Yes	100.00%	47	96.49%	57	-0.97	Yes	0				
SD	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P		N/A	5.4	25				N/A	0				
SD	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	-2.15	Yes	5.98	47	5.57	60	0.42	Yes	0				
SD	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	0.95	Yes	91.11%	90	98.25%	57	1.76	No	1	313	93.61%	96.78%	-3.17%
SD	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	0.21	N/A	94.44%	90	98.25%	57	1.09	N/A	0				
SD	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P		N/A						N/A	0				
SD	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	.	N/A			7	1		N/A	0				
SD	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P		N/A	8	1				N/A	0				
SD	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	-0.04	Yes			11	1		N/A	0				
SD	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS		N/A	24.25	4	33	6	-0.53	N/A	0				
SD	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS		N/A	-		3		-1.55	N/A	0				
SD	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	-0.93	Yes	100.00%	7	100.00%	5	.	Yes	0				
SD	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	-0.4	Yes	83.33%	60	62.50%	16	-1.53	Yes	0				
SD	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	.	Yes	100.00%	19	100.00%	9	.	Yes	0				
SD	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	-1.04	Yes	98.68%	76	79.17%	24	-2.05	Yes	0				
SD	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	-1.37	Yes	4:08:00	19	2:23:00	9	1.02	Yes	0				
SD	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	-0.56	Yes	18:12:00	76	2:34:00	24	-1.13	Yes	0				
SD	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	1.62	Yes	15.79%	19	0.00%	9	1.15	Yes	0				
SD	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	0.45	Yes	17.86%	84	11.54%	26	0.71	Yes	0				
SD	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	1.02	N/A	22.22%	9	0.00%	6	1.02	N/A	0				
SD	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	0.28	N/A	18.67%	75	12.00%	25	0.67	N/A	0				
SD	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	10.68	No	0.89%	11608	0.21%	16515	12.13	No	5	51,880	0.62%	0.16%	0.46%
SD	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P	8.7	N/A	0.72%	11608	0.19%	16515	10.22	N/A	0				
SD	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	-0.84	N/A	33.55%	155	27.08%	48	0.82	N/A	0				
SD	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	.	Yes	95.56%	45	100.00%	6	0.21	Yes	0				
SD	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	.	Yes	90.91%	11	80.00%	10	-0.62	Yes	0				
SD	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	0.12	Yes	2.77	22	1.5	2	0.98	Yes	0				
SD	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	-1.09	Yes	7.08	12	7.6	10	-0.26	Yes	0				
SD	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	-0.97	Yes	91.23%	57	90.91%	22	-0.04	Yes	0				
SD	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	0.01	N/A	91.23%	57	95.45%	22	0.52	N/A	0				
SD	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P		N/A	1	1				N/A	0				
SD	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		N/A			5	1		N/A	0				
SD	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P		N/A	5	1				N/A	0				
SD	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P		N/A	5	1	15	1	.	N/A	0				
SD	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS		N/A	10	1	83	7	-0.59	N/A	0				
SD	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS		N/A	-		-		.	N/A	0				
SD	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	.	Yes			100.00%	4		N/A	0				
SD	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	0.34	Yes	100.00%	5	83.33%	18	-0.88	Yes	0				
SD	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	.	Yes	100.00%	7	100.00%	11	.	Yes	0				
SD	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	.	Yes	87.50%	8	95.24%	21	0.56	Yes	0				
SD	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	0.18	Yes	2:30:00	7	6:06:00	11	-0.92	Yes	0				
SD	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	0.67	Yes	20:48:00	8	18:19:00	21	0.31	Yes	0				
SD	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	-0.89	Yes	0.00%	7	0.00%	11	.	Yes	0				
SD	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	.	Yes	11.11%	9	14.29%	21	-0.23	Yes	0				
SD	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	-0.77	N/A	0.00%	6	0.00%	5	.	Yes	0				
SD	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	.	Yes	11.11%	9	12.50%	16	-0.1	N/A	0				
SD	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.23	Yes	1.03%	1561	0.60%	5339	1.92	No	2	10,588	0.71%	0.54%	0.17%
SD	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	1.52	N/A	0.96%	1561	0.39%	5339	3.15	N/A	0				
SD	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	-0.87	N/A	30.43%	23	37.25%	51	-0.56	N/A	0				
SD	02–05	OP-3	Install Commit Met, EELs%		90.00%		Yes	100.00%	2				Yes	1	7	85.71%		
SD	02–05	OP-4	Install Interv, EELs, Avg Days		NS		N/A	7	1				N/A	0				
SD	02–05	OP-5	New Service Install Quality, EELs%		NS		N/A	100.00%	3				N/A	0				
SD	02–05	OP-5*	New Service Install Quality, EELs%		NS		N/A	100.00%	3				N/A	0				
SD	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS		N/A						N/A	0				
SD	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS		N/A						N/A	0				
SD	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS		N/A						N/A	0				
SD	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS		N/A						N/A	0				
SD	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS		N/A						N/A	0				
SD	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS		N/A						N/A	0				
SD	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS		N/A						N/A	0				
SD	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS		N/A						N/A	0				
SD	02–05	MR-8	Trouble Rate, EELs%		NS		N/A	0.00%	22				N/A	0				
SD	02–05	MR-8*	Trouble Rate, EELs%		NS		N/A	0.00%	22				N/A	0				
SD	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%		N/A						N/A	0				
SD	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	-6.35	Yes	99.77%	1293	93.07%	1082	-6.4	Yes	0				
SD	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6		N/A						N/A	0				
SD	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	-4.86	Yes	4.36	249	6.81	1111	-4.99	Yes	0				
SD	04–01	OP-5	New Service Install Quality, UBL Analog%		P	-17.86	Yes	97.57%	700	53.23%	1129	-18.47	Yes	0				
SD	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	-16.44	N/A	98.86%	700	59.34%	1129	-16.72	N/A	0				
SD	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
SD	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	-1.89	Yes	1	3	6.19	27	-0.5	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	02–03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	
SD	02–03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	
SD	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	
SD	02–03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	
SD	02–03	OP-5	New Service Install Quality, UNE P, Centrex%		P	
SD	02–03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	
SD	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
SD	02–03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	
SD	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	
SD	02–03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	
SD	02–03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	
SD	02–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	
SD	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	
SD	02–03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	
SD	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	
SD	02–03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	
SD	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	
SD	02–03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	
SD	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
SD	02–03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
SD	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	
SD	02–03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	
SD	02–03	MR-8	Trouble Rate, UNE P, Centrex%		P	
SD	02–03	MR-8*	Trouble Rate, UNE P, Centrex%		P	
SD	02–03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	
SD	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	
SD	02–04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	
SD	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	
SD	02–04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	
SD	02–04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	
SD	02–04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	
SD	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
SD	02–04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
SD	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P	
SD	02–04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	
SD	02–04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS	
SD	02–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS	
SD	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	
SD	02–04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	
SD	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	
SD	02–04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	
SD	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	
SD	02–04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	
SD	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
SD	02–04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
SD	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	
SD	02–04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	
SD	02–04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	
SD	02–04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	
SD	02–04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	
SD	02–05	OP-3	Install Commit Met, EELs%		90.00%	
SD	02–05	OP-4	Install Interv, EELs, Avg Days		NS	
SD	02–05	OP-5	New Service Install Quality, EELs%		NS	
SD	02–05	OP-5*	New Service Install Quality, EELs%		NS	
SD	02–05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	
SD	02–05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	
SD	02–05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	
SD	02–05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	
SD	02–05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	
SD	02–05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	
SD	02–05	MR-7	Repair Repeat Report Rate, EELs%		NS	
SD	02–05	MR-7*	Repair Repeat Report Rate, EELs%		NS	
SD	02–05	MR-8	Trouble Rate, EELs%		NS	
SD	02–05	MR-8*	Trouble Rate, EELs%		NS	
SD	04–01	OP-3	Install Commit Met, UBL Analog%	D	90.00%	
SD	04–01	OP-3	Install Commit Met, UBL Analog%		90.00%	
SD	04–01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	
SD	04–01	OP-4	Install Interv, UBL Analog, Avg Days		6	
SD	04–01	OP-5	New Service Install Quality, UBL Analog%		P	
SD	04–01	OP-5*	New Service Install Quality, UBL Analog%		P	
SD	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	D	P	
SD	04–01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P						N/A						N/A						N/A				
SD	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	1.5	8	5.28	32	-1.59	Yes			6.07	41		N/A			8.9	68		N/A			8.61	72
SD	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			145.22	49		N/A			142.11	54		N/A			111.44	64		N/A			108.4	63
SD	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS			27			N/A			31			N/A			34			N/A			34	
SD	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	38	95.26%	781	-1.34	Yes	100.00%	15	93.36%	919	-1.02	Yes	95.45%	44	92.39%	1525	-0.76	Yes	100.00%	36	87.21%	1400
SD	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	39	98.09%	1101	-0.86	Yes	100.00%	16	97.81%	1325	-0.59	Yes	100.00%	47	97.63%	2071	-1.06	Yes	100.00%	39	94.67%	1988
SD	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:23:00	39	11:16:00	1101	-3.97	Yes	7:06:00	16	12:48:00	1325	-1.67	Yes	6:46:00	47	12:45:00	2071	-3.03	Yes	7:18:00	39	15:43:00	1988
SD	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	5.13%	39	8.24%	1117	-0.69	Yes	25.00%	16	8.75%	1348	1.93	No	4.26%	47	11.42%	2102	-1.53	Yes	25.64%	39	12.37%	2013
SD	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	20.00%	15	8.92%	1144	1.34	N/A	3.03%	33	10.84%	1817	-1.43	N/A	28.57%	28	12.00%	1708
SD	04–01	MR-8	Trouble Rate, UBL Analog%		P	0.52%	7482	0.65%	172678	-1.33	Yes	0.26%	6183	0.77%	174766	-4.53	Yes	0.81%	5786	1.19%	176613	-2.61	Yes	0.72%	5425	1.13%	178521
SD	04–01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.24%	6183	0.65%	174766	-3.95	N/A	0.57%	5786	1.03%	176613	-3.4	N/A	0.52%	5425	0.96%	178521
SD	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	29.09%	55	34.98%	1718	-0.9	N/A	33.33%	24	32.80%	2006	0.07	N/A	16.07%	56	29.39%	2977	-2.17	N/A	30.36%	56	30.27%	2887
SD	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	85.71%	7	76.92%	13	-0.45	No	100.00%	7	100.00%	18	.	Yes	100.00%	13	78.57%	14	-1.36	Yes	100.00%	1	90.91%	11
SD	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.33	6	9.67	12	-2.73	Yes	4	4	8.63	16	-1.9	Yes	4.5	8	9.46	13	-1.01	Yes			11.55	11
SD	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	100.00%	8	93.75%	16	-0.6	Yes	100.00%	11	100.00%	16	.	Yes	100.00%	8	100.00%	13	.	Yes	100.00%	5	70.00%	10
SD	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100.00%	11	100.00%	16	.	Yes	100.00%	8	100.00%	13	.	Yes	100.00%	5	80.00%	10
SD	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	3	1				N/A						N/A			2	1		N/A			37	1
SD	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P			1.33	3		N/A						N/A			16	2		N/A				
SD	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			292.8	10		N/A			271.8	10		N/A			251.8	10		N/A			208	11
SD	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS			4			N/A			4			N/A			4			N/A			5	
SD	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	1	100.00%	5	.	Yes	100.00%	1	100.00%	4	.	Yes			100.00%	20		N/A			100.00%	13
SD	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	1	100.00%	5	.	Yes	100.00%	1	100.00%	4	.	Yes			100.00%	20		N/A			100.00%	13
SD	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	0:11:00	1	2:41:00	5	-2.17	Yes	0:05:00	1	5:45:00	4	-0.59	Yes			1:03:00	20		N/A			2:34:00	13
SD	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0.00%	1	40.00%	5	-0.75	Yes	0.00%	1	50.00%	4	-0.89	Yes			25.00%	20		N/A			23.08%	13
SD	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0.00%	1	66.67%	3	-1.22	N/A			30.77%	13		N/A			33.33%	9
SD	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.76%	132	0.27%	1868	0.85	Yes	0.78%	129	0.21%	1879	1	Yes	0.00%	125	1.07%	1868	-1.13	Yes	0.00%	112	0.69%	1872
SD	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.78%	129	0.16%	1879	1.15	N/A	0.00%	125	0.70%	1868	-0.91	N/A	0.00%	112	0.48%	1872
SD	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	0.00%	1	58.33%	12	-1.14	N/A	80.00%	5	75.00%	16	0.05	N/A	100.00%	1	28.57%	28	1.04	N/A	100.00%	1	38.10%	21
SD	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P			77.33%	75		N/A			82.39%	142		N/A			83.08%	130		N/A			87.84%	74
SD	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			16.23	73		N/A			14.21	151		N/A			12.75	129		N/A			14.38	82
SD	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P			98.26%	115		N/A			97.18%	142		N/A			88.99%	109		N/A			94.39%	107
SD	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			97.89%	142		N/A			89.91%	109		N/A			96.26%	107
SD	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			13.6	5		N/A			20.83	12		N/A			4.8	5		N/A			16	4
SD	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			16.08	13		N/A			9.25	16		N/A			12.59	17		N/A			23.8	5
SD	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			39.09	11		N/A			27.24	17		N/A			23.05	21		N/A			37.64	14
SD	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			6			N/A			10			N/A			12			N/A			9	
SD	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			82.35%	51		N/A			87.50%	40		N/A			84.51%	71		N/A			81.25%	48
SD	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:25:00	51		N/A			2:03:00	40		N/A			3:09:00	71		N/A			2:46:00	48
SD	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			15.69%	51		N/A			22.50%	40		N/A			33.80%	71		N/A			27.08%	48
SD	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			23.53%	34		N/A			38.18%	55		N/A			26.32%	38
SD	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P			0.93%	5507		N/A			0.72%	5519		N/A			1.31%	5408		N/A			0.89%	5375
SD	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			0.62%	5519		N/A			1.02%	5408		N/A			0.71%	5375
SD	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			35.44%	79		N/A			31.03%	58		N/A			27.55%	98		N/A			31.43%	70
SD	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	83.33%	6	77.33%	75	-0.34	Yes	50.00%	2	82.39%	142	0.92	Yes	100.00%	1	83.08%	130	-0.45	Yes	100.00%	1	87.84%	74
SD	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	6.25	4	16.23	73	-1.89	Yes	10	1	14.21	151	-0.36	Yes	8.5	2	12.75	129	-0.79	Yes	8	2	14.38	82
SD	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	5	98.26%	115	-0.29	Yes	100.00%	3	97.18%	142	-0.29	Yes	100.00%	3	88.99%	109	-0.6	Yes	100.00%	6	94.39%	107
SD	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	3	97.89%	142	-0.25	N/A	100.00%	3	89.91%	109	-0.57	N/A	100.00%	6	96.26%	107
SD	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	1	1	13.6	5	-1.07	Yes	1	1	20.83	12	-0.64	Yes			4.8	5		N/A			16	4
SD	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			16.08	13		N/A			9.25	16		N/A			12.59	17		N/A			23.8	5
SD	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	1	2	39.09	11	-0.85	N/A	16	2	27.24	17	-0.36	N/A	6	1	23.05	21	-0.46	N/A			37.64	14
SD	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	2		6		0.99	N/A	2		10		0.93	N/A	1		12		0.52	N/A			9	
SD	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P			82.35%	51		N/A			87.50%	40		N/A	100.00%	2	84.51%	71	-0.6	Yes			81.25%	48
SD	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P			2:25:00	51		N/A			2:03:00	40		N/A	2:53:00	2	3:09:00	71	-0.08	Yes			2:46:00	48
SD	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P			15.69%	51		N/A			22.50%	40		N/A	50.00%	2	33.80%	71	0.38	Yes			27.08%	48
SD	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A			23.53%	34		N/A	50.00%	2	38.18%	55	0.25	N/A			26.32%	38
SD	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	0.00%	47	0.93%	5507	-0.66	Yes	0.00%	41	0.72%	5519	-0.55	Yes	5.41%	37	1.31%	5408	1.67	No	0.00%	35	0.89%	5375
SD	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	0.00%	41	0.62%	5519	-0.5	N/A	5.41%	37	1.02%	5408	1.89	N/A	0.00%	35	0.71%	5375
SD	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS			35.44%	79		N/A			31.03%	58		N/A	0.00%	2	27.55%	98	-0.86	N/A			31.43%	70
SD	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	1	76.92%	13	-0.53	Yes			100.00%	18		N/A			78.57%	14		N/A	100.00%	1	90.91%	11
SD	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3	1	9.67	12	-1.38	Yes			8.63	16		N/A			9.46	13		N/A	4	1	11.55	11
SD	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	100.00%	1	93.75%	16	-0.25	Yes			100.00%	16		N/A	100.00%	1	100.00%	13	.	Yes	100.00%	2	70.00%	10
SD	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A			100.00%	16		N/A	100.00%	1	100.00%	13	.	Yes	100.00%	2	80.00%	10
SD	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A						N/A			2	1		N/A			37	1
SD	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P			1.33	3		N/A						N/A			16	2		N/A				
SD	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			292.8	10		N/A			271.8	10		N/A			251.8	10		N/A			208	11
SD	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS			4			N/A			4			N/A			4			N/A			5	
SD	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P			100.00%	5		N/A			100.00%	4		N/A			100.00%	20		N/A			100.00%	13
SD	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P			100.00%	5		N/A			100.00%	4		N/A			100.00%	20		N/A			100.00%	13
SD	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P			2:41:00	5		N/A			5:45:00	4		N/A			1:03:00	20		N/A			2:34:00	13
SD	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P			40.00%	5		N/A			50.00%	4		N/A			25.00%	20		N/A			23.08%	13
SD	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A			66.67%	3		N/A			30.77%	13		N/A			33.33%	9
SD	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.00%	31	0.27%	1868	-0.29	Yes	0.00%	31	0.21%	1879	-0.26	Yes	0.00%	31	1.07%	1868	-0.57	Yes	0.00%	31	0.69%	1872

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P		N/A						N/A	0				
SD	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P		N/A			9.47	49		N/A	0				
SD	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS		N/A			88.28	78		N/A	0				
SD	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS		N/A			50			N/A	0				
SD	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	-2.27	Yes	98.46%	65	89.17%	2197	-2.38	Yes	0				
SD	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	-1.47	Yes	100.00%	67	95.47%	2957	-1.76	Yes	0				
SD	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	-2.82	Yes	7:21:00	67	15:18:00	2957	-3.65	Yes	0				
SD	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	2.25	No	10.45%	67	13.81%	3005	-0.79	Yes	2	208	12.02%	11.62%	0.40%
SD	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	2.35	N/A	8.16%	49	13.69%	2505	-1.12	N/A	0				
SD	04–01	MR-8	Trouble Rate, UBL Analog%		P	-2.81	Yes	1.42%	4716	1.66%	180741	-1.28	Yes	0				
SD	04–01	MR-8*	Trouble Rate, UBL Analog%		P	-3.28	N/A	1.04%	4716	1.39%	180741	-2.01	N/A	0				
SD	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	0.03	N/A	15.19%	79	31.27%	4372	-3.05	N/A	0				
SD	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	-0.3	Yes	100.00%	7	100.00%	8	.	Yes	1	35	97.14%	89.06%	8.08%
SD	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6		N/A	4.5	4	5.75	8	-0.59	Yes	0				
SD	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	-1.2	Yes	100.00%	6	77.78%	9	-1.01	Yes	0				
SD	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	-0.91	N/A	100.00%	6	77.78%	9	-1.01	N/A	0				
SD	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P		N/A						N/A	0				
SD	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P		N/A						N/A	0				
SD	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS		N/A			201.18	11		N/A	0				
SD	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS		N/A			4			N/A	0				
SD	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P		N/A			93.75%	16		N/A	0				
SD	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P		N/A			100.00%	16		N/A	0				
SD	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P		N/A			4:54:00	16		N/A	0				
SD	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P		N/A			25.00%	16		N/A	0				
SD	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P		N/A			20.00%	10		N/A	0				
SD	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	-0.86	Yes	0.00%	109	0.85%	1879	-0.94	Yes	0				
SD	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	-0.71	N/A	0.00%	109	0.53%	1879	-0.74	N/A	0				
SD	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	0.84	N/A			11.11%	18		N/A	0				
SD	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P		N/A			82.50%	120		N/A	0				
SD	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P		N/A			16.61	123		N/A	0				
SD	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P		N/A			94.07%	118		N/A	0				
SD	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P		N/A			95.76%	118		N/A	0				
SD	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			12.59	22		N/A	0				
SD	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P		N/A			48	2		N/A	0				
SD	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS		N/A			34.91	11		N/A	0				
SD	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS		N/A			7			N/A	0				
SD	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P		N/A			91.67%	96		N/A	0				
SD	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P		N/A			2:04:00	96		N/A	0				
SD	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P		N/A			25.00%	96		N/A	0				
SD	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P		N/A			25.35%	71		N/A	0				
SD	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P		N/A			1.78%	5379		N/A	0				
SD	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P		N/A			1.32%	5379		N/A	0				
SD	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS		N/A			23.81%	126		N/A	0				
SD	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	-0.37	Yes	100.00%	5	82.50%	120	-1.01	Yes	0				
SD	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	-0.74	Yes	7.75	8	16.61	123	-2.19	Yes	0				
SD	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	-0.58	Yes	100.00%	6	94.07%	118	-0.6	Yes	0				
SD	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	-0.47	N/A	100.00%	6	95.76%	118	-0.5	N/A	0				
SD	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P		N/A			12.59	22		N/A	0				
SD	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P		N/A			48	2		N/A	0				
SD	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS		N/A	0	2	34.91	11	-1.26	N/A	0				
SD	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS		N/A	-		7		-1.72	N/A	0				
SD	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P		N/A	0.00%	1	91.67%	96	1.72	No	1	3	66.67%	86.28%	-19.61%
SD	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P		N/A	7:55:00	1	2:04:00	96	1.77	No	1	3	4:33:40	2:29:02	2:04:38
SD	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P		N/A	0.00%	1	25.00%	96	-0.57	Yes	0				
SD	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P		N/A	0.00%	1	25.35%	71	-0.58	N/A	0				
SD	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	-0.56	Yes	3.13%	32	1.78%	5379	0.59	Yes	1	192	1.56%	1.12%	0.44%
SD	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	-0.5	N/A	3.13%	32	1.32%	5379	0.81	N/A	0				
SD	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS		N/A	50.00%	2	23.81%	126	0.69	N/A	0				
SD	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	-0.3	Yes	100.00%	1	100.00%	8	.	Yes	0				
SD	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	-0.55	Yes	4	1	5.75	8	-0.48	Yes	0				
SD	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	-0.85	Yes	100.00%	1	77.78%	9	-0.51	Yes	0				
SD	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	-0.65	N/A	100.00%	1	77.78%	9	-0.51	N/A	0				
SD	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P		N/A						N/A	0				
SD	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P		N/A						N/A	0				
SD	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS		N/A			201.18	11		N/A	0				
SD	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS		N/A			4			N/A	0				
SD	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P		N/A			93.75%	16		N/A	0				
SD	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P		N/A			100.00%	16		N/A	0				
SD	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P		N/A			4:54:00	16		N/A	0				
SD	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P		N/A			25.00%	16		N/A	0				
SD	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P		N/A			20.00%	10		N/A	0				
SD	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	-0.46	Yes	0.00%	30	0.85%	1879	-0.5	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	
SD	04–01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	
SD	04–01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	
SD	04–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	
SD	04–01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	
SD	04–01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	
SD	04–01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	
SD	04–01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	
SD	04–01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	
SD	04–01	MR-8	Trouble Rate, UBL Analog%		P	
SD	04–01	MR-8*	Trouble Rate, UBL Analog%		P	
SD	04–01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	
SD	04–02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	
SD	04–02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	
SD	04–02	OP-5	New Service Install Quality, UBL - 2-wire%		P	
SD	04–02	OP-5*	New Service Install Quality, UBL - 2-wire%		P	
SD	04–02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	
SD	04–02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	
SD	04–02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	
SD	04–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	
SD	04–02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	
SD	04–02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	
SD	04–02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	
SD	04–02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	
SD	04–02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	
SD	04–02	MR-8	Trouble Rate, UBL - 2-wire%		P	
SD	04–02	MR-8*	Trouble Rate, UBL - 2-wire%		P	
SD	04–02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	
SD	04–03	OP-3	Install Commit Met, UBL - 4-wire%		P	
SD	04–03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	
SD	04–03	OP-5	New Service Install Quality, UBL - 4-wire%		P	
SD	04–03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	
SD	04–03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P	
SD	04–03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P	
SD	04–03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS	
SD	04–03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS	
SD	04–03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	
SD	04–03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	
SD	04–03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	
SD	04–03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	
SD	04–03	MR-8	Trouble Rate, UBL - 4-wire%		P	
SD	04–03	MR-8*	Trouble Rate, UBL - 4-wire%		P	
SD	04–03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	
SD	04–04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	
SD	04–04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	
SD	04–04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	
SD	04–04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	
SD	04–04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	
SD	04–04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	
SD	04–04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	
SD	04–04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	
SD	04–04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	
SD	04–04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	
SD	04–04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
SD	04–04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	
SD	04–04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	
SD	04–04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	
SD	04–04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	
SD	04–05	OP-3	Install Commit Met, UBL ISDN Capable%		P	
SD	04–05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	
SD	04–05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	
SD	04–05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	
SD	04–05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	
SD	04–05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	
SD	04–05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	
SD	04–05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	
SD	04–05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	
SD	04–05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	
SD	04–05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	
SD	04–05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	
SD	04–05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	
SD	04–05	MR-8	Trouble Rate, UBL ISDN Capable%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.00%	31	0.16%	1879	-0.22	N/A	0.00%	31	0.70%	1868	-0.46	N/A	0.00%	31	0.48%	1872
SD	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS			58.33%	12		N/A			75.00%	16		N/A			28.57%	28		N/A			38.10%	21
SD	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%			0.00%	1		N/A			100.00%	7		N/A			87.50%	8		N/A			100.00%	6
SD	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			8	2		N/A			5.57	7		N/A			6.25	8		N/A			5.5	6
SD	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100.00%	5		N/A			100.00%	8		N/A			100.00%	7		N/A			100.00%	6
SD	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	8		N/A			100.00%	7		N/A			100.00%	6
SD	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			4	1		N/A						N/A			5	1		N/A				
SD	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			100.00%	5		N/A			75.00%	4		N/A			85.71%	7		N/A			87.50%	8
SD	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			100.00%	5		N/A			75.00%	4		N/A			100.00%	7		N/A			100.00%	8
SD	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			6:10:00	5		N/A			18:33:00	4		N/A			4:43:00	7		N/A			7:38:00	8
SD	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			0.00%	5		N/A			50.00%	4		N/A			42.86%	7		N/A			25.00%	8
SD	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			66.67%	3		N/A			66.67%	3		N/A			33.33%	6
SD	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			0.91%	549		N/A			0.67%	596		N/A			1.12%	626		N/A			1.22%	656
SD	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			0.50%	596		N/A			0.48%	626		N/A			0.91%	656
SD	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			68.75%	16		N/A			60.00%	10		N/A			56.25%	16		N/A			42.86%	14
SD	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P						N/A			75.00%	4		N/A			100.00%	5		N/A			100.00%	2
SD	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			13.2	5		N/A			21	4		N/A			19	6		N/A			15.67	3
SD	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100.00%	5		N/A			100.00%	5		N/A			100.00%	5		N/A			100.00%	3
SD	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			100.00%	5		N/A			100.00%	5		N/A			100.00%	3
SD	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A						N/A				
SD	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A			50	1		N/A						N/A				
SD	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			100	2		N/A			93.67	3		N/A			73.67	3		N/A			48.25	4
SD	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS			1			N/A			2			N/A			2			N/A			4	
SD	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P						N/A						N/A			100.00%	1		N/A				
SD	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P						N/A						N/A			0:06:00	1		N/A				
SD	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A						N/A			0.00%	1		N/A				
SD	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A						N/A						N/A				
SD	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.00%	372		N/A			0.00%	369		N/A			0.27%	365		N/A			0.00%	363
SD	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.00%	369		N/A			0.00%	365		N/A			0.00%	363
SD	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			100.00%	4		N/A						N/A			66.67%	3		N/A				
SD	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:04:00	453				N/A	0:03:00	85				N/A	0:03:00	110				N/A	0:02:00	230		
SD	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	99.18%	122				Yes	100.00%	30				Yes	100.00%	36				Yes	100.00%	59		
SD	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	100.00%	2				Yes	100.00%	2				Yes						N/A	100.00%	2		
SD	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	122				N/A	0.00%	30				N/A	0.00%	36				N/A	0.00%	59		
SD	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	2				N/A	0.00%	2				N/A						N/A	0.00%	2		
SD	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	100.00%	2				Yes						N/A	100.00%	1				Yes	100.00%	1		
SD	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	3	1				Yes						N/A						N/A	5	1		
SD	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%			99.37%	1590		N/A			99.49%	1762		N/A			98.40%	2068		N/A			99.07%	2147
SD	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%			91.88%	813		N/A			91.62%	811		N/A			91.98%	1122		N/A			89.86%	937
SD	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.55	1285		N/A			3.68	1443		N/A			3.82	1720		N/A			3.78	1785
SD	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.36	821		N/A			5.49	827		N/A			6	1140		N/A			6.97	956
SD	04–10	OP-5	New Service Install Quality, Line Sharing%		P			98.60%	2502		N/A			90.41%	2899		N/A			87.45%	3156		N/A			87.86%	3411
SD	04–10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A			90.93%	2899		N/A			88.75%	3156		N/A			89.21%	3411
SD	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			9	10		N/A			15.22	9		N/A			9.77	30		N/A			5.27	15
SD	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			2.54	37		N/A			3.83	30		N/A			4.42	24		N/A			5.56	27
SD	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			7	1		N/A			3	1		N/A			18.33	3		N/A			4.67	6
SD	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			5.28	32		N/A			6.07	41		N/A			8.9	68		N/A			8.61	72
SD	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			100.00%	126		N/A			97.44%	117		N/A			99.05%	211		N/A			95.58%	181
SD	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			94.35%	655		N/A			92.77%	802		N/A			91.32%	1314		N/A			85.97%	1219
SD	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			99.59%	241		N/A			99.63%	272		N/A			99.77%	430		N/A			98.71%	387
SD	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			97.67%	860		N/A			97.34%	1053		N/A			97.08%	1641		N/A			93.69%	1601
SD	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			4:05:00	241		N/A			5:09:00	272		N/A			5:31:00	430		N/A			7:06:00	387
SD	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			13:17:00	860		N/A			14:47:00	1053		N/A			14:38:00	1641		N/A			17:48:00	1601
SD	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			0.00%	4		N/A			66.67%	3		N/A			33.33%	6		N/A			50.00%	4
SD	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			0.00%	1		N/A			0.00%	1		N/A			100.00%	1		N/A			0.00%	4
SD	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			66.67%	3		N/A			50.00%	2		N/A			66.67%	3
SD	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A						N/A			100.00%	1		N/A			0.00%	3
SD	04–10	MR-8	Trouble Rate, Line Sharing%		P			0.65%	172678		N/A			0.77%	174766		N/A			1.19%	176613		N/A			1.13%	178521
SD	04–10	MR-8*	Trouble Rate, Line Sharing%		P						N/A			0.65%	174766		N/A			1.03%	176613		N/A			0.96%	178521
SD	05–01	OP-3	Install Commit Met, UDIT DS1%		P			77.33%	75		N/A			82.39%	142		N/A			83.08%	130		N/A			87.84%	74
SD	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P			16.23	73		N/A			14.21	151		N/A			12.75	129		N/A			14.38	82
SD	05–01	OP-5	New Service Install Quality, UDIT DS1%		P			98.26%	115		N/A			97.18%	142		N/A			88.99%	109		N/A			94.39%	107
SD	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			97.89%	142		N/A			89.91%	109		N/A			96.26%	107
SD	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			13.6	5		N/A			20.83	12		N/A			4.8	5		N/A			16	4
SD	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			16.08	13		N/A			9.25	16		N/A			12.59	17		N/A			23.8	5
SD	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			39.09	11		N/A			27.24	17		N/A			23.05	21		N/A			37.64	14
SD	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS			6			N/A			10			N/A			12			N/A			9	
SD	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			82.35%	51		N/A			87.50%	40		N/A			84.51%	71		N/A			81.25%	48
SD	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:25:00	51		N/A			2:03:00	40		N/A			3:09:00	71		N/A			2:46:00	48
SD	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			15.69%	51		N/A			22.50%	40		N/A			33.80%	71		N/A			27.08%	48
SD	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			23.53%	34		N/A			38.18%	55		N/A			26.32%	38
SD	05–01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	3	0.93%	5507	-0.17	Yes	0.00%	3	0.72%	5519	-0.15	Yes	0.00%	3	1.31%	5408	-0.2	Yes	0.00%	3	0.89%	5375

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	-0.38	N/A	0.00%	30	0.53%	1879	-0.4	N/A	0				
SD	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS		N/A			11.11%	18		N/A	0				
SD	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%		N/A			75.00%	4		N/A	0				
SD	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6		N/A			7.8	5		N/A	0				
SD	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P		N/A			90.00%	10		N/A	0				
SD	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P		N/A			90.00%	10		N/A	0				
SD	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P		N/A			1	1		N/A	0				
SD	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P		N/A			85.71%	7		N/A	0				
SD	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P		N/A			85.71%	7		N/A	0				
SD	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P		N/A			11:23:00	7		N/A	0				
SD	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		N/A			42.86%	7		N/A	0				
SD	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P		N/A			50.00%	4		N/A	0				
SD	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P		N/A			1.04%	671		N/A	0				
SD	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P		N/A			0.60%	671		N/A	0				
SD	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS		N/A			70.83%	24		N/A	0				
SD	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P		N/A			100.00%	2		N/A	0				
SD	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P		N/A			63	2		N/A	0				
SD	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P		N/A			100.00%	3		N/A	0				
SD	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P		N/A			100.00%	3		N/A	0				
SD	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A						N/A	0				
SD	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P		N/A						N/A	0				
SD	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS		N/A			42.33	3		N/A	0				
SD	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS		N/A			2			N/A	0				
SD	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P		N/A			100.00%	4		N/A	0				
SD	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P		N/A			0:53:00	4		N/A	0				
SD	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			0.00%	4		N/A	0				
SD	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P		N/A			0.00%	3		N/A	0				
SD	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P		N/A			1.11%	359		N/A	0				
SD	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P		N/A			0.84%	359		N/A	0				
SD	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS		N/A			33.33%	6		N/A	0				
SD	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS		N/A	0:02:00	108				N/A	0				
SD	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%		Yes	100.00%	35				Yes	0				
SD	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%		Yes	100.00%	1				Yes	0				
SD	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS		N/A	0.00%	35				N/A	0				
SD	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS		N/A	0.00%	1				N/A	0				
SD	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%		Yes	100.00%	1				Yes	0				
SD	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15		Yes	4	1				Yes	0				
SD	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%		N/A			99.62%	2605		N/A	0				
SD	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.00%		N/A			93.07%	1082		N/A	0				
SD	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3		N/A			3.58	1986		N/A	0				
SD	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3		N/A			6.81	1111		N/A	0				
SD	04--10	OP-5	New Service Install Quality, Line Sharing%		P		N/A			84.74%	3461		N/A	0				
SD	04--10	OP-5*	New Service Install Quality, Line Sharing%		P		N/A			86.74%	3461		N/A	0				
SD	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS		N/A			2.75	8		N/A	0				
SD	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS		N/A			6.19	27		N/A	0				
SD	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS		N/A			1.5	2		N/A	0				
SD	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS		N/A			9.47	49		N/A	0				
SD	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P		N/A			97.49%	319		N/A	0				
SD	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P		N/A			87.75%	1878		N/A	0				
SD	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P		N/A			99.84%	606		N/A	0				
SD	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P		N/A			94.34%	2351		N/A	0				
SD	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P		N/A			6:34:00	606		N/A	0				
SD	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P		N/A			17:33:00	2351		N/A	0				
SD	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS		N/A			33.33%	6		N/A	0				
SD	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS		N/A			100.00%	1		N/A	0				
SD	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS		N/A			33.33%	3		N/A	0				
SD	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS		N/A			100.00%	1		N/A	0				
SD	04--10	MR-8	Trouble Rate, Line Sharing%		P		N/A			1.66%	180741		N/A	0				
SD	04--10	MR-8*	Trouble Rate, Line Sharing%		P		N/A			1.39%	180741		N/A	0				
SD	05--01	OP-3	Install Commit Met, UDIT DS1%		P		N/A			82.50%	120		N/A	0				
SD	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P		N/A			16.61	123		N/A	0				
SD	05--01	OP-5	New Service Install Quality, UDIT DS1%		P		N/A			94.07%	118		N/A	0				
SD	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P		N/A			95.76%	118		N/A	0				
SD	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P		N/A			12.59	22		N/A	0				
SD	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P		N/A			48	2		N/A	0				
SD	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS		N/A			34.91	11		N/A	0				
SD	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS		N/A			7			N/A	0				
SD	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P		N/A			91.67%	96		N/A	0				
SD	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P		N/A			2:04:00	96		N/A	0				
SD	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P		N/A			25.00%	96		N/A	0				
SD	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P		N/A			25.35%	71		N/A	0				
SD	05--01	MR-8	Trouble Rate, UDIT DS1%		P	-0.16	Yes	0.00%	3	1.78%	5379	-0.23	Yes	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	04–05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	
SD	04–05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	
SD	04–06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	
SD	04–06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	
SD	04–06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	
SD	04–06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	
SD	04–06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P	
SD	04–06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	
SD	04–06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	
SD	04–06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	
SD	04–06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
SD	04–06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	
SD	04–06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	
SD	04–06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	
SD	04–06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	
SD	04–07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	
SD	04–07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	
SD	04–07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	
SD	04–07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	
SD	04–07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	
SD	04–07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	
SD	04–07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	
SD	04–07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS	
SD	04–07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	
SD	04–07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P	
SD	04–07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
SD	04–07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	
SD	04–07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	
SD	04–07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	
SD	04–07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS	
SD	04–08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	
SD	04–08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.00%	
SD	04–08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.00%	
SD	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	
SD	04–08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	
SD	04–09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	
SD	04–09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	
SD	04–10	OP-3	Install Commit Met, Line Sharing%	ND	95.00%	
SD	04–10	OP-3	Install Commit Met, Line Sharing%	D	95.00%	
SD	04–10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	
SD	04–10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	
SD	04–10	OP-5	New Service Install Quality, Line Sharing%		P	
SD	04–10	OP-5*	New Service Install Quality, Line Sharing%		P	
SD	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	
SD	04–10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS	
SD	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	
SD	04–10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	
SD	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	
SD	04–10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	
SD	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	
SD	04–10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	
SD	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	
SD	04–10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	
SD	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	
SD	04–10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
SD	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
SD	04–10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	
SD	04–10	MR-8	Trouble Rate, Line Sharing%		P	
SD	04–10	MR-8*	Trouble Rate, Line Sharing%		P	
SD	05–01	OP-3	Install Commit Met, UDIT DS1%		P	
SD	05–01	OP-4	Install Interv, UDIT DS1, Avg Days		P	
SD	05–01	OP-5	New Service Install Quality, UDIT DS1%		P	
SD	05–01	OP-5*	New Service Install Quality, UDIT DS1%		P	
SD	05–01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P	
SD	05–01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	
SD	05–01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	
SD	05–01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	
SD	05–01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	
SD	05–01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	
SD	05–01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	
SD	05–01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	
SD	05–01	MR-8	Trouble Rate, UDIT DS1%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	05–01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	3	0.62%	5519	-0.14	N/A	0.00%	3	1.02%	5408	-0.18	N/A	0.00%	3	0.71%	5375
SD	05–01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			35.44%	79		N/A			31.03%	58		N/A			27.55%	98		N/A			31.43%	70
SD	05–02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P						N/A			75.00%	4		N/A			100.00%	5		N/A	100.00%	2	100.00%	2
SD	05–02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			13.2	5		N/A			21	4		N/A			19	6		N/A	8.5	2	15.67	3
SD	05–02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			100.00%	5		N/A			100.00%	5		N/A	100.00%	1	100.00%	5	.	Yes	100.00%	1	100.00%	3
SD	05–02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100.00%	5		N/A	100.00%	1	100.00%	5	.	Yes	100.00%	1	100.00%	3
SD	05–02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A						N/A						N/A				
SD	05–02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P						N/A			50	1		N/A						N/A				
SD	05–02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			100	2		N/A			93.67	3		N/A			73.67	3		N/A			48.25	4
SD	05–02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			1			N/A			2			N/A			2			N/A			4	
SD	05–02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P						N/A						N/A			100.00%	1		N/A				
SD	05–02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P						N/A						N/A			0:06:00	1		N/A				
SD	05–02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A						N/A			0.00%	1		N/A				
SD	05–02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A						N/A						N/A				
SD	05–02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	4	0.00%	372	.	Yes	0.00%	4	0.00%	369	.	Yes	0.00%	4	0.27%	365	-0.1	Yes	0.00%	4	0.00%	363
SD	05–02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	4	0.00%	369	.	Yes	0.00%	4	0.00%	365	.	Yes	0.00%	4	0.00%	363
SD	05–02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			100.00%	4		N/A						N/A			66.67%	3		N/A				
SD	07–01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:50:00	17842				N/A	0:35:00	15842				N/A	1:43:00	22271				N/A	0:23:00	18479		
SD	07–01	OP-3	Install Commit Met, E911%		P			100.00%	2		N/A						N/A						N/A				
SD	07–01	OP-4	Install Interv, E911, Avg Days		P			9	2		N/A			44	2		N/A						N/A				
SD	07–01	OP-5	New Service Install Quality, E911%		P			100.00%	2		N/A			100.00%	1		N/A						N/A			100.00%	1
SD	07–01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	1		N/A						N/A			100.00%	1
SD	07–01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P						N/A						N/A						N/A				
SD	07–01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A						N/A						N/A				
SD	07–01	MR-7	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A				
SD	07–01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A				
SD	07–01	MR-8	Trouble Rate, E911%		P	0.00%	34	0.00%	268	.	Yes	0.00%	34	0.00%	262	.	Yes	0.00%	34	0.00%	257	.	Yes	0.00%	34	0.00%	258
SD	07–01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	34	0.00%	262	.	Yes	0.00%	34	0.00%	257	.	Yes	0.00%	34	0.00%	258
SD	07–01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS						N/A						N/A						N/A				
SD	07–02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.24	1		N/A			8.51	1		N/A			8.01	1		N/A			8.33	1
SD	07–02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.25	1		N/A			8.2	1		N/A			8.46	1		N/A			8.91	1
SD	08–01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.1	53953				N/A	0.05	94976				N/A	0.12	31205				N/A	0.13	25442		
SD	08–01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	97.45%	53702				N/A	98.85%	94792				N/A	96.89%	30725				N/A	96.13%	22373		
SD	09–01	NP-1A	NXX Code Activation, All%		P						N/A	100.00%	4				N/A						N/A				
SD	09–01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A	0.00%	4				N/A						N/A				
SD	10–01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700				N/A	1.27	6131698		
SD	11–01	OP-8B	LNP Timeliness, LNP%		95.00%	100.00%	450				Yes	100.00%	85				Yes	100.00%	110				Yes	99.13%	230		
SD	11–01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	99.94%	1809				Yes	99.92%	1211				Yes	99.90%	986				Yes	99.68%	1239		
SD	11–01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	2298				Yes	100.00%	1327				Yes	100.00%	1100				Yes	100.00%	1480		
SD	11–01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	2298				N/A	100.00%	1327				N/A	100.00%	1100				N/A	100.00%	1480		
SD	11–01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			75.40%	126		N/A			56.41%	117		N/A			57.82%	211		N/A			44.75%	181
SD	11–01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1			1	241		N/A			1	272		N/A			1	430		N/A			0.99	387
SD	13–01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	100.00%	34915.09				Yes	100.00%	37521.18				Yes	100.00%	34950.404				Yes	100.00%	36420.579		
SD	13–01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	100.00%	34915.09				Yes	100.00%	37521.18				Yes	100.00%	34950.404				Yes	100.00%	36420.579		
SD	14–01	OP-3	Install Commit Met, Residence%	ND	P	99.85%	662	99.41%	1525	-1.23	Yes	99.83%	593	99.65%	1716	-0.64	Yes	99.70%	659	98.43%	2032	-2.28	Yes	100.00%	526	99.05%	2097
SD	14–01	OP-3	Install Commit Met, Residence%	D	P	97.08%	240	91.30%	609	-2.69	Yes	98.98%	197	91.72%	592	-3.2	Yes	95.17%	207	91.36%	822	-1.74	Yes	98.23%	283	89.11%	716
SD	14–01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.9	287	3.58	1253	-4.02	Yes	2.91	237	3.71	1417	-3.91	Yes	2.92	252	3.84	1699	-5.08	Yes	3.01	211	3.79	1756
SD	14–01	OP-4	Install Interv, Residence, Avg Days	D	P	4.02	241	5.18	616	-2.73	Yes	5.64	199	5.5	599	0.32	Yes	4.96	211	6.03	828	-2.34	Yes	5.59	285	7.02	733
SD	14–01	OP-5	New Service Install Quality, Residence%		P	98.94%	848	98.65%	2230	-0.61	Yes	96.63%	831	89.80%	2588	-5.66	Yes	94.05%	841	87.49%	2846	-5.06	Yes	95.50%	777	87.48%	3075
SD	14–01	OP-5*	New Service Install Quality, Residence%		P						N/A	96.87%	831	90.19%	2588	-5.64	N/A	94.89%	841	88.79%	2846	-4.92	N/A	96.91%	777	88.68%	3075
SD	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	2	1	9.89	9	-0.32	Yes	2	1	22	6	-0.82	Yes	2.5	2	10.07	29	-1.27	Yes			5.27	15
SD	14–01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	2.5	4	2.81	27	-0.2	Yes	6	2	3.94	17	0.6	Yes	4.75	4	4.89	19	-0.03	Yes	6	4	4.7	20
SD	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			7	1		N/A			3	1		N/A			18.33	3		N/A			4.67	6
SD	14–01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	9.75	4	5.14	28	1.17	Yes	1	1	6	33	-0.82	Yes	11	6	9.87	53	0.38	Yes	2	1	8.98	61
SD	14–01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	3.83	6	133.19	58	-2.22	N/A	8	3	109.52	81	-1.45	N/A	1	2	71.99	128	-1.02	N/A	11.71	7	52.35	147
SD	14–01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	1		39		-2.51	N/A	3		50		1.22	N/A	-		55		-1.22	N/A	4		58	
SD	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	11	100.00%	105	.	Yes	100.00%	13	97.92%	96	-0.49	Yes	100.00%	18	98.88%	179	-0.43	Yes	100.00%	11	95.12%	164
SD	14–01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	92.45%	53	93.80%	581	0.42	Yes	100.00%	41	93.20%	706	-1.68	Yes	96.63%	89	91.13%	1173	-1.76	Yes	80.30%	66	86.13%	1103
SD	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	95.65%	23	99.49%	197	1.29	Yes	100.00%	38	99.57%	230	-0.38	Yes	100.00%	44	99.73%	367	-0.33	Yes	96.67%	30	98.52%	338
SD	14–01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	98.41%	63	97.76%	760	-0.34	Yes	100.00%	53	97.63%	930	-1.1	Yes	100.00%	101	96.89%	1478	-1.74	Yes	93.24%	74	93.47%	1454
SD	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	6:54:00	23	4:09:00	197	1.33	Yes	3:03:00	38	4:47:00	230	-1.28	Yes	2:43:00	44	5:56:00	367	-2.42	Yes	5:50:00	30	7:21:00	338
SD	14–01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	14:53:00	63	13:25:00	760	0.92	Yes	13:56:00	53	14:45:00	930	-0.42	Yes	10:46:00	101	14:55:00	1478	-2.86	Yes	18:38:00	74	17:54:00	1454
SD	14–01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	13.04%	23	6.09%	197	1.16	Yes	7.89%	38	5.22%	230	0.67	Yes	11.36%	44	12.81%	367	-0.27	Yes	16.67%	30	13.31%	338
SD	14–01	MR-7	Repair Repeat Report Rate, Residence%	D	P	7.94%	63	8.65%	775	-0.19	Yes	10.91%	55	8.95%	950	0.52	Yes	10.48%	105	11.34%	1508	-0.27	Yes	8.00%	75	12.12%	1477
SD	14–01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	4.76%	21	6.00%	100	-0.22	N/A	10.00%	30	11.05%	181	-0.17	N/A	16.67%	12	13.51%	148
SD	14–01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	11.54%	52	9.00%	911	0.64	N/A	10.68%	103	11.11%	1449	-0.13	N/A	8.96%	67	11.74%	1406
SD	14–01	MR-8	Trouble Rate, Residence%		P	0.72%	11970	0.73%	133686	-0.11	Yes	0.81%	11482	0.87%	135120	-0.7	Yes	1.39%	10703	1.37%	136703	0.18	Yes	1.03%	10183	1.31%	138156
SD	14–01	MR-8*	Trouble Rate, Residence%		P						N/A	0.64%	11482	0.75%	135120	-1.34	N/A	1.24%	10703	1.19%	136703	0.46	N/A	0.78%	10183	1.12%	138156
SD	14–01	MR-9	Repair Appoint Met, Residence%	ND	P	95.65%	23	99.49%	197	1.29	Yes	100.00%	38	98.26%	230	-0.76	Yes	97.73%	44	98.91%	367	0.61	Yes	100.00%	30	99.41%	338
SD	14–01	MR-9	Repair Appoint Met, Residence%	D	P	95.24%	63	97.03%	775	0.79	Yes	100.00%	55	95.05%	950	-1.64	Yes	90.48%	105	93.77%	1508	1.29	Yes	94.67%	75	93.43%	1477
SD	14–01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	30.08%	123	34.72%	1489	-1.04	N/A	33.57%	140	33.03%	1762	0.14	N/A	31.02%	216	29.25%	2650	0.55	N/A	36.75%	166	29.92%	2590
SD	14–02	OP-3	Install Commit Met, Business%	D	P	100.00%	7	93.63%	204	-0.68	Yes	100.00%	6	91.32%	219	-0.74	Yes	71.43%	7	93.67%	300	1.77	No	81.82%	11	92.31%	221

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	-0.15	N/A	0.00%	3	1.32%	5379	-0.2	N/A	0				
SD	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS		N/A			23.81%	126		N/A	0				
SD	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	.	Yes			100.00%	2		N/A	0				
SD	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	-0.84	Yes			63	2		N/A	0				
SD	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	.	Yes			100.00%	3		N/A	0				
SD	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	.	Yes			100.00%	3		N/A	0				
SD	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A						N/A	0				
SD	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P		N/A						N/A	0				
SD	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS		N/A			42.33	3		N/A	0				
SD	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS		N/A			2			N/A	0				
SD	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P		N/A			100.00%	4		N/A	0				
SD	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P		N/A			0:53:00	4		N/A	0				
SD	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		N/A			0.00%	4		N/A	0				
SD	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P		N/A			0.00%	3		N/A	0				
SD	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	.	Yes	0.00%	3	1.11%	359	-0.18	Yes	0				
SD	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	.	Yes	0.00%	3	0.84%	359	-0.16	N/A	0				
SD	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS		N/A			33.33%	6		N/A	0				
SD	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD		N/A	0:28:00	24408				N/A	0				
SD	07--01	OP-3	Install Commit Met, E911%		P		N/A						N/A	0				
SD	07--01	OP-4	Install Interv, E911, Avg Days		P		N/A						N/A	0				
SD	07--01	OP-5	New Service Install Quality, E911%		P		N/A			100.00%	1		N/A	0				
SD	07--01	OP-5*	New Service Install Quality, E911%		P		N/A			100.00%	1		N/A	0				
SD	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P		N/A						N/A	0				
SD	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P		N/A						N/A	0				
SD	07--01	MR-7	Repair Repeat Report Rate, E911%		P		N/A						N/A	0				
SD	07--01	MR-7*	Repair Repeat Report Rate, E911%		P		N/A						N/A	0				
SD	07--01	MR-8	Trouble Rate, E911%		P	.	Yes	0.00%	34	0.00%	258	.	Yes	0				
SD	07--01	MR-8*	Trouble Rate, E911%		P	.	Yes	0.00%	34	0.00%	258	.	Yes	0				
SD	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS		N/A						N/A	0				
SD	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD		N/A			8.78	.		N/A	0				
SD	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD		N/A			8.51	.		N/A	0				
SD	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD		N/A	0.09	29262				N/A	0				
SD	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD		N/A	96.22%	27376				N/A	0				
SD	09--01	NP-1A	NXX Code Activation, All%		P		N/A						N/A	0				
SD	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS		N/A						N/A	0				
SD	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD		N/A	1.26	7637235				N/A	0				
SD	11--01	OP-8B	LNP Timeliness, LNP%		95.00%		Yes	100.00%	107				Yes	0				
SD	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%		Yes	99.90%	2099				Yes	0				
SD	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%		Yes	100.00%	2245				Yes	0				
SD	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS		N/A	100.00%	2245				N/A	0				
SD	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P		N/A			41.69%	319		N/A	0				
SD	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1		N/A			1	606		N/A	0				
SD	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%		Yes	100.00%	35165.406				Yes	0				
SD	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%		Yes	100.00%	35165.406				Yes	0				
SD	14--01	OP-3	Install Commit Met, Residence%	ND	P	-2.01	Yes	99.81%	520	99.69%	2546	-0.45	Yes	0				
SD	14--01	OP-3	Install Commit Met, Residence%	D	P	-4.17	Yes	99.08%	218	93.37%	754	-2.99	Yes	0				
SD	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	-6.22	Yes	2.88	219	3.59	1955	-6.73	Yes	0				
SD	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	-3.51	Yes	5.06	223	6.32	772	-3.17	Yes	0				
SD	14--01	OP-5	New Service Install Quality, Residence%		P	-6.03	Yes	93.48%	736	84.21%	3034	-6.18	Yes	0				
SD	14--01	OP-5*	New Service Install Quality, Residence%		P	-6.47	N/A	94.29%	736	86.12%	3034	-5.75	N/A	0				
SD	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P		N/A	1	1	2.83	6	-0.47	Yes	0				
SD	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	0.82	Yes			3.41	17		N/A	0				
SD	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P		N/A			1.5	2		N/A	0				
SD	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	-0.85	Yes	13	2	9.52	33	0.7	Yes	0				
SD	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	-1.18	N/A	19.14	7	71.6	103	-1.44	N/A	0				
SD	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	0.88	N/A	1		80		-3.9	N/A	0				
SD	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	-0.73	Yes	100.00%	14	97.06%	272	-0.64	Yes	0				
SD	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	1.28	Yes	89.16%	83	88.02%	1636	-0.31	Yes	0				
SD	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	0.69	Yes	100.00%	46	100.00%	515	.	Yes	0				
SD	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	0.13	Yes	97.98%	99	94.23%	2061	-1.56	Yes	0				
SD	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	-0.7	Yes	3:54:00	46	6:37:00	515	-2.22	Yes	0				
SD	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	0.35	Yes	15:12:00	99	17:41:00	2061	-1.28	Yes	0				
SD	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	0.53	Yes	4.35%	46	12.43%	515	-1.59	Yes	0				
SD	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	-1.07	Yes	10.78%	102	14.69%	2103	-1.09	Yes	0				
SD	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	0.33	N/A	7.41%	27	11.59%	207	-0.64	N/A	0				
SD	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	-0.69	N/A	7.37%	95	14.58%	2003	-1.95	N/A	0				
SD	14--01	MR-8	Trouble Rate, Residence%		P	-2.42	Yes	1.52%	9747	1.88%	139626	-2.51	Yes	0				
SD	14--01	MR-8*	Trouble Rate, Residence%		P	-3.22	N/A	1.25%	9747	1.58%	139626	-2.53	N/A	0				
SD	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	-0.4	Yes	100.00%	46	99.22%	515	-0.57	Yes	0				
SD	14--01	MR-9	Repair Appoint Met, Residence%	D	P	-0.42	Yes	89.22%	102	91.87%	2103	0.95	Yes	0				
SD	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	1.83	N/A	25.25%	198	31.47%	3820	-1.84	N/A	0				
SD	14--02	OP-3	Install Commit Met, Business%	D	P	1.11	Yes	75.00%	12	92.38%	328	1.81	No	2	43	83.72%	92.69%	-8.97%

STATEWIDE AVERAGE PERFORMANCE SUMMARY
CO, NM, OR, SD; AUG-DEC 2002

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	
SD	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	
SD	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	
SD	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	
SD	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	
SD	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	
SD	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
SD	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	
SD	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	
SD	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS	
SD	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	
SD	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	
SD	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
SD	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	
SD	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	
SD	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	
SD	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	
SD	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	
SD	07--01	OP-3	Install Commit Met, E911%		P	
SD	07--01	OP-4	Install Interv, E911, Avg Days		P	
SD	07--01	OP-5	New Service Install Quality, E911%		P	
SD	07--01	OP-5*	New Service Install Quality, E911%		P	
SD	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	
SD	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	
SD	07--01	MR-7	Repair Repeat Report Rate, E911%		P	
SD	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	
SD	07--01	MR-8	Trouble Rate, E911%		P	
SD	07--01	MR-8*	Trouble Rate, E911%		P	
SD	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	
SD	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	
SD	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	
SD	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	
SD	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	
SD	09--01	NP-1A	NXX Code Activation, All%		P	
SD	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	
SD	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	
SD	11--01	OP-8B	LNP Timeliness, LNP%		95.00%	
SD	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.00%	
SD	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	
SD	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	
SD	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	
SD	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	
SD	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		95.00%	
SD	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		95.00%	
SD	14--01	OP-3	Install Commit Met, Residence%	ND	P	
SD	14--01	OP-3	Install Commit Met, Residence%	D	P	
SD	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	
SD	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	
SD	14--01	OP-5	New Service Install Quality, Residence%		P	
SD	14--01	OP-5*	New Service Install Quality, Residence%		P	
SD	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	
SD	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	
SD	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	
SD	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	
SD	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	
SD	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	
SD	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	
SD	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	
SD	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	
SD	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	
SD	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	
SD	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	
SD	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	
SD	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	
SD	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	
SD	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P	
SD	14--01	MR-8	Trouble Rate, Residence%		P	
SD	14--01	MR-8*	Trouble Rate, Residence%		P	
SD	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	
SD	14--01	MR-9	Repair Appoint Met, Residence%	D	P	
SD	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	
SD	14--02	OP-3	Install Commit Met, Business%	D	P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	14–02	OP-3	Install Commit Met, Business%	ND	P	100.00%	8	98.46%	65	-0.33	Yes	100.00%	7	93.48%	46	-0.65	Yes	90.00%	10	97.22%	36	0.77	Yes	100.00%	17	100.00%	50
SD	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	2.86	7	2.34	32	0.72	Yes	3	3	2.38	26	0.43	Yes	3	4	2.86	21	0.27	Yes	2.82	11	2.72	29
SD	14–02	OP-4	Install Interv, Business, Avg Days	D	P	3.71	7	5.89	205	-0.78	Yes	4.57	7	5.46	228	-0.37	Yes	9.43	7	5.94	312	1.26	Yes	8.36	11	6.81	223
SD	14–02	OP-5	New Service Install Quality, Business%		P	100.00%	15	98.16%	272	-0.52	Yes	100.00%	16	95.50%	311	-0.85	Yes	82.61%	23	87.14%	311	0.63	Yes	74.19%	31	91.37%	336
SD	14–02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	16	97.11%	311	-0.67	N/A	86.96%	23	88.42%	311	0.25	N/A	77.42%	31	94.05%	336
SD	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			1	1		N/A			1.67	3		N/A	2	1	1	1	.	N/A				
SD	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			1.8	10		N/A			3.69	13		N/A	2	1	2.6	5	-0.15	Yes			8	7
SD	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			6.25	4		N/A			6.38	8		N/A	20	1	5.47	15	1.88	No	4.5	2	6.55	11
SD	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			160.25	59		N/A			162.78	54		N/A			148	62		N/A	9	1	129.37	65
SD	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS			14			N/A			12			N/A			11			N/A	1		13	
SD	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			100.00%	21		N/A	100.00%	1	95.24%	21	-0.22	Yes	100.00%	1	100.00%	32	.	Yes	100.00%	1	100.00%	17
SD	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P			98.65%	74		N/A	100.00%	3	89.58%	96	-0.58	Yes	83.33%	6	92.91%	141	0.76	Yes	100.00%	14	84.48%	116
SD	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	2	100.00%	44	.	Yes	100.00%	3	100.00%	42	.	Yes	100.00%	12	100.00%	63	.	Yes	100.00%	5	100.00%	49
SD	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P			97.00%	100		N/A	100.00%	6	95.12%	123	-0.54	Yes	100.00%	10	98.77%	163	-0.34	Yes	93.75%	16	95.92%	147
SD	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1:51:00	2	3:47:00	44	-0.41	Yes	1:06:00	3	7:08:00	42	-1.05	Yes	3:46:00	12	3:11:00	63	0.46	Yes	4:43:00	5	5:18:00	49
SD	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P			12:09:00	100		N/A	10:48:00	6	15:01:00	123	-0.64	Yes	10:57:00	10	12:08:00	163	-0.31	Yes	18:04:00	16	16:50:00	147
SD	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	2	4.55%	44	-0.3	Yes	33.33%	3	11.90%	42	0.84	Yes	41.67%	12	7.94%	63	2.67	No	0.00%	5	8.16%	49
SD	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P			10.89%	101		N/A	16.67%	6	12.70%	126	0.29	Yes	9.09%	11	10.37%	164	-0.13	Yes	16.67%	18	14.09%	149
SD	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			10.71%	28		N/A	20.00%	5	2.56%	39	1.24	N/A	0.00%	2	5.00%	20
SD	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	5	10.48%	105	-0.75	N/A	10.00%	10	10.14%	148	-0.01	N/A	17.65%	17	14.18%	134
SD	14–02	MR-8	Trouble Rate, Business%		P	0.13%	1581	0.37%	38992	-1.57	Yes	0.49%	1825	0.42%	39646	0.45	Yes	1.01%	2279	0.57%	39910	2.72	No	0.87%	2646	0.49%	40365
SD	14–02	MR-8*	Trouble Rate, Business%		P						N/A	0.27%	1825	0.34%	39646	-0.44	N/A	0.66%	2279	0.47%	39910	1.29	N/A	0.72%	2646	0.38%	40365
SD	14–02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	2	100.00%	44	.	Yes	100.00%	3	97.62%	42	-0.26	Yes	100.00%	12	98.41%	63	-0.4	Yes	100.00%	5	97.96%	49
SD	14–02	MR-9	Repair Appoint Met, Business%	D	P			97.03%	101		N/A	100.00%	6	94.44%	126	-0.58	Yes	100.00%	11	93.90%	164	-0.82	Yes	88.89%	18	89.93%	149
SD	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	66.67%	6	36.68%	229	1.4	N/A	43.75%	16	31.15%	244	1.02	N/A	30.30%	33	30.58%	327	-0.03	N/A	23.33%	30	33.33%	297
SD	14–03	OP-3	Install Commit Met, Centrex%	ND	P						N/A						N/A						N/A				
SD	14–03	OP-3	Install Commit Met, Centrex%	D	P			93.75%	48		N/A			96.67%	30		N/A			98.15%	54		N/A			93.88%	49
SD	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P						N/A						N/A						N/A				
SD	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P			7.76	49		N/A			8.53	30		N/A			12.02	54		N/A			12	50
SD	14–03	OP-5	New Service Install Quality, Centrex%		P			100.00%	40		N/A			100.00%	42		N/A			90.57%	53		N/A			96.43%	56
SD	14–03	OP-5*	New Service Install Quality, Centrex%		P						N/A			100.00%	42		N/A			92.45%	53		N/A			96.43%	56
SD	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			8.33	3		N/A						N/A						N/A			1	1
SD	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A				
SD	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A			1	1		N/A			11	1		N/A			6	2
SD	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS						N/A			21	1		N/A			3	1		N/A				
SD	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS						N/A			-			N/A			-			N/A				
SD	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	100.00%	1	100.00%	5	.	Yes			100.00%	2		N/A			100.00%	7		N/A	100.00%	1	66.67%	3
SD	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			92.86%	14		N/A			100.00%	11		N/A			100.00%	18		N/A	100.00%	1	80.00%	15
SD	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	100.00%	1	100.00%	7	.	Yes			100.00%	5		N/A			100.00%	8		N/A	100.00%	3	100.00%	6
SD	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			93.75%	16		N/A			100.00%	11		N/A			100.00%	19		N/A	100.00%	2	90.00%	20
SD	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	0:07:00	1	1:52:00	7	-1.02	Yes			3:13:00	5		N/A			7:02:00	8		N/A	2:27:00	3	10:17:00	6
SD	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			12:06:00	16		N/A			14:28:00	11		N/A			7:00:00	19		N/A	0:55:00	2	18:35:00	20
SD	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	0.00%	1	0.00%	7	.	Yes			20.00%	5		N/A			12.50%	8		N/A	0.00%	3	0.00%	6
SD	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			0.00%	18		N/A			0.00%	11		N/A			25.00%	20		N/A	50.00%	2	8.33%	24
SD	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A						N/A			0.00%	6		N/A	0.00%	2	0.00%	4
SD	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			0.00%	11		N/A			27.78%	18		N/A	50.00%	2	9.52%	21
SD	14–03	MR-8	Trouble Rate, Centrex%		P	0.65%	153	0.15%	16463	1.19	Yes	0.00%	158	0.10%	16441	-0.39	Yes	0.00%	159	0.17%	16448	-0.52	Yes	2.86%	175	0.18%	16466
SD	14–03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.00%	158	0.07%	16441	-0.32	N/A	0.00%	159	0.15%	16448	-0.48	N/A	2.29%	175	0.15%	16466
SD	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P	100.00%	1	100.00%	7	.	Yes			80.00%	5		N/A			100.00%	8		N/A	100.00%	3	100.00%	4
SD	14–03	MR-9	Repair Appoint Met, Centrex%	D	P			94.44%	18		N/A			90.91%	11		N/A			90.00%	20		N/A	100.00%	2	91.67%	24
SD	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	0.00%	1	10.71%	28	-0.34	N/A			51.52%	33		N/A			31.71%	41		N/A	16.67%	6	33.33%	45
SD	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P	100.00%	4	100.00%	8	.	Yes	100.00%	7	100.00%	5	.	Yes	100.00%	6	100.00%	8	.	Yes	100.00%	4	100.00%	11
SD	14–04	OP-3	Install Commit Met, Centrex 21%	D	P	100.00%	1	91.67%	12	-0.29	Yes	100.00%	1	90.91%	11	-0.3	Yes	100.00%	1	75.00%	16	-0.56	Yes	100.00%	1	100.00%	7
SD	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	1.5	2	3.75	4	-2.71	Yes			2.33	3		N/A	7	1	3	4	1.16	Yes	3	2	3.09	11
SD	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	6	1	4.25	12	0.82	Yes	6	1	7.55	11	-0.19	Yes	2	1	7.13	16	-0.61	Yes	11	1	6.75	8
SD	14–04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	7	100.00%	18	.	Yes	100.00%	8	85.00%	20	-1	Yes	66.67%	6	63.64%	22	-0.14	Yes	80.00%	5	83.33%	18
SD	14–04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	8	95.00%	20	-0.55	N/A	83.33%	6	77.27%	22	-0.31	N/A	80.00%	5	94.44%	18
SD	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A				
SD	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P						N/A			8	1		N/A			2	2		N/A			1	1
SD	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			3	1		N/A						N/A			3.5	2		N/A				
SD	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			76.11	9		N/A			77.57	7		N/A			75.83	6		N/A			97.83	6
SD	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			-			N/A			-			N/A			1			N/A			1	
SD	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100.00%	5		N/A			100.00%	4		N/A	100.00%	3	100.00%	8	.	Yes	100.00%	1	100.00%	2
SD	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	2	100.00%	7	.	Yes	100.00%	1	81.25%	16	-0.47	Yes	100.00%	6	100.00%	22	.	Yes	50.00%	2	83.33%	6
SD	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100.00%	10		N/A	100.00%	1	100.00%	9	.	Yes	100.00%	7	100.00%	18	.	Yes	100.00%	3	100.00%	9
SD	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	2	100.00%	7	.	Yes	100.00%	1	100.00%	18	.	Yes	100.00%	6	96.30%	27	-0.43	Yes	100.00%	3	100.00%	11
SD	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:29:00	10		N/A	0:01:00	1	5:59:00	9	-0.65	Yes	0:35:00	7	3:43:00	18	-1.46	Yes	1:50:00	3	7:32:00	9
SD	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	4:31:00	2	6:34:00	7	-0.46	Yes	3:18:00	1	11:48:00	18	-0.85	Yes	10:47:00	6	11:46:00	27	-0.17	Yes	11:05:00	3	15:21:00	11
SD	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			0.00%	10		N/A	0.00%	1	0.00%	9	.	Yes	28.57%	7	22.22%	18	0.28	Yes	0.00%	3	22.22%	9
SD	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	2	14.29%	7	-0.51	Yes	0.00%	1	11.11%	18	-0.34	Yes	0.00%	6	14.81%	27	-0.92	Yes	33.33%	3	0.00%	13
SD	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			0.00%	2		N/A	50.00%	4	33.33%	9	0.44	N/A	0.00%	2	33.33%	3
SD	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	1	11.76%	17	-0.35	N/A	0.00%	6	20.00%	20	-1.07	N/A	33.33%	3	0.00%	6

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	14–02	OP-3	Install Commit Met, Business%	ND	P	.	Yes	100.00%	18	96.61%	59	-0.7	Yes	0				
SD	14–02	OP-4	Install Interv, Business, Avg Days	ND	P	0.05	Yes	2.5	8	2.58	31	-0.13	Yes	0				
SD	14–02	OP-4	Install Interv, Business, Avg Days	D	P	0.81	Yes	5.13	15	7.95	339	-1.08	Yes	0				
SD	14–02	OP-5	New Service Install Quality, Business%		P	2.65	No	80.77%	26	88.52%	427	1.14	Yes	1	111	84.68%	91.73%	-7.05%
SD	14–02	OP-5*	New Service Install Quality, Business%		P	2.84	N/A	88.46%	26	91.10%	427	0.49	N/A	0				
SD	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P		N/A			2.5	2		N/A	0				
SD	14–02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P		N/A	2	1	10.9	10	-0.3	Yes	0				
SD	14–02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	-0.61	Yes	3.5	2	9.38	16	-1.49	Yes	1	5	7.20	7.04	0.16
SD	14–02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	-0.79	N/A	3.33	3	125.16	61	-1.41	N/A	0				
SD	14–02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	1.27	N/A	1		11		0.56	N/A	0				
SD	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	.	Yes	0.00%	1	100.00%	47	2.42	No	1	4	75.00%	99.28%	-24.28%
SD	14–02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	-1.51	Yes	100.00%	17	85.95%	242	-1.61	Yes	0				
SD	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	.	Yes	100.00%	7	98.90%	91	-0.27	Yes	0				
SD	14–02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	0.4	Yes	100.00%	18	95.17%	290	-0.93	Yes	0				
SD	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	-0.18	Yes	6:44:00	7	6:16:00	91	0.29	Yes	0				
SD	14–02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	0.35	Yes	9:11:00	18	16:32:00	290	-1.77	Yes	0				
SD	14–02	MR-7	Repair Repeat Report Rate, Business%	ND	P	-0.64	Yes	0.00%	7	17.58%	91	-1.18	Yes	1	29	20.69%	11.07%	9.62%
SD	14–02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.32	Yes	27.78%	18	8.78%	296	2.25	No	1	53	18.87%	10.88%	7.99%
SD	14–02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	-0.31	N/A	0.00%	2	14.81%	27	-0.57	N/A	0				
SD	14–02	MR-7*	Repair Repeat Report Rate, Business%	D	P	0.4	N/A	27.78%	18	8.58%	268	2.27	N/A	0				
SD	14–02	MR-8	Trouble Rate, Business%		P	2.7	No	0.91%	2740	0.94%	41115	-0.15	Yes	2	11,071	0.74%	0.56%	0.18%
SD	14–02	MR-8*	Trouble Rate, Business%		P	2.72	N/A	0.73%	2740	0.72%	41115	0.07	N/A	0				
SD	14–02	MR-9	Repair Appoint Met, Business%	ND	P	-0.31	Yes	100.00%	7	95.60%	91	-0.55	Yes	0				
SD	14–02	MR-9	Repair Appoint Met, Business%	D	P	0.18	Yes	100.00%	18	90.88%	296	-1.31	Yes	0				
SD	14–02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	-1.11	N/A	24.24%	33	29.89%	552	-0.69	N/A	0				
SD	14–03	OP-3	Install Commit Met, Centrex%	ND	P		N/A						N/A	0				
SD	14–03	OP-3	Install Commit Met, Centrex%	D	P		N/A			96.49%	57		N/A	0				
SD	14–03	OP-4	Install Interv, Centrex, Avg Days	ND	P		N/A						N/A	0				
SD	14–03	OP-4	Install Interv, Centrex, Avg Days	D	P		N/A			5.57	60		N/A	0				
SD	14–03	OP-5	New Service Install Quality, Centrex%		P		N/A			98.25%	57		N/A	0				
SD	14–03	OP-5*	New Service Install Quality, Centrex%		P		N/A			98.25%	57		N/A	0				
SD	14–03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P		N/A			7	1		N/A	0				
SD	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	ND	P		N/A						N/A	0				
SD	14–03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P		N/A			11	1		N/A	0				
SD	14–03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS		N/A			33	6		N/A	0				
SD	14–03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS		N/A			3			N/A	0				
SD	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	-0.61	Yes			100.00%	5		N/A	0				
SD	14–03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	-0.48	Yes	100.00%	1	62.50%	16	-0.75	Yes	0				
SD	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	.	Yes			100.00%	9		N/A	0				
SD	14–03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	-0.45	Yes	100.00%	1	79.17%	24	-0.5	Yes	0				
SD	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	-0.8	Yes			2:23:00	9		N/A	0				
SD	14–03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	0.59	Yes	6:26:00	1	2:34:00	24	-0.62	Yes	0				
SD	14–03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	.	Yes			0.00%	9		N/A	0				
SD	14–03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	1.24	Yes	0.00%	1	11.54%	26	-0.35	Yes	0				
SD	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	.	Yes			0.00%	6		N/A	0				
SD	14–03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	1.16	N/A	0.00%	1	12.00%	25	-0.36	N/A	0				
SD	14–03	MR-8	Trouble Rate, Centrex%		P	4.23	No	0.56%	178	0.21%	16515	0.88	Yes	1	823	0.85%	0.16%	0.69%
SD	14–03	MR-8*	Trouble Rate, Centrex%		P	3.75	N/A	0.56%	178	0.19%	16515	0.96	N/A	0				
SD	14–03	MR-9	Repair Appoint Met, Centrex%	ND	P	.	Yes			100.00%	9		N/A	0				
SD	14–03	MR-9	Repair Appoint Met, Centrex%	D	P	-0.41	Yes	100.00%	1	76.92%	26	-0.54	Yes	0				
SD	14–03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	-0.81	N/A	0.00%	1	27.08%	48	-0.6	N/A	0				
SD	14–04	OP-3	Install Commit Met, Centrex 21%	ND	P	.	Yes	100.00%	2	100.00%	6	.	Yes	0				
SD	14–04	OP-3	Install Commit Met, Centrex 21%	D	P	.	Yes	100.00%	2	80.00%	10	-0.65	Yes	0				
SD	14–04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	-0.13	Yes			1.5	2		N/A	0				
SD	14–04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	1.55	Yes	6.5	2	7.6	10	-0.31	Yes	0				
SD	14–04	OP-5	New Service Install Quality, Centrex 21%		P	0.11	Yes	90.00%	10	90.91%	22	0.04	Yes	0				
SD	14–04	OP-5*	New Service Install Quality, Centrex 21%		P	0.77	N/A	90.00%	10	95.45%	22	0.44	N/A	0				
SD	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P		N/A						N/A	0				
SD	14–04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P		N/A			5	1		N/A	0				
SD	14–04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P		N/A			15	1		N/A	0				
SD	14–04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS		N/A			83	7		N/A	0				
SD	14–04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS		N/A			-			N/A	0				
SD	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	.	Yes	100.00%	1	100.00%	4	.	Yes	0				
SD	14–04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	0.64	Yes	87.50%	8	83.33%	18	-0.26	Yes	0				
SD	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	.	Yes	100.00%	6	100.00%	11	.	Yes	0				
SD	14–04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	.	Yes	100.00%	10	95.24%	21	-0.58	Yes	0				
SD	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	-1.22	Yes	3:26:00	6	6:06:00	11	-0.65	Yes	0				
SD	14–04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	-0.66	Yes	17:10:00	10	18:19:00	21	-0.19	Yes	0				
SD	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	-0.8	Yes	16.67%	6	0.00%	11	0.94	Yes	0				
SD	14–04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	1.39	Yes	10.00%	10	14.29%	21	-0.32	Yes	0				
SD	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	-0.77	N/A	25.00%	4	0.00%	5	0.74	N/A	0				
SD	14–04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	0.98	N/A	11.11%	9	12.50%	16	-0.1	N/A	0				

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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	14–04	MR-8	Trouble Rate, Centrex 21%		P	0.24%	819	0.32%	5236	-0.38	Yes	0.22%	904	0.51%	5274	-1.13	Yes	1.29%	1010	0.86%	5209	1.33	Yes	0.54%	1119	0.42%	5265
SD	14–04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.11%	904	0.36%	5274	-1.16	N/A	0.99%	1010	0.56%	5209	1.69	N/A	0.45%	1119	0.17%	5265
SD	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			100.00%	10		N/A	100.00%	1	100.00%	9	.	Yes	100.00%	7	100.00%	18	.	Yes	100.00%	3	100.00%	9
SD	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	2	100.00%	7	.	Yes	100.00%	1	100.00%	18	.	Yes	83.33%	6	96.30%	27	0.91	Yes	100.00%	3	76.92%	13
SD	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	33.33%	3	46.88%	32	-0.45	N/A	60.00%	5	18.18%	33	1.8	N/A	50.00%	26	26.23%	61	2.1	N/A	33.33%	9	47.62%	42
SD	14–05	OP-3	Install Commit Met, PBX%	ND	P	100.00%	1				N/A	100.00%	1				N/A	100.00%	6				N/A				
SD	14–05	OP-3	Install Commit Met, PBX%	D	P	100.00%	1				N/A			100.00%	4		N/A						N/A			100.00%	1
SD	14–05	OP-3	Install Commit Met, PBX%		P						N/A	100.00%	1	33.33%	3	-1.22	Yes	66.67%	3	100.00%	1	0.17	Yes			0.00%	1
SD	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P	7	1				N/A	8	1				N/A	3.4	5				N/A				
SD	14–05	OP-4	Install Interv, PBX, Avg Days	D	P	4	1				N/A			3	4		N/A						N/A			2	1
SD	14–05	OP-4	Install Interv, PBX, Avg Days		P			21.67	3		N/A	7	1	28.25	4	-0.72	Yes	6.67	3	4	2	1.27	Yes			21	1
SD	14–05	OP-5	New Service Install Quality, PBX%		P	100.00%	2	100.00%	6	.	Yes	100.00%	6	100.00%	7	.	Yes	100.00%	5	100.00%	4	.	Yes			100.00%	5
SD	14–05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	6	100.00%	7	.	Yes	100.00%	5	100.00%	4	.	Yes			100.00%	5
SD	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A				
SD	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			34	1		N/A			40	2		N/A	2	1				N/A			9	1
SD	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A				
SD	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			223.4	5		N/A			346.67	3		N/A			268.5	4		N/A	0	1	245.5	4
SD	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS			-			N/A			-			N/A			-			N/A	-		-	
SD	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			100.00%	2		N/A			100.00%	3		N/A	100.00%	1	100.00%	6	.	Yes	100.00%	1	100.00%	6
SD	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			75.00%	4		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	4	.	Yes	100.00%	1		
SD	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P			100.00%	3		N/A			100.00%	4		N/A	100.00%	1	100.00%	6	.	Yes	100.00%	1	100.00%	8
SD	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100.00%	4		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	4	.	Yes	100.00%	1	0.00%	1
SD	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			2:05:00	3		N/A			4:52:00	4		N/A	1:22:00	1	4:07:00	6	-0.32	Yes	3:05:00	1	1:38:00	8
SD	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			20:42:00	4		N/A	2:22:00	1	12:06:00	3	-0.87	Yes	21:09:00	1	7:08:00	4	1.15	Yes	5:13:00	1	22:19:00	1
SD	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P			0.00%	3		N/A			0.00%	4		N/A	0.00%	1	0.00%	6	.	Yes	0.00%	1	12.50%	8
SD	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P			0.00%	4		N/A	0.00%	1	0.00%	3	.	Yes	0.00%	1	0.00%	4	.	Yes	0.00%	1	0.00%	1
SD	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A						N/A			0.00%	2		N/A	0.00%	1	25.00%	4
SD	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A	0.00%	1	0.00%	2	.	Yes			0.00%	4		N/A	0.00%	1	0.00%	1
SD	14–05	MR-8	Trouble Rate, PBX%		P	0.00%	1475	0.09%	8025	-1.04	Yes	0.07%	1495	0.09%	8066	-0.24	Yes	0.13%	1490	0.12%	8010	0.09	Yes	0.14%	1482	0.11%	8348
SD	14–05	MR-8*	Trouble Rate, PBX%		P						N/A	0.07%	1495	0.02%	8066	0.95	N/A	0.00%	1490	0.07%	8010	-0.97	N/A	0.14%	1482	0.06%	8348
SD	14–05	MR-9	Repair Appoint Met, PBX%	ND	P			100.00%	1		N/A			100.00%	1		N/A			100.00%	1		N/A			100.00%	3
SD	14–05	MR-9	Repair Appoint Met, PBX%	D	P			100.00%	4		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	2	.	Yes	100.00%	1	100.00%	1
SD	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS			41.67%	12		N/A	50.00%	2	41.67%	12	0.07	N/A	0.00%	2	16.67%	12	-0.59	N/A	60.00%	5	43.75%	16
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A	100.00%	1				N/A						N/A	100.00%	1	100.00%	1
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A						N/A			50.00%	2		N/A				
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P			76.92%	13		N/A			100.00%	18		N/A			83.33%	12		N/A			90.00%	10
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A	2	1				N/A						N/A	2	1	0	1
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			3.5	2		N/A				
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			9.67	12		N/A			8.63	16		N/A			10.55	11		N/A			12.7	10
SD	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	100.00%	1	100.00%	16	.	Yes	100.00%	1	100.00%	16	.	Yes	100.00%	1	100.00%	13	.	Yes	100.00%	1	70.00%	10
SD	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100.00%	1	100.00%	16	.	Yes	100.00%	1	100.00%	13	.	Yes	100.00%	1	80.00%	10
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A				
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			2	1		N/A				
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A						N/A						N/A			37	1
SD	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			1.33	3		N/A						N/A			16	2		N/A				
SD	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			292.8	10		N/A			271.8	10		N/A			251.8	10		N/A			208	11
SD	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			4			N/A			4			N/A			4			N/A			5	
SD	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100.00%	5		N/A			100.00%	2		N/A			100.00%	15		N/A	100.00%	1	100.00%	9
SD	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P						N/A			100.00%	2		N/A			100.00%	5		N/A			100.00%	4
SD	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100.00%	5		N/A			100.00%	2		N/A			100.00%	15		N/A	100.00%	1	100.00%	9
SD	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P						N/A			100.00%	2		N/A			100.00%	5		N/A			100.00%	4
SD	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			2:41:00	5		N/A			0:31:00	2		N/A			1:03:00	15		N/A	0:34:00	1	2:27:00	9
SD	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P						N/A			11:00:00	2		N/A			1:03:00	5		N/A			2:51:00	4
SD	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			40.00%	5		N/A			50.00%	2		N/A			20.00%	15		N/A	0.00%	1	11.11%	9
SD	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			50.00%	2		N/A			40.00%	5		N/A			50.00%	4
SD	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			100.00%	1		N/A			25.00%	8		N/A			20.00%	5
SD	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			50.00%	2		N/A			40.00%	5		N/A			50.00%	4
SD	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	91	0.27%	1868	-0.48	Yes	0.00%	91	0.21%	1879	-0.43	Yes	0.00%	88	1.07%	1868	-0.95	Yes	1.28%	78	0.69%	1872
SD	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	91	0.16%	1879	-0.37	N/A	0.00%	88	0.70%	1868	-0.77	N/A	0.00%	78	0.48%	1872
SD	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A				
SD	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			58.33%	12		N/A			75.00%	16		N/A			28.57%	28		N/A	0.00%	1	38.10%	21
SD	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P			100.00%	96		N/A			100.00%	78		N/A			99.16%	119		N/A			99.30%	142
SD	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P			0.00%	1		N/A			100.00%	7		N/A			87.50%	8		N/A			100.00%	6
SD	14–07	OP-3	Install Commit Met, Qwest DSL%		P						N/A						N/A						N/A				
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.93	60		N/A			4.82	61		N/A			4.8	96		N/A			4.88	110
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			8	2		N/A			5.57	7		N/A			6.25	8		N/A			5.5	6
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P						N/A						N/A						N/A				
SD	14–07	OP-5	New Service Install Quality, Qwest DSL%		P			100.00%	92		N/A			100.00%	106		N/A			100.00%	138		N/A			100.00%	147
SD	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	106		N/A			100.00%	138		N/A			100.00%	147
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A			2	1		N/A				
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4	1		N/A						N/A			5	1		N/A				
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ND	B/NS/P/PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	14–04	MR-8	Trouble Rate, Centrex 21%		P	0.56	Yes	1.40%	1142	0.60%	5339	3.19	No	1	4,994	0.78%	0.54%	0.24%
SD	14–04	MR-8*	Trouble Rate, Centrex 21%		P	2.03	N/A	1.14%	1142	0.39%	5339	3.65	N/A	0				
SD	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	.	Yes	100.00%	6	100.00%	11	.	Yes	0				
SD	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P	-0.86	Yes	100.00%	10	90.48%	21	-0.84	Yes	0				
SD	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	-0.78	N/A	20.00%	20	37.25%	51	-1.35	N/A	0				
SD	14–05	OP-3	Install Commit Met, PBX%	ND	P		N/A			100.00%	2		N/A	0				
SD	14–05	OP-3	Install Commit Met, PBX%	D	P		N/A						N/A	0				
SD	14–05	OP-3	Install Commit Met, PBX%		P		N/A			80.00%	5		N/A	0				
SD	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P		N/A			3	2		N/A	0				
SD	14–05	OP-4	Install Interv, PBX, Avg Days	D	P		N/A						N/A	0				
SD	14–05	OP-4	Install Interv, PBX, Avg Days		P		N/A			10.67	6		N/A	0				
SD	14–05	OP-5	New Service Install Quality, PBX%		P		N/A	0.00%	1	92.31%	13	1.55	Yes	0				
SD	14–05	OP-5*	New Service Install Quality, PBX%		P		N/A	0.00%	1	92.31%	13	1.55	N/A	0				
SD	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P		N/A						N/A	0				
SD	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P		N/A			9.5	2		N/A	0				
SD	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P		N/A						N/A	0				
SD	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	-1.85	N/A			182.2	5		N/A	0				
SD	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS	.	N/A			-			N/A	0				
SD	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	.	Yes			100.00%	5		N/A	0				
SD	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P		N/A	83.33%	6	71.43%	7	-0.47	Yes	0				
SD	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	.	Yes	100.00%	1	100.00%	5	.	Yes	0				
SD	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	.	N/A	100.00%	6	90.00%	10	-0.65	Yes	0				
SD	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	0.7	Yes	0:09:00	1	1:25:00	5	-0.63	Yes	0				
SD	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	.	N/A	15:02:00	6	0:37:00	10	-0.66	Yes	0				
SD	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	-0.36	Yes	0.00%	1	20.00%	5	-0.46	Yes	0				
SD	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P	.	Yes	0.00%	6	0.00%	10	.	Yes	0				
SD	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	-0.52	N/A	0.00%	1	0.00%	3	.	Yes	0				
SD	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	.	Yes	0.00%	6	0.00%	9	.	Yes	0				
SD	14–05	MR-8	Trouble Rate, PBX%		P	0.29	Yes	0.48%	1461	0.18%	8413	2.52	No	1	7,403	0.16%	0.12%	0.04%
SD	14–05	MR-8*	Trouble Rate, PBX%		P	1.09	N/A	0.48%	1461	0.14%	8413	3.15	N/A	0				
SD	14–05	MR-9	Repair Appoint Met, PBX%	ND	P		N/A	100.00%	1	100.00%	1	.	Yes	0				
SD	14–05	MR-9	Repair Appoint Met, PBX%	D	P	.	Yes	100.00%	6	77.78%	9	-1.01	Yes	0				
SD	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0.53	N/A	22.22%	9	34.78%	23	-0.67	N/A	0				
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	.	Yes			100.00%	1		N/A	0				
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P		N/A						N/A	0				
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P		N/A			100.00%	7		N/A	0				
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	.	N/A			3	1		N/A	0				
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P		N/A						N/A	0				
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P		N/A			6.14	7		N/A	0				
SD	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	-0.62	Yes			77.78%	9		N/A	0				
SD	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	-0.48	N/A			77.78%	9		N/A	0				
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P		N/A						N/A	0				
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P		N/A						N/A	0				
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A						N/A	0				
SD	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P		N/A						N/A	0				
SD	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS		N/A			201.18	11		N/A	0				
SD	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS		N/A			4			N/A	0				
SD	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	.	Yes			100.00%	10		N/A	0				
SD	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P		N/A			83.33%	6		N/A	0				
SD	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	.	Yes			100.00%	10		N/A	0				
SD	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P		N/A			100.00%	6		N/A	0				
SD	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	-0.78	Yes			2:20:00	10		N/A	0				
SD	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P		N/A			9:10:00	6		N/A	0				
SD	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	-0.34	Yes			40.00%	10		N/A	0				
SD	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			0.00%	6		N/A	0				
SD	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P		N/A			40.00%	5		N/A	0				
SD	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P		N/A			0.00%	5		N/A	0				
SD	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.59	Yes	0.00%	79	0.85%	1879	-0.81	Yes	0				
SD	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	-0.6	N/A	0.00%	79	0.53%	1879	-0.64	N/A	0				
SD	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P		N/A						N/A	0				
SD	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	-0.77	N/A			11.11%	18		N/A	0				
SD	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P		N/A			96.40%	139		N/A	0				
SD	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P		N/A			75.00%	4		N/A	0				
SD	14–07	OP-3	Install Commit Met, Qwest DSL%		P		N/A			0.00%	1		N/A	0				
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P		N/A			4.86	106		N/A	0				
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P		N/A			7.8	5		N/A	0				
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P		N/A			4	1		N/A	0				
SD	14–07	OP-5	New Service Install Quality, Qwest DSL%		P		N/A	100.00%	1	99.44%	180	-0.07	Yes	0				
SD	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P		N/A	100.00%	1	99.44%	180	-0.07	N/A	0				
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P		N/A			6.2	5		N/A	0				
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P		N/A			1	1		N/A	0				
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P		N/A			1	1		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	14–04	MR-8	Trouble Rate, Centrex 21%		P	
SD	14–04	MR-8*	Trouble Rate, Centrex 21%		P	
SD	14–04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	
SD	14–04	MR-9	Repair Appoint Met, Centrex 21%	D	P	
SD	14–04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	
SD	14–05	OP-3	Install Commit Met, PBX%	ND	P	
SD	14–05	OP-3	Install Commit Met, PBX%	D	P	
SD	14–05	OP-3	Install Commit Met, PBX%		P	
SD	14–05	OP-4	Install Interv, PBX, Avg Days	ND	P	
SD	14–05	OP-4	Install Interv, PBX, Avg Days	D	P	
SD	14–05	OP-4	Install Interv, PBX, Avg Days		P	
SD	14–05	OP-5	New Service Install Quality, PBX%		P	
SD	14–05	OP-5*	New Service Install Quality, PBX%		P	
SD	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	
SD	14–05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	
SD	14–05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P	
SD	14–05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	
SD	14–05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS	
SD	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	
SD	14–05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	
SD	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	
SD	14–05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	
SD	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	
SD	14–05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	
SD	14–05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	
SD	14–05	MR-7	Repair Repeat Report Rate, PBX%	D	P	
SD	14–05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	
SD	14–05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	
SD	14–05	MR-8	Trouble Rate, PBX%		P	
SD	14–05	MR-8*	Trouble Rate, PBX%		P	
SD	14–05	MR-9	Repair Appoint Met, PBX%	ND	P	
SD	14–05	MR-9	Repair Appoint Met, PBX%	D	P	
SD	14–05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	
SD	14–06	OP-3	Install Commit Met, Basic Rate ISDN%		P	
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	
SD	14–06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	
SD	14–06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	
SD	14–06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P	
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	
SD	14–06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	
SD	14–06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	
SD	14–06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	
SD	14–06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS	
SD	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	
SD	14–06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P	
SD	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	
SD	14–06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P	
SD	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	
SD	14–06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	
SD	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
SD	14–06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
SD	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	
SD	14–06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	
SD	14–06	MR-8	Trouble Rate, Basic Rate ISDN%		P	
SD	14–06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	
SD	14–06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P	
SD	14–06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	
SD	14–07	OP-3	Install Commit Met, Qwest DSL%	ND	P	
SD	14–07	OP-3	Install Commit Met, Qwest DSL%	D	P	
SD	14–07	OP-3	Install Commit Met, Qwest DSL%		P	
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	
SD	14–07	OP-4	Install Interv, Qwest DSL, Avg Days		P	
SD	14–07	OP-5	New Service Install Quality, Qwest DSL%		P	
SD	14–07	OP-5*	New Service Install Quality, Qwest DSL%		P	
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P	
SD	14–07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			100.00%	5		N/A			75.00%	4		N/A			85.71%	7		N/A			87.50%	8
SD	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			100.00%	5		N/A			75.00%	4		N/A			100.00%	7		N/A			100.00%	8
SD	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			6:10:00	5		N/A			18:33:00	4		N/A			4:43:00	7		N/A			7:38:00	8
SD	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			0.00%	5		N/A			50.00%	4		N/A			42.86%	7		N/A			25.00%	8
SD	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			66.67%	3		N/A			66.67%	3		N/A			33.33%	6
SD	14–07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	2	0.91%	549	-0.14	Yes	0.00%	2	0.67%	596	-0.12	Yes	0.00%	2	1.12%	626	-0.15	Yes	0.00%	2	1.22%	656
SD	14–07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	2	0.50%	596	-0.1	N/A	0.00%	2	0.48%	626	-0.1	N/A	0.00%	2	0.91%	656
SD	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			68.75%	16		N/A			60.00%	10		N/A			56.25%	16		N/A			42.86%	14
SD	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100.00%	3		N/A			100.00%	3		N/A						N/A				
SD	14–08	OP-3	Install Commit Met, ISDN Primary%		P			87.80%	41		N/A			87.88%	66		N/A			100.00%	3		N/A			89.47%	19
SD	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			3	3		N/A			3	3		N/A						N/A				
SD	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P			10.3	43		N/A			11.68	69		N/A			10	4		N/A			12.89	19
SD	14–08	OP-5	New Service Install Quality, ISDN Primary%		P			100.00%	59		N/A			100.00%	38		N/A			100.00%	12		N/A			100.00%	14
SD	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			100.00%	38		N/A			100.00%	12		N/A			100.00%	14
SD	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			8.43	7		N/A			18.38	8		N/A						N/A			3	2
SD	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P						N/A			17	1		N/A						N/A				
SD	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			12.5	2		N/A						N/A						N/A				
SD	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS			-			N/A						N/A						N/A				
SD	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P						N/A			100.00%	2		N/A						N/A	100.00%	1		
SD	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P						N/A			1:42:00	2		N/A						N/A	0:42:00	1		
SD	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0.00%	2		N/A						N/A	0.00%	1		
SD	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0.00%	1		N/A						N/A				
SD	14–08	MR-8	Trouble Rate, ISDN Primary%		P	0.00%	157	0.00%	14136	.	Yes	0.00%	157	0.01%	14260	-0.15	Yes	0.00%	157	0.00%	13518	.	Yes	0.64%	157	0.00%	13695
SD	14–08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	157	0.01%	14260	-0.1	N/A	0.00%	157	0.00%	13518	.	Yes	0.00%	157	0.00%	13695
SD	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			100.00%	1		N/A			33.33%	3		N/A						N/A	0.00%	1		
SD	14–09	OP-3	Install Commit Met, DS0%	ND	P	100.00%	4				N/A						N/A						N/A				
SD	14–09	OP-3	Install Commit Met, DS0%	D	P						N/A						N/A						N/A				
SD	14–09	OP-3	Install Commit Met, DS0%		P	100.00%	2	97.87%	47	-0.2	Yes	100.00%	2	66.67%	3	-0.77	Yes	100.00%	3	50.00%	2	-1.1	Yes	100.00%	1	25.00%	4
SD	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P	3	4				N/A						N/A						N/A				
SD	14–09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A						N/A						N/A				
SD	14–09	OP-4	Install Interv, DS0, Avg Days		P	7.67	3	8.08	12	-0.15	Yes	6.5	2	10.25	4	-0.51	Yes	4.67	3	14	1	.	N/A	7	1	15.25	4
SD	14–09	OP-5	New Service Install Quality, DS0%		P	100.00%	5	96.15%	26	-0.41	Yes	100.00%	3	100.00%	3	.	Yes	100.00%	2	66.67%	3	-0.77	Yes	100.00%	3	0.00%	5
SD	14–09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	3	100.00%	3	.	Yes	100.00%	2	66.67%	3	-0.77	N/A	100.00%	3	60.00%	5
SD	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A						N/A				
SD	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P						N/A						N/A						N/A				
SD	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			8	1		N/A			10	2		N/A			20	1		N/A			21	1
SD	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A			8.5	2
SD	14–09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			235	5		N/A			272	4		N/A			252	4		N/A			194.2	5
SD	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			-			N/A			-			N/A			-			N/A			-	
SD	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	71.43%	7	90.70%	43	1.25	Yes			89.47%	38		N/A	100.00%	2	75.86%	58	-0.78	Yes			85.00%	60
SD	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	2:56:00	7	1:40:00	43	1.55	Yes			1:52:00	38		N/A	1:57:00	2	3:05:00	58	-0.36	Yes			2:57:00	60
SD	14–09	MR-7	Repair Repeat Report Rate, DS0%		P	28.57%	7	18.60%	43	0.57	Yes			15.79%	38		N/A	0.00%	2	18.97%	58	-0.67	Yes			31.67%	60
SD	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			22.22%	27		N/A	0.00%	1	20.00%	40	-0.49	N/A			31.11%	45
SD	14–09	MR-8	Trouble Rate, DS0%		P	3.72%	188	0.41%	10481	4.26	No	0.00%	184	0.36%	10431	-0.81	Yes	1.04%	192	0.56%	10294	0.85	Yes	0.00%	196	0.59%	10135
SD	14–09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	184	0.26%	10431	-0.69	N/A	0.52%	192	0.39%	10294	0.36	N/A	0.00%	196	0.44%	10135
SD	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	12.50%	8	38.57%	70	-1.44	N/A			40.63%	64		N/A	0.00%	2	29.27%	82	-0.9	N/A			25.93%	81
SD	14–10	OP-3	Install Commit Met, DS1%		P			77.33%	75		N/A			82.39%	142		N/A			83.08%	130		N/A			87.84%	74
SD	14–10	OP-4	Install Interv, DS1, Avg Days		P			16.23	73		N/A			14.21	151		N/A			12.75	129		N/A			14.38	82
SD	14–10	OP-5	New Service Install Quality, DS1%		P			98.26%	115		N/A			97.18%	142		N/A			88.99%	109		N/A			94.39%	107
SD	14–10	OP-5*	New Service Install Quality, DS1%		P						N/A			97.89%	142		N/A			89.91%	109		N/A			96.26%	107
SD	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			13.6	5		N/A			20.83	12		N/A			4.8	5		N/A			16	4
SD	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			16.08	13		N/A			9.25	16		N/A			12.59	17		N/A			23.8	5
SD	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			39.09	11		N/A			27.24	17		N/A			23.05	21		N/A			37.64	14
SD	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS			6			N/A			10			N/A			12			N/A			9	
SD	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P			82.35%	51		N/A			87.50%	40		N/A			84.51%	71		N/A	100.00%	2	81.25%	48
SD	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P			2:25:00	51		N/A			2:03:00	40		N/A			3:09:00	71		N/A	2:03:00	2	2:46:00	48
SD	14–10	MR-7	Repair Repeat Report Rate, DS1%		P			15.69%	51		N/A			22.50%	40		N/A			33.80%	71		N/A	50.00%	2	27.08%	48
SD	14–10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A			23.53%	34		N/A			38.18%	55		N/A	100.00%	1	26.32%	38
SD	14–10	MR-8	Trouble Rate, DS1%		P	0.00%	39	0.93%	5507	-0.6	Yes	0.00%	41	0.72%	5519	-0.55	Yes	0.00%	42	1.31%	5408	-0.74	Yes	4.65%	43	0.89%	5375
SD	14–10	MR-8*	Trouble Rate, DS1%		P						N/A	0.00%	41	0.62%	5519	-0.5	N/A	0.00%	42	1.02%	5408	-0.65	N/A	2.33%	43	0.71%	5375
SD	14–10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS			35.44%	79		N/A			31.03%	58		N/A			27.55%	98		N/A	0.00%	2	31.43%	70
SD	14–11	OP-3	Install Commit Met, DS3%		P						N/A			75.00%	4		N/A			100.00%	5		N/A			100.00%	2
SD	14–11	OP-4	Install Interv, DS3, Avg Days		P			13.2	5		N/A			21	4		N/A			19	6		N/A			15.67	3
SD	14–11	OP-5	New Service Install Quality, DS3%		P			100.00%	5		N/A			100.00%	5		N/A			100.00%	5		N/A			100.00%	3
SD	14–11	OP-5*	New Service Install Quality, DS3%		P						N/A			100.00%	5		N/A			100.00%	5		N/A			100.00%	3
SD	14–11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P						N/A						N/A						N/A				
SD	14–11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A			50	1		N/A						N/A				
SD	14–11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			100	2		N/A			93.67	3		N/A			73.67	3		N/A			48.25	4
SD	14–11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			1			N/A			2			N/A			2			N/A			4	
SD	14–11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P						N/A						N/A			100.00%	1		N/A				
SD	14–11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P						N/A						N/A			0:06:00	1		N/A				
SD	14–11	MR-7	Repair Repeat Report Rate, DS3%		P						N/A						N/A			0.00%	1		N/A				

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P		N/A			85.71%	7		N/A	0				
SD	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P		N/A			85.71%	7		N/A	0				
SD	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P		N/A			11:23:00	7		N/A	0				
SD	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P		N/A			42.86%	7		N/A	0				
SD	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P		N/A			50.00%	4		N/A	0				
SD	14--07	MR-8	Trouble Rate, Qwest DSL%		P	-0.16	Yes	0.00%	2	1.04%	671	-0.14	Yes	0				
SD	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	-0.14	N/A	0.00%	2	0.60%	671	-0.11	N/A	0				
SD	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS		N/A			70.83%	24		N/A	0				
SD	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P		N/A						N/A	0				
SD	14--08	OP-3	Install Commit Met, ISDN Primary%		P		N/A			100.00%	1		N/A	0				
SD	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P		N/A						N/A	0				
SD	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P		N/A			9.71	7		N/A	0				
SD	14--08	OP-5	New Service Install Quality, ISDN Primary%		P		N/A			100.00%	28		N/A	0				
SD	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P		N/A			100.00%	28		N/A	0				
SD	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P		N/A						N/A	0				
SD	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P		N/A						N/A	0				
SD	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS		N/A			52	1		N/A	0				
SD	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS		N/A			-			N/A	0				
SD	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P		N/A			100.00%	1		N/A	0				
SD	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P		N/A			2:03:00	1		N/A	0				
SD	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P		N/A			0.00%	1		N/A	0				
SD	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P		N/A						N/A	0				
SD	14--08	MR-8	Trouble Rate, ISDN Primary%		P	2.63	No	0.00%	157	0.01%	13766	-0.11	Yes	1	785	0.13%	0.00%	0.12%
SD	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	.	Yes	0.00%	157	0.00%	13766	.	Yes	0				
SD	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS		N/A			66.67%	3		N/A	0				
SD	14--09	OP-3	Install Commit Met, DS0%	ND	P		N/A	100.00%	1				N/A	0				
SD	14--09	OP-3	Install Commit Met, DS0%	D	P		N/A						N/A	0				
SD	14--09	OP-3	Install Commit Met, DS0%		P	-1.55	Yes	66.67%	3	66.67%	3	0	Yes	0				
SD	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P		N/A	6	1				N/A	0				
SD	14--09	OP-4	Install Interv, DS0, Avg Days	D	P		N/A						N/A	0				
SD	14--09	OP-4	Install Interv, DS0, Avg Days		P	-0.72	Yes	5	1	11.5	4	-0.53	Yes	0				
SD	14--09	OP-5	New Service Install Quality, DS0%		P	.	N/A	100.00%	2	0.00%	4	.	N/A	0				
SD	14--09	OP-5*	New Service Install Quality, DS0%		P	-1.12	N/A	100.00%	2	50.00%	4	-1.15	N/A	0				
SD	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P		N/A						N/A	0				
SD	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P		N/A						N/A	0				
SD	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P		N/A	1	1	12	2	-0.64	Yes	0				
SD	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P		N/A						N/A	0				
SD	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS		N/A			179	5		N/A	0				
SD	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS		N/A			-			N/A	0				
SD	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P		N/A	100.00%	2	81.51%	146	-0.67	Yes	0				
SD	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P		N/A	1:50:00	2	2:43:00	146	-0.38	Yes	0				
SD	14--09	MR-7	Repair Repeat Report Rate, DS0%		P		N/A	0.00%	2	17.81%	146	-0.65	Yes	0				
SD	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P		N/A	0.00%	1	13.00%	100	-0.38	N/A	0				
SD	14--09	MR-8	Trouble Rate, DS0%		P	-1.07	Yes	1.04%	193	1.43%	10200	-0.46	Yes	1	953	1.15%	0.67%	0.49%
SD	14--09	MR-8*	Trouble Rate, DS0%		P	-0.93	N/A	0.52%	193	0.98%	10200	-0.65	N/A	0				
SD	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS		N/A	0.00%	2	26.26%	198	-0.84	N/A	0				
SD	14--10	OP-3	Install Commit Met, DS1%		P		N/A			82.50%	120		N/A	0				
SD	14--10	OP-4	Install Interv, DS1, Avg Days		P		N/A			16.61	123		N/A	0				
SD	14--10	OP-5	New Service Install Quality, DS1%		P		N/A			94.07%	118		N/A	0				
SD	14--10	OP-5*	New Service Install Quality, DS1%		P		N/A			95.76%	118		N/A	0				
SD	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P		N/A			12.59	22		N/A	0				
SD	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P		N/A			48	2		N/A	0				
SD	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS		N/A			34.91	11		N/A	0				
SD	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS		N/A			7			N/A	0				
SD	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	-0.67	Yes	100.00%	1	91.67%	96	-0.3	Yes	0				
SD	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	-0.39	Yes	0:37:00	1	2:04:00	96	-0.39	Yes	0				
SD	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0.56	Yes	0.00%	1	25.00%	96	-0.57	Yes	0				
SD	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	1.1	N/A	0.00%	1	25.35%	71	-0.58	N/A	0				
SD	14--10	MR-8	Trouble Rate, DS1%		P	1.87	No	2.38%	42	1.78%	5379	0.36	Yes	1	207	1.45%	1.12%	0.33%
SD	14--10	MR-8*	Trouble Rate, DS1%		P	1.03	N/A	2.38%	42	1.32%	5379	0.61	N/A	0				
SD	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	-0.94	N/A	0.00%	1	23.81%	126	-0.56	N/A	0				
SD	14--11	OP-3	Install Commit Met, DS3%		P		N/A			100.00%	2		N/A	0				
SD	14--11	OP-4	Install Interv, DS3, Avg Days		P		N/A			63	2		N/A	0				
SD	14--11	OP-5	New Service Install Quality, DS3%		P		N/A			100.00%	3		N/A	0				
SD	14--11	OP-5*	New Service Install Quality, DS3%		P		N/A			100.00%	3		N/A	0				
SD	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P		N/A						N/A	0				
SD	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P		N/A						N/A	0				
SD	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS		N/A			42.33	3		N/A	0				
SD	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS		N/A			2			N/A	0				
SD	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P		N/A			100.00%	4		N/A	0				
SD	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P		N/A			0:53:00	4		N/A	0				
SD	14--11	MR-7	Repair Repeat Report Rate, DS3%		P		N/A			0.00%	4		N/A	0				

State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Comments
SD	14–07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	
SD	14–07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	
SD	14–07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	
SD	14–07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	
SD	14–07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	
SD	14–07	MR-8	Trouble Rate, Qwest DSL%		P	
SD	14–07	MR-8*	Trouble Rate, Qwest DSL%		P	
SD	14–07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	
SD	14–08	OP-3	Install Commit Met, ISDN Primary%	ND	P	
SD	14–08	OP-3	Install Commit Met, ISDN Primary%		P	
SD	14–08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	
SD	14–08	OP-4	Install Interv, ISDN Primary, Avg Days		P	
SD	14–08	OP-5	New Service Install Quality, ISDN Primary%		P	
SD	14–08	OP-5*	New Service Install Quality, ISDN Primary%		P	
SD	14–08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	
SD	14–08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	
SD	14–08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	
SD	14–08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS	
SD	14–08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	
SD	14–08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	
SD	14–08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	
SD	14–08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	
SD	14–08	MR-8	Trouble Rate, ISDN Primary%		P	
SD	14–08	MR-8*	Trouble Rate, ISDN Primary%		P	
SD	14–08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	
SD	14–09	OP-3	Install Commit Met, DS0%	ND	P	
SD	14–09	OP-3	Install Commit Met, DS0%	D	P	
SD	14–09	OP-3	Install Commit Met, DS0%		P	
SD	14–09	OP-4	Install Interv, DS0, Avg Days	ND	P	
SD	14–09	OP-4	Install Interv, DS0, Avg Days	D	P	
SD	14–09	OP-4	Install Interv, DS0, Avg Days		P	
SD	14–09	OP-5	New Service Install Quality, DS0%		P	
SD	14–09	OP-5*	New Service Install Quality, DS0%		P	
SD	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P	
SD	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	
SD	14–09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	
SD	14–09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	
SD	14–09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	
SD	14–09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS	
SD	14–09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	
SD	14–09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	
SD	14–09	MR-7	Repair Repeat Report Rate, DS0%		P	
SD	14–09	MR-7*	Repair Repeat Report Rate, DS0%		P	
SD	14–09	MR-8	Trouble Rate, DS0%		P	
SD	14–09	MR-8*	Trouble Rate, DS0%		P	
SD	14–09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	
SD	14–10	OP-3	Install Commit Met, DS1%		P	
SD	14–10	OP-4	Install Interv, DS1, Avg Days		P	
SD	14–10	OP-5	New Service Install Quality, DS1%		P	
SD	14–10	OP-5*	New Service Install Quality, DS1%		P	
SD	14–10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P	
SD	14–10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	
SD	14–10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	
SD	14–10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	
SD	14–10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	
SD	14–10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	
SD	14–10	MR-7	Repair Repeat Report Rate, DS1%		P	
SD	14–10	MR-7*	Repair Repeat Report Rate, DS1%		P	
SD	14–10	MR-8	Trouble Rate, DS1%		P	
SD	14–10	MR-8*	Trouble Rate, DS1%		P	
SD	14–10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	
SD	14–11	OP-3	Install Commit Met, DS3%		P	
SD	14–11	OP-4	Install Interv, DS3, Avg Days		P	
SD	14–11	OP-5	New Service Install Quality, DS3%		P	
SD	14–11	OP-5*	New Service Install Quality, DS3%		P	
SD	14–11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	
SD	14–11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	
SD	14–11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	
SD	14–11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	
SD	14–11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	
SD	14–11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	
SD	14–11	MR-7	Repair Repeat Report Rate, DS3%		P	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

						DEC 2002						NOV 2002						OCT 2002						SEP 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
SD	14–11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A						N/A						N/A				
SD	14–11	MR-8	Trouble Rate, DS3%		P			0.00%	372		N/A			0.00%	369		N/A			0.27%	365		N/A			0.00%	363
SD	14–11	MR-8*	Trouble Rate, DS3%		P						N/A			0.00%	369		N/A			0.00%	365		N/A			0.00%	363
SD	14–11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			100.00%	4		N/A						N/A			66.67%	3		N/A				
SD	14–12	OP-3	Install Commit Met, Frame Relay%		P			76.92%	13		N/A			93.33%	30		N/A			87.50%	16		N/A			88.00%	50
SD	14–12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A						N/A			15.33	3		N/A			9	1
SD	14–12	OP-5	New Service Install Quality, Frame Relay%		P			100.00%	22		N/A			91.67%	24		N/A			88.24%	34		N/A			98.11%	53
SD	14–12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			100.00%	24		N/A			94.12%	34		N/A			98.11%	53
SD	14–12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			10	1		N/A			3	1		N/A						N/A			12	4
SD	14–12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			7.5	2		N/A			50	1		N/A			21.5	2		N/A			15.5	2
SD	14–12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			62	6		N/A			137	2		N/A			69.25	4		N/A			45	5
SD	14–12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			4			N/A			1			N/A			2			N/A			4	
SD	14–12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			100.00%	16		N/A			86.67%	30		N/A			82.76%	29		N/A			73.91%	23
SD	14–12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:21:00	16		N/A			1:46:00	30		N/A			2:00:00	29		N/A			5:26:00	23
SD	14–12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			6.25%	16		N/A			16.67%	30		N/A			20.69%	29		N/A			13.04%	23
SD	14–12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			9.09%	22		N/A			26.09%	23		N/A			9.52%	21
SD	14–12	MR-8	Trouble Rate, Frame Relay%		P			0.90%	1785		N/A			1.67%	1797		N/A			1.61%	1803		N/A			1.26%	1829
SD	14–12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.22%	1797		N/A			1.28%	1803		N/A			1.15%	1829
SD	14–12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			27.27%	22		N/A			18.92%	37		N/A			23.68%	38		N/A			20.69%	29

	DEC 2002	NOV 2002	OCT 2002	SEP 2002
NUMBER OF METRICS MET	**977**	**1,028**	**1,036**	**1,008**
NUMBER OF METRICS MISSED	**73**	**67**	**82**	**86**
PERCENT OF METRICS MET	**93.05%**	**93.88%**	**92.67%**	**92.14%**
5-MONTH PERCENT OF METRICS MET	**92.93%**			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

								AUG 2002										
State	Prod ID	PID	Description	D/ ND	B/NS/P/ PBD	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	Months Missed	5-month CLEC Vol.	5-month CLEC Avg.	5-month Qwest Avg.	Difference
SD	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P		N/A			0.00%	3		N/A	0				
SD	14--11	MR-8	Trouble Rate, DS3%		P		N/A			1.11%	359		N/A	0				
SD	14--11	MR-8*	Trouble Rate, DS3%		P		N/A			0.84%	359		N/A	0				
SD	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS		N/A			33.33%	6		N/A	0				
SD	14--12	OP-3	Install Commit Met, Frame Relay%		P		N/A			89.29%	56		N/A	0				
SD	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P		N/A						N/A	0				
SD	14--12	OP-5	New Service Install Quality, Frame Relay%		P		N/A			97.14%	70		N/A	0				
SD	14--12	OP-5*	New Service Install Quality, Frame Relay%		P		N/A			97.14%	70		N/A	0				
SD	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P		N/A			8	6		N/A	0				
SD	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P		N/A						N/A	0				
SD	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS		N/A			46.83	6		N/A	0				
SD	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS		N/A			4			N/A	0				
SD	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P		N/A			84.38%	64		N/A	0				
SD	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P		N/A			2:35:00	64		N/A	0				
SD	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P		N/A			23.44%	64		N/A	0				
SD	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P		N/A			23.08%	39		N/A	0				
SD	14--12	MR-8	Trouble Rate, Frame Relay%		P		N/A			3.50%	1828		N/A	0				
SD	14--12	MR-8*	Trouble Rate, Frame Relay%		P		N/A			2.13%	1828		N/A	0				
SD	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS		N/A			17.95%	78		N/A	0				

NUMBER OF METRICS MET	**1,017**
NUMBER OF METRICS MISSED	**84**
PERCENT OF METRICS MET	**92.37%**
5-MONTH PERCENT OF METRICS MET	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD; AUG-DEC 2002

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

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