

**Qwest**®



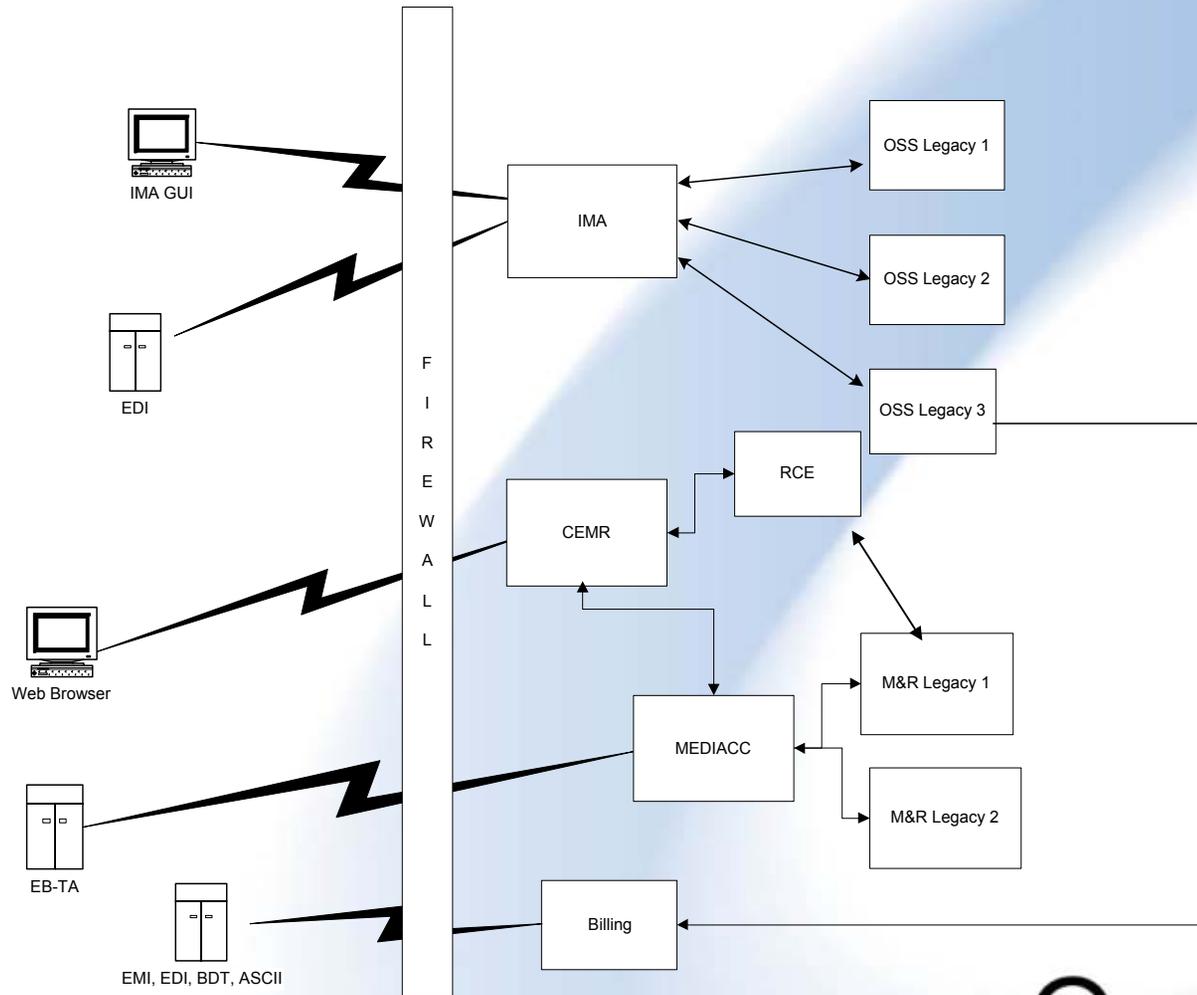
# **OSS & Performance Measure Overview**

**February 13, 2003**

# Agenda

- ❑ **Overview**
- ❑ **OSS Interfaces**
- ❑ **Fundamental Components of OSS and Related PIDs**
  - ⇒ **Pre-Ordering (including Gateway Availability)**
  - ⇒ **Ordering**
  - ⇒ **Provisioning**
  - ⇒ **Maintenance and Repair**
  - ⇒ **Billing**
  - ⇒ **Technical Assistance**
- ❑ **Additional Performance Indicators**

# OSS Overview



# OSS Interfaces

|                                                                                    |                                                                                                                     |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>IMA-EDI</b><br>(Interconnect Mediated Access – Electronic Data Interface)       | A computer-to-computer interface that enables CLECs to electronically connect their OSS to Qwest's OSS.             |
| <b>IMA-GUI</b><br>(Interconnect Mediated Access – Graphical User Interface)        | A human-to-computer interface designed to access Qwest's OSS through a stand-alone computer and connectivity.       |
| <b>EXACT</b><br>(EXchange Access Control Tracking)                                 | A computer-to-computer interface that enables CLECs to electronically order those products that require an ASR.     |
| <b>TELIS</b><br>(TELEcommunication Information System)                             | A front-end [human-to-computer] application that provides CLECs with an electronic method to submit ASRs to Qwest.  |
| <b>EB-TA</b><br>(Electronic Bonding – Trouble Administration)                      | A computer-to-computer interface through which CLECs can integrate their OSS with Qwest's OSS for M&R functions.    |
| <b>CEMR/RCE</b><br>(Customer Electronic Maintenance and Repair/Repair Call Expert) | A human-to-computer interface that allows CLECs to access Qwest's back office systems for M&R through the Internet. |

| P-O | O/P | M&R |
|-----|-----|-----|
| X   | X   |     |
| X   | X   |     |
|     | X   |     |
|     | X   |     |
|     |     | X   |
|     |     | X   |

|                       |                                         |
|-----------------------|-----------------------------------------|
| <b>Manual Process</b> |                                         |
| • Calls               | Calling a Qwest Service Center          |
| • Fax                 | Sending a fax to a Qwest Service Center |

|   |   |   |
|---|---|---|
|   |   |   |
| X |   | X |
| X | X |   |

*Qwest's OSS interfaces have been developed consistent with industry standards and guidelines.*



# OSS Interfaces - Gateway Availability PIDs

| Gateway or Interface                                                               | Applicable PID No. | PID Title                           | FCC Code (Unique to each PID in Excel formatted results reports) |
|------------------------------------------------------------------------------------|--------------------|-------------------------------------|------------------------------------------------------------------|
| <b>IMA-EDI</b><br>(Interconnect Mediated Access – Electronic Data Interface)       | GA-2               | Gateway Availability – IMA-EDI      | 608                                                              |
| <b>IMA-GUI</b><br>(Interconnect Mediated Access – Graphical User Interface)        | GA-1               | Gateway Availability – IMA-GUI      | 584 (All), 1114 (Fetch-n-Stuff), 588 (Data Arbiter), 2849 (SIA)  |
| <b>EXACT</b><br>(EXchange Access Control Tracking)                                 | GA-4               | Gateway Availability – EXACT        | 1185                                                             |
| <b>EB-TA</b><br>(Electronic Bonding – Trouble Administration)                      | GA-3               | Gateway Availability – EB-TA        | 1252                                                             |
| <b>CEMR/RCE</b><br>(Customer Electronic Maintenance and Repair/Repair Call Expert) | GA-6               | Gateway Availability – GUI - Repair | 2041                                                             |

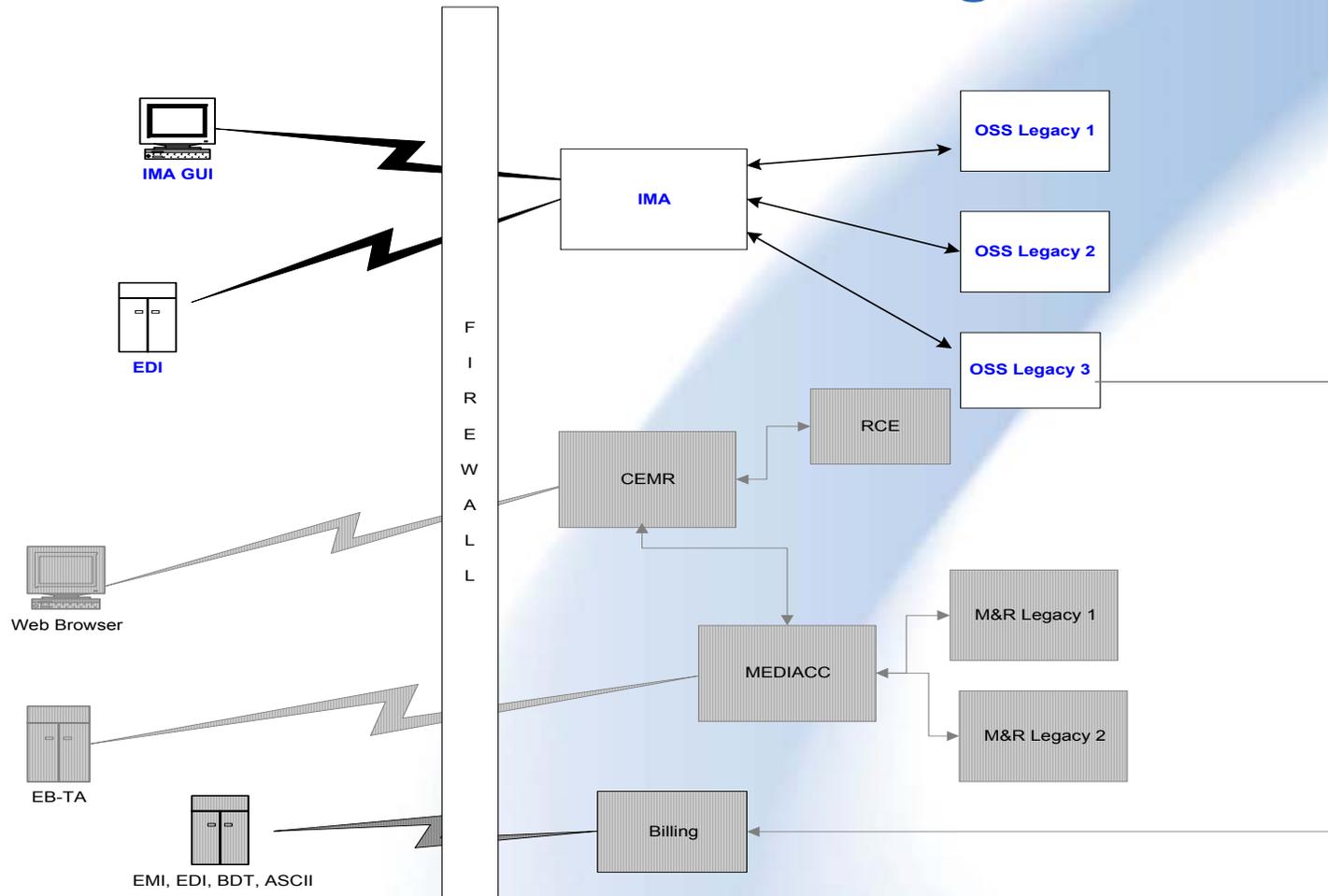
*Qwest's OSS interfaces have been developed consistent with industry standards and guidelines.*



# Fundamental OSS Components

- ❑ **Pre-Ordering**
- ❑ **Ordering**
- ❑ **Provisioning**
- ❑ **Maintenance and Repair**
- ❑ **Billing**
- ❑ **Technical Assistance**

# Pre-Ordering



ghw, 09/28/01

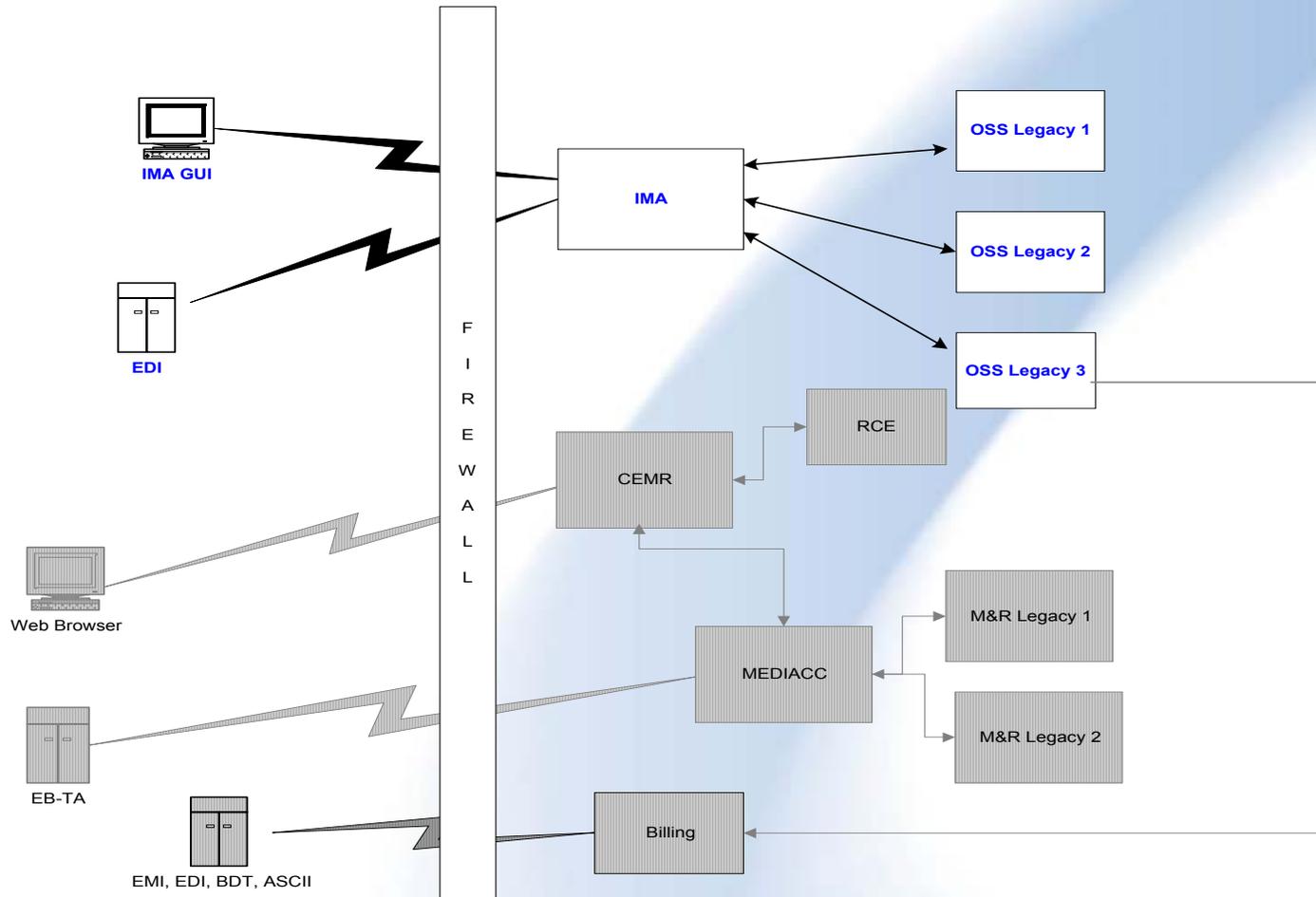
## Pre-Ordering (cont'd)

- ❑ **CLECs perform pre-ordering transactions to obtain the information necessary to submit a complete and accurate LSRs.**
- ❑ **CLECs can perform the following pre-ordering transactions using Qwest's OSS:**
  - ⇒ **Street Address Validation**
  - ⇒ **View Customer Service Records**
  - ⇒ **Service Availability Query**
  - ⇒ **Telephone Number Reservation**
  - ⇒ **Facility Availability Query**
  - ⇒ **Raw Loop Data Query/Qualify Loop/Line for DSL**
  - ⇒ **Appointment Scheduling**
  - ⇒ **Verify Connecting Facility Assignment (CFA)**
  - ⇒ **Verify Meet Point Inquiry**
  - ⇒ **Access to Directory Listings**

# Pre-Ordering PIDs

| PID No.          | PID Title                | Disaggregation Reporting | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)                                                                                                                              |
|------------------|--------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PO-1 (BM)</b> | Pre-Order Response Times | IMA Aggregate            | 2654 (Meet Point Inquiry), 1550 (Appt. Scheduler), 1551 (Service Availability), 1552 (Facility Check), 1553 (Address Validation), 1554 (Get CSR), 1555 (TN Reservation), 2650 (Connecting Facility Assignment)   |
|                  |                          | IMA Response             | 1381 (Loop Qualification Tools), 2251 (Resale of Qwest DSL Qualification)                                                                                                                                        |
|                  |                          | EDI Request-Response     | 624 (Appt Scheduler), 622 (Service Availability), 626 (Facility Check), 621 (Address Validation), 623 (Get CSR), 625 (TN Reservation), 1792 (Loop Qualification Tools), 2253 (Resale of Qwest DSL Qualification) |
|                  |                          | IMA Total (Timeout)      | 2233                                                                                                                                                                                                             |
|                  |                          | EDI Total (Timeout)      | 2234                                                                                                                                                                                                             |

# Ordering



## Ordering (cont'd)

- ❑ **CLECs submit LSRs to Qwest for processing.**
- ❑ **Upon receipt of the LSR, Qwest converts the LSR into one or more internal Qwest service order(s). Service orders initiate the provisioning process.**
- ❑ **CLECs can supplement LSRs in certain cases to change the requested due date or make other changes (e.g., product feature changes), as well as to cancel their requests.**
- ❑ **Section 271 applicant's ordering system evaluations have historically included:**
  - ⇒ **Firm Order Confirmation Notices (results in PO-5)**
  - ⇒ **Order Reject Notices (results in PO-3 and PO-4)**
  - ⇒ **Flow-Through Rates (results in PO-2)**
  - ⇒ **Order Completion Notices (results in PO-6)**
  - ⇒ **Jeopardy Notices (results in PO-8 and PO-9)**

# Ordering PIDs

| <b>PID No.*</b>  | <b>PID Title</b>                                           | <b>Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)</b> |
|------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| PO-2<br>(BM)     | Electronic Flow-through for LSRs Received via IMA          | 1911 (LNP), 1914 (Resale), 1915 (UNE-P POTS), 1910 (UBL)                                   |
|                  | Electronic Flow-through for LSRs Received via EDI          | 1919 (LNP), 1922 (Resale), 1923 (UNE-P POTS) , 1918 (UBL)                                  |
|                  | Electronic Flow-through for Eligible LSRs Received via IMA | 1924 (Resale), 1927 (LNP), 1930 (UNE-P POTS) , 1926 (UBL)                                  |
|                  | Electronic Flow-through for Eligible LSRs Received via EDI | 1931 (Resale), 1934 (LNP), 1937 (UNE-P POTS) , 1933 (UBL)                                  |
| PO-3<br>(BM)     | LSR Rejection Notice Interval for IMA                      | 1944 (Rejected Manually), 2188 (Auto-Rejected)                                             |
|                  | LSR Rejection Notice Interval for EDI                      | 1952 (Rejected Manually, 2197 (Auto-Rejected)                                              |
|                  | LSR Rejection Notice Interval for Manual and IIS           | 1606                                                                                       |
| PO-4<br>(Diag)   | LSRs Rejected for IMA                                      | 1959 (Rejected Manually), 2206 (Auto-Rejected)                                             |
|                  | LSRs Rejected for EDI                                      | 1967 (Rejected Manually), 2216 (Auto-Rejected)                                             |
|                  | LSRs Received via Facsimile                                | 1608                                                                                       |
| PO-5<br>(BM)     | FOCs On Time for Fully Electronic LSRs – IMA               | 1988 (Resale), 1983 (LNP), 1985 (UBL)                                                      |
|                  | FOCs On Time for Fully Electronic LSRs – EDI               | 1995 (Resale), 1990 (LNP), 1992 (UBL)                                                      |
|                  | FOCs On Time for Electronic/Manual LSRs – IMA              | 2002 (Resale), 1997 (LNP), 1999 (UBL)                                                      |
|                  | FOCs On Time for Electronic/Manual LSRs – EDI              | 2009 (Resale), 2004 (LNP), 2006 (UBL)                                                      |
|                  | FOCs On Time for Manual LSRs                               | 1778 (Resale), 1773 (LNP), 1775 (UBL)                                                      |
|                  | FOCs On Time for LIS                                       | 314                                                                                        |
| PO-6<br>(BM)     | Notices Made Available via IMA – GUI                       | 2177                                                                                       |
|                  | Notices Transmitted via IMA - EDI                          | 2178                                                                                       |
| PO-8<br>(Parity) | Jeopardy Notice Interval                                   | 2028 (Non-Des), 2029 (UNE-P POTS), 2030 (UBL & LNP), 1255 (LIS)                            |
| PO-9<br>(Parity) | Timely Jeopardy Notices                                    | 2031 (Non-Des), 2033 (UNE-P POTS) 2032 (UBL & LNP), 1256 (LIS)                             |

# Provisioning

- ❑ The process for provisioning CLEC orders is virtually identical to the process for Qwest Retail orders.
- ❑ As orders are processed, CLECs have access to design detail, LSR/Service Order status and completion reports, including:
  - ⇒ View Design Layout Record: technical information about a circuit
  - ⇒ LSR Status Updates: automatic notification of the status of an LSR and its associated order(s)
  - ⇒ LSR Status Inquiries: CLEC-requested status of an LSR and its associated order(s)
  - ⇒ Completion and Loss Reports: reports when service orders are completed/cancelled and when services are lost due to disconnect, move, or conversion of service provider

# Provisioning PIDs

| PID No. | PID Title                                    | Standards | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)                                                                                                                                                                                                                                                                                                                  |
|---------|----------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OP-3    | Installation Commitments Met – MSA-Type      | Parity*   | 1332 (Res), 1333 (Bus), 1334 (Ctx), 1335 (PBX), 1338 (ISDN-Pri), 1344 (DS0), 1358 (DSL), 1385 (ISDN-BRI), 1395 (Ctx21), 1504 (UNE-P POTS), 1590 (UBL-Anal.), 2045 (Line Sharing), 2146 (Sub-Loop), 2448 (UNE-P Ctx), 2784 (UNE-P Ctx21)                                                                                                                                                              |
|         | Installation Commitments Met – Zone-Type     | Parity*   | 1335 (PBX), 1338 (ISDN Pri), 1341 (Frame Rel.), 1344 (DS0), 1345 (DS1), 1346 (DS3), 1347 (LIS), 1348 (E911), 1358 (DSL), 1385 (ISDN-BRI), 1424 (UBL-2W-NL), 1431 (UBL-4W-NL), 1438 (UBL – ISDN-Cap.), 1445 (UBL-ADSL), 1452 (UBL-DS1 Cap.), 1459 (UBL-DS3-Cap.), 1590 (UBL-Anal.), 1618 (UDIT DS1), 1627 (UDIT > DS1), 2120 (Dark Fiber-IOF), 2121 (Dark Fiber-Loop), 2147 (EELs), 2433 (UBL-Cond.)  |
| OP-4    | Installation Interval – MSA-Type             | Parity*   | 108 (Res), 109 (Bus), 110 (Ctx), 111 (PBX), 114 (ISDN-PRI), 121 (DS0), 1330 (DSL), 1393 (ISDN-BRI), 1403 (Ctx21), 1498 (UNE-P POTS), 1584 (UBL-Anal.), 2047 (Line Sharing), 2148 (Sub-Loop), 2449 (UNE-P Ctx), 2785 (UNE-P Ctx21)                                                                                                                                                                    |
|         | Installation Interval – Zone-Type            | Parity*   | 111 (PBX), 114 (ISDN-PRI), 117 (Frame Rel.), 121 (DS0), 122 (DS1), 123 (DS3), 320 (LIS), 335 (E911), 1330 (DSL), 1393 (ISDN-BRI), 1425 (UBL-2W-NL), 1432 (UBL-4W-NL), 1439 (UBL – ISDN-Cap.), 1446 (UBL-ADSL), 1453 (UBL-DS1-Cap), 1460 (UBL-DS3-Cap), 1584 (UBL – Analog), 1619 (UDIT DS1), 1628 (UDIT > DS1), 2122 (Dark Fiber-IOF), 2123 (Dark Fiber-Loop), 2149 (EELs), 2439 (UBL – Conditioned) |
| OP-5    | New Service Installation Quality – MSA-Type  | Parity    | 1483 (Bus), 1484 (Res), 1514 (UNE-P POTS), 1524 (Ctx21), 1534 (ISDN-BRI), 2048 (Line Sharing), 2150 (Sub-Loop), 2454 (UNE P Ctx), 2803 (UNE P Ctx21)                                                                                                                                                                                                                                                 |
|         | New Service Installation Quality – Zone-Type | Parity    | 1469 (UBL ISDN-Cap.), 1471 (LIS), 1472 (DS3), 1473 (DS1), 1474 (DS0), 1477 (Frame Rel.), 1480 (ISDN-PRI), 1541 (E911), 1548 (DSL), 1625 (UDIT DS1), 1634 (UDIT > DS1), 1642 (UBL-Anal.), 1643 (UBL-2W-NL), 1644 (UBL-4W-NL), 1645 (UBL-DS1-Cap), 1646 (UBL-DS3-Cap), 2034 (UBL-ADSL), 2124 (Dark Fiber-IOF), 2125 (Dark Fiber-Loop, 2539 (EELs)                                                      |

\* Few product exceptions have benchmarks

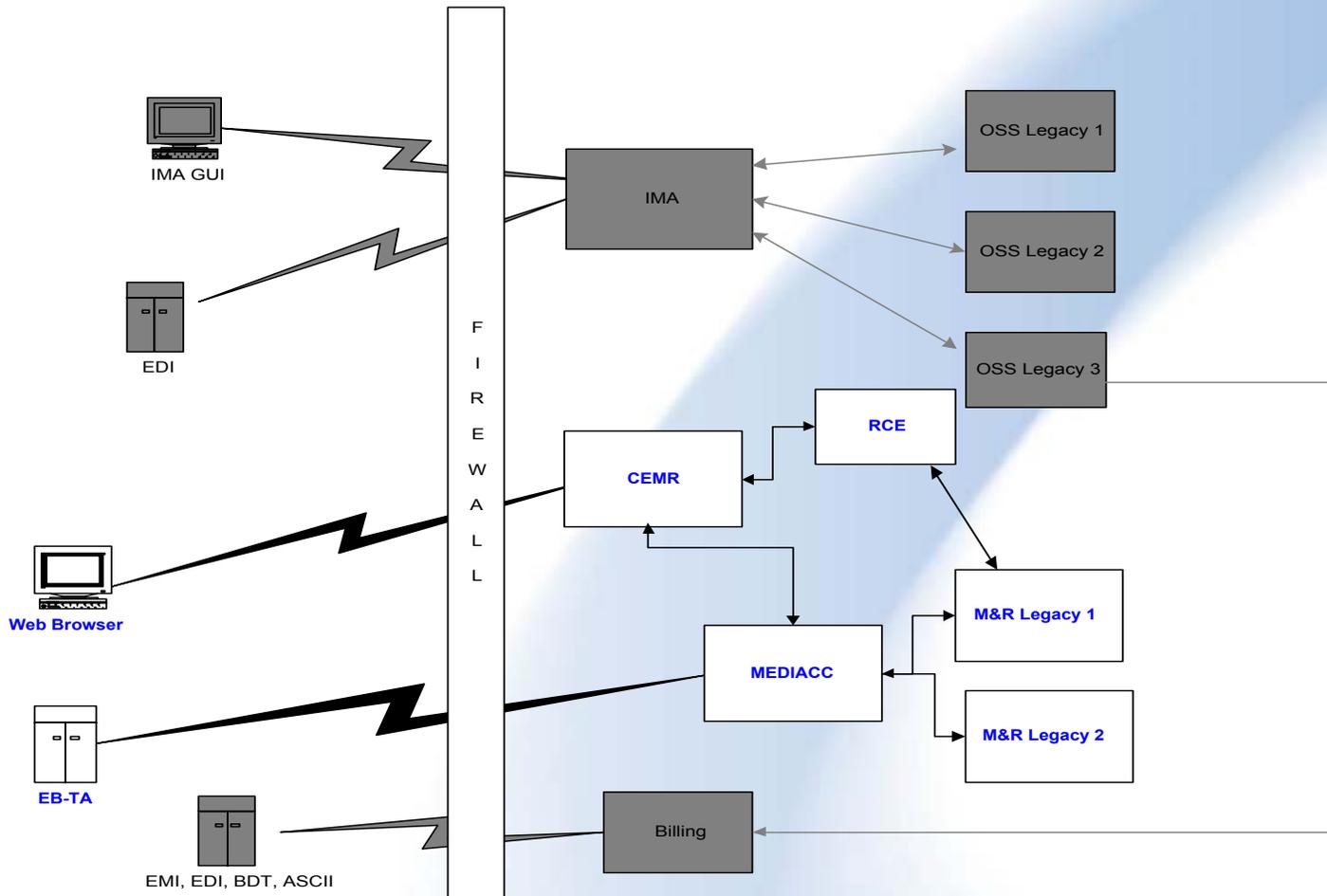
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# Provisioning PIDs (cont'd)

| PID No.*                | PID Title                                                  | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)                                                                                                                                                                                                                                                                                           |
|-------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>OP-6</b><br>(Parity) | Delayed Days for Non-Facility Reasons                      | 1298 (Res), 1299 (Bus), 1300 (Ctx), 1302 (PBX), 1306 (ISDN-PRI), 1312 (DS0), 1324 (DSL), 1387 (ISDN-BRI), 1397 (Ctx21), 1502 (UNE-P POTS), 1589 (UBL-Anal.), 2049 (Line Sharing), 2153 (Sub-Loop), 2450 (UNE P Ctx), 2793 (UNE P Ctx21)                                                                                                                                       |
|                         |                                                            | 1302 (PBX), 1306 (ISDN-PRI), 1309 (Frame Rel.), 1312 (DS0), 1313 (DS1), 1314 (DS3), 1315 (LIS), 1316 (E911), 1324 (DSL), 1387 (ISDN-BRI), 1421 (UBL-2W-NL), 1428 (UBL-4W-NL), 1435 (UBL ISDN-Cap.), 1442 (UBL-ADSL), 1449 (UBL-DS1-Cap), 1456 (UBL-DS3-Cap), 1589 (UBL-Anal.), 1620 (UDIT DS1), 1629 (UDIT > DS1), 2128 (Dark Fiber-IOF), 2129 (Dark Fiber-Loop), 2154 (EELs) |
|                         | Delayed Days for Facility Reasons                          | 1273 (Res), 1274 (Bus), 1275 (Ctx), 1277 (PBX), 1281 (ISDN-PRI), 1287 (DS0), 1323 (DSL), 1386 (ISDN-BRI), 1396 (Ctx21), 1503 (UNE-P POTS), 1588 (UBL-Anal.), 2050 (Line Sharing), 2451 (UNE P Ctx), 2794 (UNE-P Ctx21)                                                                                                                                                        |
|                         |                                                            | 1277 (PBX), 1281 (ISDN-PRI), 1284 (Frame Rel.), 1287 (DS0), 1288 (DS1), 1289 (DS3), 1290 (LIS), 1291 (E911), 1323 (DSL), 1386 (ISDN-BRI), 1420 (UBL-2W-NL), 1427 (UBL-4W-NL), 1434 (UBL ISDN-Cap.), 1441 (UBL-ADSL), 1448 (UBL-DS1-Cap), 1455 (UBL-DS3-Cap), 1588 (UBL-Anal.), 1621 (UDIT DS1), 1630 (UDIT > DS1), 2131 (Dark Fiber-Loop), 2156 (EELs)                        |
| <b>OP-7</b><br>(Diag)   | Coordinated "Hot Cut" Interval                             | 1753 (UBL-Anal.), 1760 (UBL-Other)                                                                                                                                                                                                                                                                                                                                            |
| <b>OP-8</b><br>(BM)     | Number Portability Timeliness                              | 1779                                                                                                                                                                                                                                                                                                                                                                          |
|                         | Percentage of LNP Triggers Set Prior to the Frame Due Time | 1750                                                                                                                                                                                                                                                                                                                                                                          |
| <b>OP-13</b><br>(BM)    | Coordinated Cuts Completed on Time                         | 1751 (UBL-Anal.)                                                                                                                                                                                                                                                                                                                                                              |
|                         |                                                            | 1758 (UBL-Other)                                                                                                                                                                                                                                                                                                                                                              |
|                         | Coordinated Cuts Started Without CLEC Approval             | 1752 (UBL-Anal.)                                                                                                                                                                                                                                                                                                                                                              |
|                         |                                                            | 1759 (UBL-Other)                                                                                                                                                                                                                                                                                                                                                              |

\* BM = Benchmark Diag = Diagnostic

# Maintenance and Repair



ghw, 09/28/01

## Maintenance and Repair (cont'd)

- ❑ **CLECs can use either CEMR/RCE or EB-TA to access M&R services (or call a Qwest Service Center).**
- ❑ **EB-TA and CEMR/RCE trouble tickets flow into Qwest's back office and enable CLECs to perform the same M&R functions in substantially the same time and manner as Qwest Retail.**
- ❑ **CLECs can access the following M&R functions:**
  - ⇒ **Perform Pre-Validation Activities, including Mechanized Loop Test (MLT)**
  - ⇒ **Create Trouble Reports**
  - ⇒ **Trouble Report Status**
  - ⇒ **Modify Trouble Information**
  - ⇒ **Cancel Trouble Reports**
  - ⇒ **Obtain Trouble History**

# Maintenance and Repair PIDs

| PID No.                 | PID Title                                        | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)                                                                                                                |
|-------------------------|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MR-2</b><br>(Parity) | Calls Answered within 20 Seconds – Repair Center | 644                                                                                                                                                                                                |
| <b>MR-3</b><br>(Parity) | Out of Service Cleared < 24 hours – MSA-Type     | 235 (Res), 236 (Bus), 237 (Ctx), 238 (PBX), 1529 (ISDN-BRI), 1519 (Ctx21), 1509 (UNE-P POTS), 2053 (Line Sharing), 2456 (UNE-P Ctx), 2807 (UNE-P Ctx21)                                            |
|                         | Out of Service Cleared < 24 hours – Zone-Type    | 452 (UBL ISDN-Cap.), 1636 (UBL-Anal.), 1708 (UBL-2W-NL), 1732 (UBL-ADSL), 2239 (DSL),                                                                                                              |
| <b>MR-4</b><br>(Parity) | All Troubles Cleared < 48 hours – MSA-Type       | 240 (Res), 241 (Bus), 242 (Ctx), 243 (PBX), 1527 (ISDN-BRI), 1517 (Ctx21), 1507 (UNE-P POTS), 2054 (Line Sharing), 2457 (UNE-P Ctx), 2808 (UNE-P Ctx21)                                            |
|                         | All Troubles Cleared < 48 hours – Zone-Type      | 455 (UBL ISDN-Cap.), 1637 (UBL-Anal.), 1709 (UBL-2W-NL), 1733 (UBL-ADSL), 2240 (DSL)                                                                                                               |
| <b>MR-5</b><br>(Parity) | All Troubles Cleared < 4 hours – Zone-Type       | 326 (LIS), 224 (DS3), 223 (DS1), 222 (DS0), 218 (Frame Rel.), 215 (ISDN-PRI), 1540 (E911), 394 (UDIT DS1), 395 (UDIT > DS1), 1716 (UBL-4W-NL), 1722 (UBL-DS1-Cap), 2036 (UBL-DS3-Cap), 2532 (EELs) |

# Maintenance and Repair PIDs (cont'd)

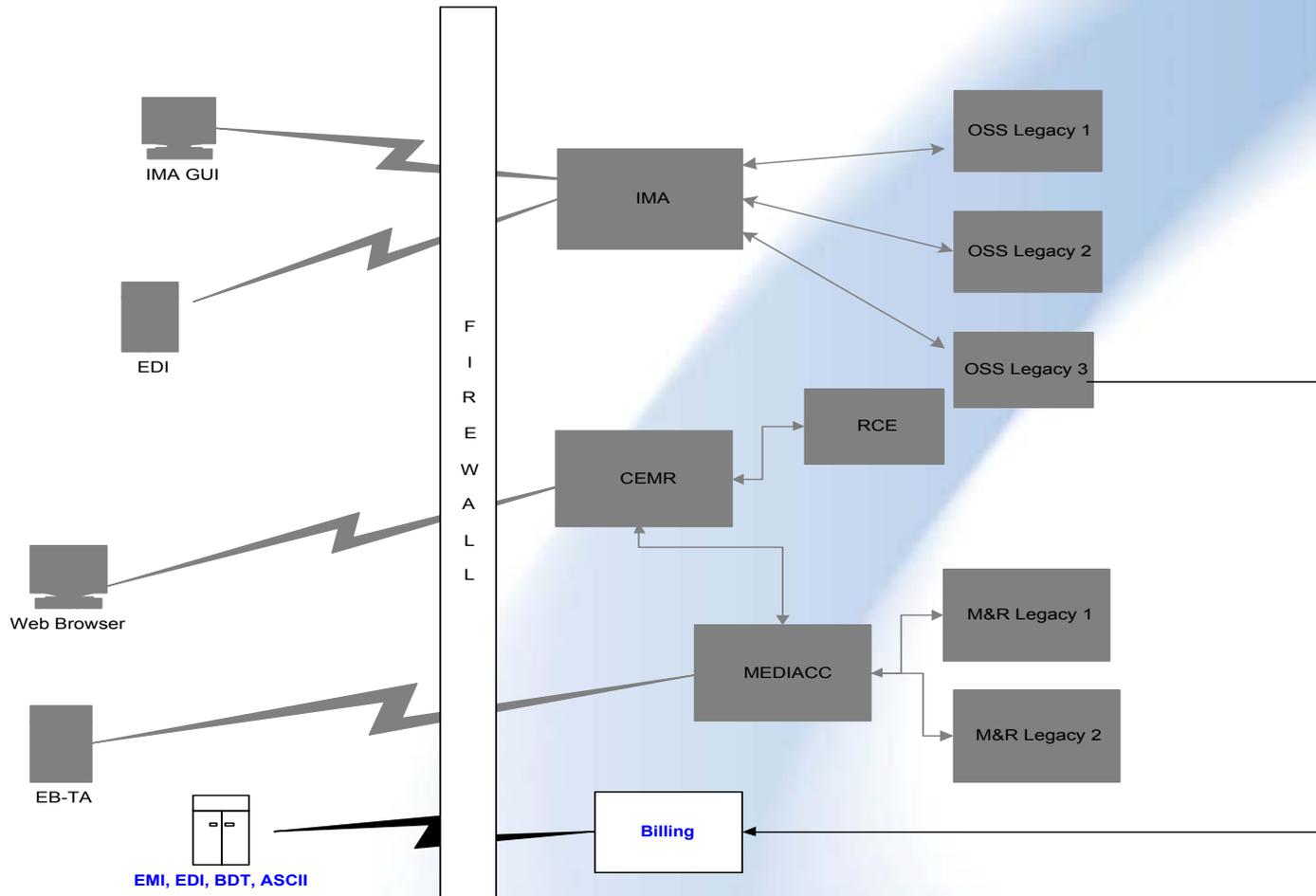
| PID No.                 | PID Title                        | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MR-6</b><br>(Parity) | Mean Time to Restore – MSA-Type  | 266 (Res), 267 (Bus), 268 (Ctx), 269 (PBX), 1530 (ISDN-BRI), 1520 (Ctx21), 1510 (UNE-P POTS), 2056 (Line Sharing), 2459 (UNE-P Ctx), 2809 (UNE-P Ctx21)                                                                                                                                                                                                                                                                                                                                         |
|                         | Mean Time to Restore – Zone-Type | 461 (UBL ISDN-Cap.), 328 (LIS), 281 (DS3), 280 (DS1), 279 (DS0), 275 (Frame Rel.), 272 (ISDN-PRI), 1536 (E911), 1543 (DSL), 402 (UDIT DS1), 403 (UDIT > DS1), 1639 (UBL-Anal.), 1711 (UBL-2W-NL), 1717 (UBL-4W-NL), 1723 (UBL-DS1-Cap), 2037 (UBL-DS3-Cap), 1735 (UBL-ADSL), 2137 (Dark Fiber-Loop), 2533 (EELs)                                                                                                                                                                                |
| <b>MR-7</b><br>(Parity) | Repair Repeat Reports – MSA-Type | 282 (Res), 283 (Bus), 284 (Ctx), 285 (PBX), 1533 (ISDN-BRI), 1523 (Ctx21), 1513 (UNE-P POTS), 2057 (Line Sharing), 2460 (UNE-P Ctx), 2810 (UNE-P Ctx21)                                                                                                                                                                                                                                                                                                                                         |
|                         | Repair Repeat Reports –Zone-Type | 464 (UBL ISDN-Cap.), 329 (LIS), 297 (DS3), 296 (DS1), 295 (DS0), 291 (Frame Rel.), 288 (ISDN-PRI), 1537 (E911), 1544 (DSL), 406 (UDIT DS1), 407 (UDIT > DS1), 1640 (UBL-Anal.), 1712 (UBL-2W-NL), 1718 (UBL-4W-NL), 1724 (UBL-DS1-Cap), 2038 (UBL-DS3-Cap), 1736 (UBL-ADSL), 2139 (Dark Fiber-Loop, 2534 (EELs)                                                                                                                                                                                 |
| <b>MR-8</b><br>(Parity) | Trouble Rate                     | 298 (Res), 299 (Bus), 300 (Ctx), 301 (PBX), 304 (ISDN-PRI), 1542 (DSL), 1531 (ISDN-BRI), 1521 (Ctx21), 1511 (UNE-P POTS), 1641 (UBL-Anal.), 2058 (Line Sharing), 2462 (UNE-P Ctx), 2812 (UNE-P Ctx21), 467 (UBL ISDN-Cap.), 330 (LIS), 313 (DS3), 312 (DS1), 311 (DS0), 307 (Frame Rel.), 1535 (E911), 410 (UDIT DS1), 411 (UDIT > DS1), 1713 (UBL-2W-NL), 1719 (UBL-4W-NL), 1725 (UBL-DS1-Cap), 2039 (UBL-DS3-Cap), 1737 (UBL-ADSL), 2140 (Dark Fiber-IOF), 2141 (Dark Fiber-Loop, 2536 (EELs) |

## Maintenance and Repair PIDs (cont'd)

| PID No.                 | PID Title                          | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)          |
|-------------------------|------------------------------------|----------------------------------------------------------------------------------------------|
| <b>MR-9</b><br>(Parity) | Repair Appointments Met – MSA-Type | 261 (Res), 262 (Bus), 263 (Ctx), 264 (PBX), 1528 (ISDN-BRI), 1518 (Ctx21), 1508 (UNE-P POTS) |
| <b>MR-11A</b><br>(BM)   | LNP Troubles Cleared < 4 hours     | 2798 LNP                                                                                     |
| <b>MR-11B</b><br>(BM)   | LNP Troubles Cleared < 48 hours    | 2799 LNP                                                                                     |

\* BM = Benchmark

# Billing



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# Billing (cont'd)

## ❑ Qwest issues bills to CLECs for resale and interconnection products and services using three distinct billing systems:

### ⇒ Customer Records and Information System (“CRIS”)

- \* Majority of Resale and UNE products
- \* CLECs receive Summary bills (CLEC financial management) and Sub Account bills (rates/charges for individual end users)
- \* Media options available are EDI, CD-ROM, Diskette, and Paper
- \* BOS formatting is available for UNE-P Summary bill

### ⇒ Integrated Access Billing System (“IABS”)

- \* Collocation (recurring), Interconnection, UDIT, UDF, and Resale Frame Relay
- \* Billing Output Specifications (BOS) guideline compliant
- \* Media options available are NDM, Diskette, Magnetic Tape/Cartridge, Electronic Bill via Web access, and Paper

### ⇒ Billing and Receivable Tracking (“BART”)

- \* Products and services not otherwise billed through CRIS/IABS
- \* Typically non-recurring charges for collocation and special construction services

## Billing (cont'd)

- **Qwest also collects CLEC end user usage data and provides it to CLECs via the Daily Usage File (“DUF”).**
  - ⇒ **The DUF is the same process used to capture usage for calls placed by Qwest Retail end users.**
  - ⇒ **Provides CLECs with both rated and unrated usage data in industry standard EMI message format.**
  - ⇒ **The DUF can be received as frequently as daily (M-F, excluding holidays).**
  - ⇒ **CLECs can receive the DUF via NDM, FTP, and Web access.**

# Billing PIDs

| PID No.     | PID Title                                                                                     | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)                                           |
|-------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>BI-1</b> | Time to Provide Usage Records<br>(BI-1A = parity standard)<br>(BI-1B = benchmark)             | 582 (UNEs & Resale)<br>583 (Jointly-provided Switched Access)<br>2847 (CAT11 – UNEs & Resale)<br>2848 (CAT10 – UNEs & Resale) |
| <b>BI-2</b> | Invoices Delivered within 10 Days<br>("Parity by design")                                     | 1549                                                                                                                          |
| <b>BI-3</b> | Billing Accuracy – Adjustments for Errors<br>(BI-3A = parity standard)<br>(BI-3B = benchmark) | 1754 (UNEs & Resale)<br>1755 (Reciprocal Compensation)                                                                        |
| <b>BI-4</b> | Billing Completeness<br>(BI-4A = parity standard)<br>(BI-4B = benchmark)                      | 1756 ((UNEs & Resale)<br>1757 (Reciprocal Compensation)                                                                       |

# Technical Assistance / Relationship Management

## □ The major components of Technical Assistance / Relationship Management include:

- ⇒ Change Management Process (CMP)
- ⇒ Wholesale Web site (<http://www.qwest.com/wholesale>)
- ⇒ Account Establishment and Management Processes
- ⇒ Product Catalog (PCAT)
- ⇒ CLEC Training
- ⇒ Job Aides, User Guides and Other Documentation
- ⇒ Help Desk and Call Center Support

# Technical Assistance / Relationship Management

| PID No.                 | PID Title                                                               | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports)                             |
|-------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>GA-7</b><br>(BM)     | Timely Outage Resolution following Software Releases                    | 2445                                                                                                            |
| <b>PO-16</b><br>(BM)    | Timely Release Notifications                                            | 2446                                                                                                            |
| <b>PO-19</b><br>(BM)    | Stand-Alone Test Environment (SATE) Accuracy                            | 2447<br>2941 (Rel. 8.0)<br>2943 (Rel. 9.0)<br>2944 (Rel. 10.0)<br>2945 (Rel. VICKI)<br>2952 (Rel. 11.0)<br>2942 |
| <b>OP-2</b><br>(Parity) | Calls Answered within Twenty Seconds - Interconnect Provisioning Center | 641                                                                                                             |

\* BM = Benchmark

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## Other PIDs

| PID No. | PID Title                                      | Standards        | Unique Codes (For Each Disaggregation in the Spreadsheet Statewide Results Reports) |
|---------|------------------------------------------------|------------------|-------------------------------------------------------------------------------------|
| CP-1    | Scheduled Interval <=90 Days                   | Benchmark        | 2242                                                                                |
|         | Scheduled Interval 91-120 Days                 | Benchmark        | 2243                                                                                |
|         | Scheduled Interval 121-150 Days                | Benchmark        | 2244                                                                                |
| CP-2    | Forecasted Collocations                        | Benchmark        | 2245                                                                                |
|         | Non-Forecasted & Late Forecasted Collocations  | Benchmark        | 2246                                                                                |
|         | Collocations w/ Intervals Longer than 120 Days | Benchmark        | 2247                                                                                |
| CP-3    | Collocation Feasibility Study Interval         | Benchmark        | 2248                                                                                |
| CP-4    | Collocation Feasibility Study Commitments Met  | Benchmark        | 2249                                                                                |
| DA-1    | Speed of Answer - Directory Assistance         | Parity by design | 637                                                                                 |
| DB-1    | Time to Update Databases                       | Parity by design | 1487 (E911), 1591 (LIDB), 1593 (Directory Listing)                                  |
| DB-2    | Accurate Database Updates (Directory Listing)  | Parity by design | 1594                                                                                |
| NI-1    | Trunk Blockage to Qwest Tandem and End Offices | Benchmark        | 1485 (Tandem), 1486 (End)                                                           |
| NP-1    | NXX Code Activation                            | Parity           | 1583                                                                                |
| OS-1    | Speed of Answer – Operator Services            | Parity by design | 638                                                                                 |